Phase – I Impact Assessment Report 2016-17

Eastern Coalfields Limited CSR Initiatives

Tata Institute of social Sciences

National CSR Hub, Mumbai

I

IMPACT EVALUATION STUDY

BY-

NATIONAL CORPORATE SOCIAL RESPONSIBILITY HUB
TISS

FOR

EASTERN COALFIELDS LTD. (ECL)

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This report is an outcome of the Impact Assessment undertaken by National Corporate Social Responsibility Hub, Tata Institute of Social Sciences, Mumbai for Eastern coalfields limited.

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Above all, thank you to Mr. Lal (DGM) for co-operating throughout the study and ensuring that the study sails through smoothly. His support extended is deeply appreciated. He shall be always admired for his dedicated work and immense intellectual knowledge for CSR. Therefore, we acknowledge the partnership with ECL, and hope there will be many more upcoming CSR projects.

We would like to thank all the implementing agencies that devoted their valuable time for the study and extended extreme support for smooth functioning of the study. It would not have been possible to do justice to this study and complete it successfully without the respondents who were always more than willing to help. Their inputs have enriched the study immensely.

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B. Venkatesh Kumar
Director
National Corporate Social Responsibility Hub

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CHAPTER 1: INTRODUCTION

1.1. NATIONAL CORPORATE SOCIAL RESPONSIBILITY HUB (NCSR HUB)

The onslaught of globalization has resulted in unprecedented socio – political and economic changes. On the one hand, the collapse of global governance and simultaneous increase in the clout of the corporation has necessitated a greater role for the corporate sector to play a larger role in the development sector, with the concept of corporate governance. On the other hand, research has shown that traditional ways of doing business with a focus on mere profit maximization without considering the social, economic and environmental responsibility of business has its limitations and is often detrimental to the sustainability of business itself. This has resulted in a paradigm shift of businesses to commit themselves to both modifying the way they produce, that is, by re-examining their supply change and production processes and at the same time, an understanding that business must take into account all stakeholders, wherein the larger question is one of impact of goods and services and the business on not just consumers, but also on communities, environment and their business interests. This shift of modern business organizations towards a triple bottom line sums up the essence of CSR – Corporate Social Responsibility. As a result, TISS, a pioneer educational institution in social sciences with decades of experience in teaching, research, publications, and field interventions has come forward to host the National CSR Hub. This Hub is coordinated at the School of Management and Labor Studies (SMLS) at TISS. The Hub carries out activities in a partnership mode i.e. TISS, civil society organizations, and the concerned PSEs. Broadly, core functions of CSR Hub at TISS include inter alia Research, Publication and knowledge dissemination, Capacity Building, and Advocacy.

The National CSR Hub at the Tata Institute of Social Sciences, is envisioned as a think tank and knowledge partner for CSR advice, implementation and facilitation, and commits itself to the concept and practical implementation of Corporate Social Responsibility. With its work spread across the country, engaging multiple stakeholders, the Hub emphasizes on cultivating an environment for learning and problem solving, by substantially expanding the access to opportunities for the marginalized communities of our society through meaningful investments in the CSR space.

1.2. COLLABORATION BETWEEN ECL AND NCSR HUB

On August 16, 2012 ECL issued work order ECL/HQ/C-6-F/232 to NCSR Hub to achieve the objective of strengthening the CSR aspect of the PSE. As per the work order, both the parties agreed to avail and extend NCSR Hub's professional services of doing Needs Assessment Studies for the company. Thus, a study was undertaken by NCSR Hub in order to assess the needs of the communities getting affected by the company's operations to plan appropriate CSR intervention. The sites of CSR intervention were selected by ECL.

Chapter 2: Research Methodology

2.1. THE RESEARCH METHODOLOGY

The methodology contains the methods used by a researcher for his/her research. This chapter is going to give a brief introduction to the study, its rationale, its objective, research questions, sampling, data collection and limitations. This becomes pertinent so as to give a reader a thorough understanding about the research process followed by the researchers so as to give a rationale and background to the findings of the study.

2.2. RESEARCH DESIGN AND RELEVANCE OF QUALITATIVE RESEARCH

A research design provides broad guidelines for the research since its conception to end. There are four major questions answered by the research design which are: which questions to be asked; which data is relevant; what data should be collected and how to analyse. These are the major questions which one has to answer before starting the data collection in consideration with the objective of the study.

The present study adopts an exploratory design which is mostly carried out where is not sufficient information is available about the issue to be studied, or in other words, the researcher has either no knowledge or limited knowledge. The impacts of the seventeen CSR projects of ECL were an independent study so the exploratory method was most suitable for this kind of study. Every programme has different objectives which is objectified to support the deprived communities in large. Qualitative research aims to bring out the interpretations of the participants about the social conditions. It does not aim to quantify the data and generalize it for the whole population. The theory in qualitative research, it derives from the already established theories. So, for the present study, the epistemological view was required of the social conditions through the interpretations of the participants.

2.3. RESEARCH QUESTIONS:

The research questions are the root of the research that begins the research itself. These are the questions that come in the researcher's mind that need to be addressed through the study. These questions are the guiding light for the research design, objectives, data collection and data analysis process. Some of the research questions that drove the study are:

- Which are the social groups benefitting from the projects?
- What are the objectives of the project?
- How is the implementation of the projects taking place?
- What are the main benefits that are reaching to the people?
- What are the limitations and strengths of the projects?
- What needs to be done to improve the project?

2.4. OBJECTIVES OF THE STUDY:

The objectives of the evaluation study are:

- To assess if the project objectives meet the need of the beneficiaries
- If the need is not being met, to assess the need of the targeted beneficiaries
- To evaluate the project implementation with respect to vision-mission alignment, objectives, implementation strategy and approach. To evaluate initiatives which are under tendering process in their existing status and to verify if the projects objectives and envisaged plan match the needs of the community.
- To understand effectiveness of the project in terms of its outcomes and impact, strengths, weaknesses, opportunities and threats
- To make recommendations to strengthen the project wherever required

2.5. SAMPLING

2.5.1. Sampling Strategy

Qualitative research with a focus on exploration emphasizes words rather than quantification of the numbers. There is no fixed number of the participants in a qualitative research study. The researcher collects the data till the saturation point. Saturation point is a point where the researcher starts getting repetitive information from the participants.

2.5.2. Sampling Characteristics

Non-probability simple random sampling method was used by the researchers to get the participants. The method was used in interviewing and identifying the beneficiaries. The beneficiaries were segregated already on the basis of the services they are getting from **Eastern Coalfields Limited**. The researcher conducted Group Focused Discussion with beneficiaries, ECL project leaders and other stakeholders.

2.6. DATA COLLECTION

Data collection is a vital part of research to bring the facts and validate them. The present study was on the twenty seventeen CSR programmes of ECL so there were separate methods and tools used to collect information from different stakeholders of the programmes.

2.6.1. Sources of Data

The researchers focused and collected only primary data from the field. They had interviews with the beneficiaries and got their views to understand the impact of the programme. To get a more holistic view, they interviewed the implementing agencies to understand the implementation, strengths and challenges. The view of ECL project leaders of all the programmes and informal talks with the local officers assisting the project leaders were also involved. It helped in understanding the company's viewpoint and approach towards the programme. It also helped to understand their engagement in the CSR programmes of their company.

2.6.2. Methods and Tools of Data Collection

A mix of both quantitative and qualitative research tools were used for collecting data. There are 26 projects in all, and the specific tools and methodology for each had vary depending on the project and the documentation and information available for each. The details of stakeholders, sample size, representation of different types of beneficiaries targeted in the project have been documented separately for the respective projects. Overall, the following tools were used for collecting quantitative as well as qualitative data:

- **Secondary data analysis** – Secondary data, wherever made available by the implementing agencies, was collected and analyzed to cover those aspects of the projects which a one-point-in-time study like this may miss out on otherwise.
- **In-depth Interviews-** In cases where the discussion with some of the key stakeholders cannot be structured as the survey and where the stakeholder is a representative of an agency or organization, IDIs are conducted to get both qualitative and quantitative data.
- **Photo**–Photo documentation also helps in visualizing the observations.

2.7. DATA INTERPRETATION AND ANALYSIS

The next step is data interpretation and analysis after collecting data from various sources. The data is collected through in-depth interviews schedules and focus group discussions. So, the responses of the participants were recorded manually during the interviews.

This is also evaluative research as it is designed so that the findings would provide information useful for decisions on the company's CSR policy. The study has attempted to comment on the following aspects of the projects in order to make recommendations for future.

- **Sustainability:** Sustainability of the interventions made in the project, outcomes and impacts and the institutions and infrastructure created under the project are assessed and commented upon.
- **Effectiveness and relevance:** The relevance and effectiveness of the objectives and activities in the project for addressing the issues identified for the intervention. How far have they accomplished, what was visualized was studied?
- **Efficiency:** The cost effectiveness of the interventions was assessed to understand how the benefits accruing from the interventions compared to the costs of the interventions.

2.8. SIGNIFICANCE OF THE STUDY

The present study aims to find out the impact of the projects on the beneficiaries live through CSR interventions of ECL. The study will help the company to understand the strengths and weaknesses of the projects.

2.9. LIMITATIONS OF THE STUDY

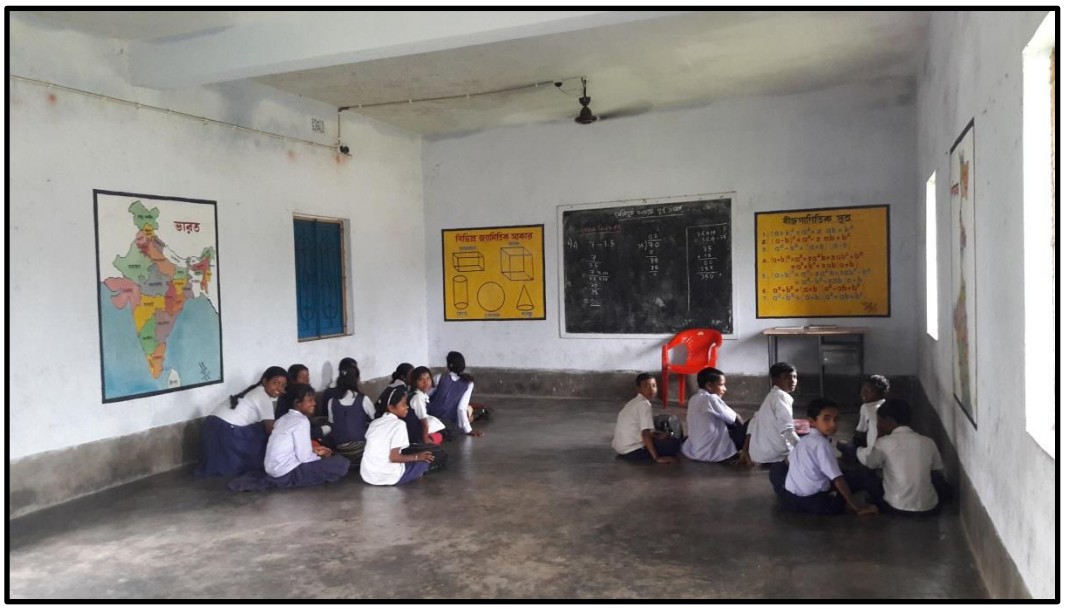
There were some projects where the researchers did not get to meet the beneficiaries due to relentless rainfall, which posed as a limitation. Conducting in-depth interviews with children under the age of 10 was a challenge as they were not able to give details or effective feedback about the projects.

Chapter 3: Projects

KUNUSTORIA AREA

Construction of Two Class Rooms in Bansra Village School at Bansra Colliery

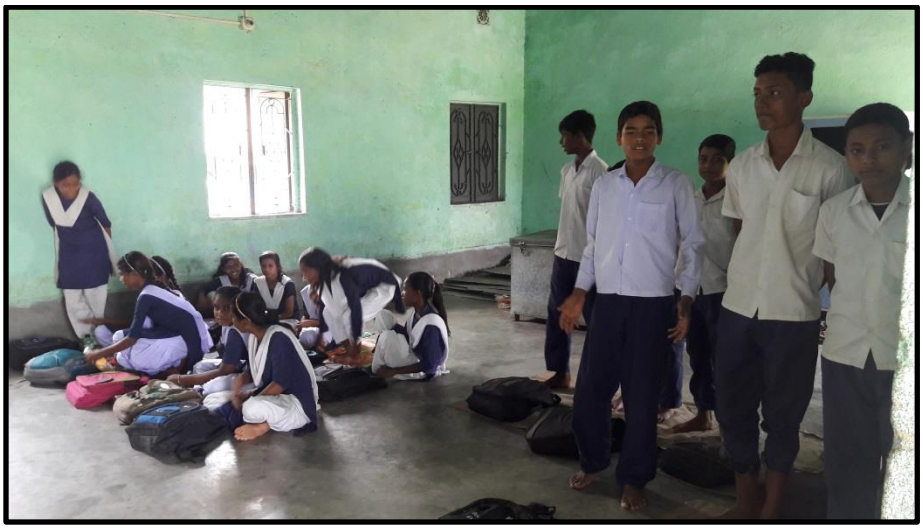
1. **Details of the Project:**



Project name	Construction of Two Class Rooms in Bansra Village School at Bansra Colliery
Cost of the project (In Rs)	**6.28 Lakhs**
Location (District, State)	Amrasota Gram Panchayat, Raniganj Block, West Burdwan , West Bengal
Number of beneficiaries	266
Implementing Agency	Kunustoria Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	03 months
Year of Impact Assessment	2017-18

1.1.Introduction:

Access to quality Primary and Secondary Education in the rural areas of India is still one of the colossal challenges faced by the community at large. In today's world of advancement in science and technology, there still exists a section of individuals who prolong to languish in the depths of benightedness of enlightenment extensively. The implementation of CSR initiatives in the thematic area of Education requires strict interventions at various levels. Bansra village exists under the jurisdiction of the Topsi Gram Panchayat in the Raniganj Block of Burdwan District.



1.2.Aims and objectives of the project:

1) To provide basic infrastructure in the Bansra junior high school.

The table underneath gives us the following data:

- Bansra Pre- primary school (from class 1 to4)
- Bansra Junior high school (from class 5 to8)

Particulars	**Bansra Pre- primary**	**Bansra Junior high**
Classes	From class 1 to 4	From class 5 to 8
Student Strength	150	116
Available Teachers	6	5
Available Non-teaching	-	-

Mid-day meal	Yes	Yes

The two classrooms in the Junior High School have been set up on collective demands of the villagers and former Bansra School President Mr. Ramprasad Mondal due to a number of inconveniences caused by the meagerness of infrastructure. The Bansra Pre-primary and the Junior High School which are adjacent to each other is domiciled under the jurisdiction of Amrasota Gram Panchayat in Raniganj block of Burdwan District

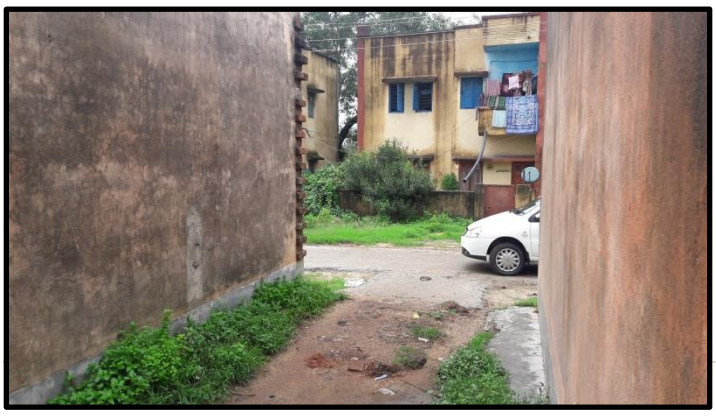
2. Observations & Findings:

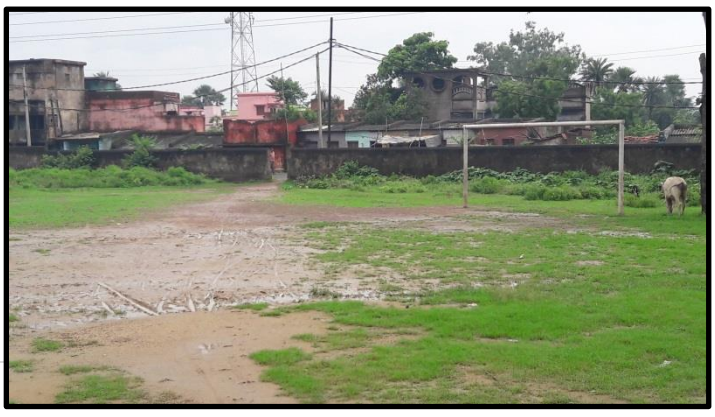
a) Absenteeism: The attendance in the Junior High School on the day of the visit was 28% (33 students out of 116) only and large scale absenteeism was reported by the teachers present in the school. On the interacting with the Teacher-in-Charge Mr. DebnathChattoraj who is also an Assistant Teacher, it came to the understanding that girl students are mostly regular in classes and boys are the ones who remain absent most of the time "*as they sometimes indulge themselves in small scale illicit coal dealings"* (source: Teacher-in-Charge). One female student of class - 7 was forced to tie the knot and left school few weeks back. One of the male students of class-5 died of snake bite the day before the impact assessment visit. (Source: Students and Teachers).

b) Incidence and prevalence of Vandalism: The teachers reported that the school property is being damaged by a certain group of individuals frequently and the school authorities are unable thwart these kinds of threats as these barbaric acts occur mostly during the night.

Destruction of toilet doors, tap water outlets, classroom doors, littering and soiling the school floors with plastic bags and other solid and liquid wastes were visible.

This group of individuals also indulge themselves in alcohol and substance abuse in the school premises during nightfall. (Source: Community people, Teacher-in-charge, Teachers).





c) Non-functional toilets: The Government of West Bengal and NTPC have constructed toilets for the students and faculties. The toilets constructed by NTPC are non-functional as there is no water connectivity; the ones built by the State Government are also non-functional and are small in dimensions as reported by the faculties and Teacher-in-charge. The urinals are functional to some extent and students and faculties have to carry water from the well in the school premises to the urinals along with them while using the urinals.

d) **Positive Impact of the project**: Before the commencement of ECL intervention, there existed only one classroom and three subjects were taught in that classroom to three different standards all at once. The Teacher-in-charge and the faculties narrated that they could not teach properly as their voices would overlap with one another and the students found it difficult to figure out what was being taught in the classroom. With the introduction of two new classrooms, the students of different standards could sit in their respective classrooms. This initiative has helped increase the number of new students in the Bansra Junior High School.

3. Stakeholder's level of engagement

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	**Stakeholders**	**Tools and Method**	**No. of stakeholders**
1.	Beneficiaries	Transect Walk, Field notes	Students, Faculties, Teacher in Charge, community people
2.	ECL	Semi-Structured Interview	3

The community people and Mr. Debnath Chattoraj (Teacher-in-Charge) stressed on the need of more classrooms and upgrading the existing infrastructure of the school in order to attract more

students. The children and the community people suffer from water borne diseases, (diarrhoea, amoebiasis, dysentery, typhoid, etc) vectorborne diseases (dengue, malaria, Japanese encephalitis etc) and various communicable diseases due to improper source of drinking water, inadequate solid and liquid waste management etc.

It was observed that due to the scarcity of water villagers use the well inside the school premises for domestic purpose as a result during summers water level goes down. It was mentioned that fulfillment of these basic requirements would result in reduction of school dropouts and subsequent increase of interest in attending school among the children. A participatory approach; making District Administration a party of the agreement and Panchayat as prime custodian of the infrastructures created by company ensures the success of the CSR intervention as well as follows a participatory model recommended by DPE guidelines.

5. Suggestions and Recommendations

a) **Recurring deposits and maintenance**: For project sustainability whether short term or long term, recurring budget should be allocated separately. Initially for 2 years, the project maintenance should be handled by ECL. However, ECL should safeguard by sensitizing communities about community resources ownership and community participation for sustainability of projects.

b) **Adopting government schools as a model**: ECL shall identify schools whose conditions are poor and need attention. These can be advanced and provide basic amenities for development of school in terms of infrastructure and physical infrastructure.

c) **Repairing of existing toilets**: It was observed that school has many toilets seats for students but due to its deplorable condition, students are not accessing them. Repairing and its maintenance can be done along with providing water supply to school.

d) **Clean Drinking water**: Students have no access to clean drinking water in school.

BANKOLA AREA

Pilot Project for Women Employment under CSR Durgapur Sundaram Creative Welfare Society at Bankola Area

1. **Project Details:**

Project name	Pilot Project for Women Employment under CSR Durgapur Sundaram Creative Welfare Society at Bankola Area
Cost of the project (In Rs)	12.4 Lakhs
Location (District, State)	Nabagram Panchayat, Pandaveswar Block, West Burdwan, West Bengal
Number of beneficiaries	100
Implementing Agency	DSCWS
Project status	Completed
Year of Commencement	2012-13
Year of Completion	2013-14
Project duration	09 months
Year of Impact Assessment	2017-18

1.1. Introduction:

Pilot project name "Swabhimaan" started on 15th March, 2013 under the CSR activity of ECL. Eastern Coalfields Limited has handed over the responsibility to implement the Project "Swabhimaan" to Durgapur Sundaram Creative Welfare Society (DSCWS). ECL staff recreation centre Bankola area was selected as training centre for project "Swabhimaan", it has one big hall, one room and one bathroom with electricity facility, though they require few fans in hall. This project started with 100 participants and currently as per the Instructor of "Swabhimaan (DSCWS), they have trained more than 400 women till date.

1.2. Aims and objectives of the project:

1) To develop financial stability, entrepreneurship skills and social empowerment of underprivileged women of the surrounding areas by providing vocational training in several trades and assisting in marketing of final products

2. Observation & Findings

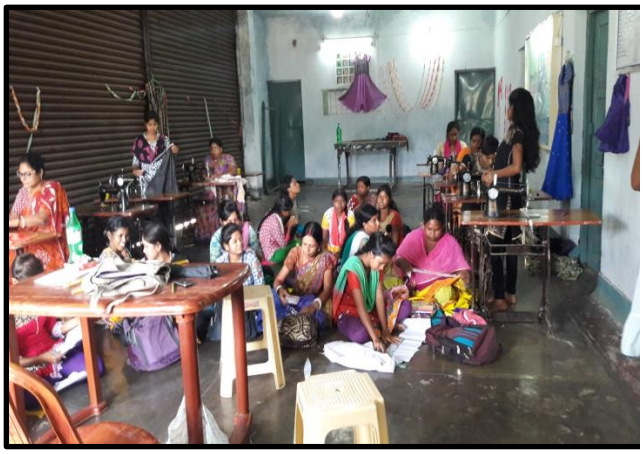
This being a pilot project and the funds allocated were also for the limited periods only, so after its successful completion and increasing number of participants, all the participants and Durgapur Sundaram Creative Welfare Society (DSCWS) decided to continue the project "Swabhimaan" and make it a self-sustaining organization. The instructor stated that participants from distant villages (Ukhra, Kumardihi, Chora, Nabagram, Shyamsundarpur, DakhinKenda) joined the courses gradually.

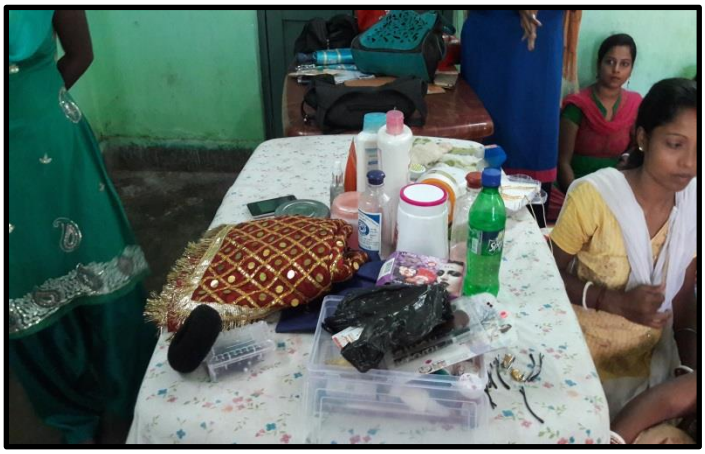
a) It was observed that girls and women were interested in learning cutting & tailoring and beautician course. Knowing the fact, the courses were initiated as pilot projects. In present

situation both courses are running in premises of ECL area office. The training schedule of the courses is highlighted as trained teachers are hired individually for vocational training programme.

b) **Advance level courses:** It is observed the training imparted in these centers is basic and guest lectures and trainers are invited to share their experiences with students. The course curriculum gives the primary level skills to the beneficiaries. To sustain the project and link it with employment it is pivotal, to introduce advance level courses for communities.

c) **No availability of raw material:** In both courses, beneficiaries had to manage with their raw material. Given the fact, training is imparted free of cost in both courses but students have to manage with their limited raw material.





On-going training routine is mentioned below:

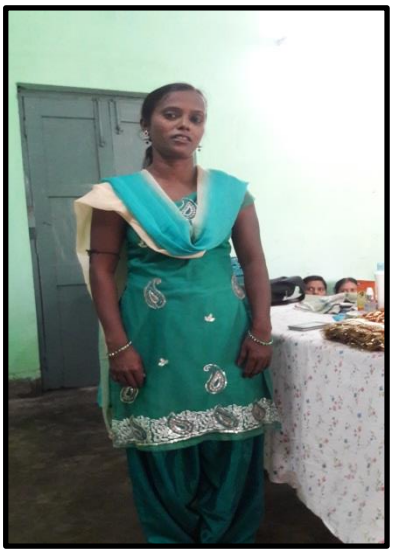
Training Routine

S. No.	Subjects/ Trade	No. of participants	Duration	Timing
1	Tailoring	30	10 Week/ 3 Days in a week/ Total 30 classes	1 PM to 4 PM
2	Beautician	30	10 Week/ 3 Days in a week/ Total 30 classes	1 PM to 4 PM

Courses Offered				
S. No.	**Course Name**	**Admission Fee**	**Monthly Fee**	Course Duration
1	Tailoring	150	75	**6 Months**
2	**Beautician**	**500**	**200**	**6 Months**

Apart from training of the above mentioned trades by Durgapur Sundaram Creative Welfare Society (DSCWS), regular business development skills, entrepreneurship skills, SHG concept and its benefits are also taught to the participants. Gradually financial representatives oriented the participants about the banking techniques and its benefits like loans, schemes etc for women customers. As per the Swabhimaan team (participants and instructor Mr. Manas Sarkhel from Durgapur Sundaram Creative Welfare Society (DSCWS)), have requested for more funds to run this project more effectively meanwhile they have started contributing among themselves for smooth functioning of the project. At the end of the course, Certificates are awarded to the participants. DSCWS also performed capacity building of the instructors and participants by inviting a renowned beautician who is commonly known as "Shona Da" from Durgapur.

Shakila Khatun:



Age-30, she resides with her daughter and has been a participant in the beautician course during 2013 pilot project implementation. She left school at 8th Standard and started to earn for her living as she had to support her family. She came to know about the course from one of the participants in her village named "Chora". She got admitted in the beautician course of 6 months, 3 days in a week and incorporated skills of Bridal makeup, eye brow threading, bleach, haircutting (Step, layer, U-shape), heena etc. After completion of the course, she started working in a beauty parlor and earned her living.

She still works in the beauty parlor and has been promoted as the Supervisor. She stated that this course benefitted her and increased her skill set which helped her to become financially stable and is extremely grateful to this initiative started by ECL.

Anjali Vishwakarma: *Age-25, She got to know about this course in one of the programmes of ECL and got enrolled herself in the beautician course. She incorporated all the skills taught in the course and became an entrepreneur after completion of the training. She now runs her own parlor in Durgapur and supports her family comprising of her mother, brother and her bhabi. She now invests a small amount of her earnings to pursue her M.A. from an open university. She stated that this course has helped her to a large extent by making her self-sustained and is extremely grateful to Swabhiman and Eastern Coalfields Limited for providing the necessary support.*

3. Stakeholder's level of engagement

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project	✓		

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Focus group Discussion, Field notes, Case Study	Participants, Beneficiaries, Instructors of DSCWS.
2.	ECL	Semi-Structured Interview	3

5. Recommendations:

a) **To introduce more advanced beautician and tailoring courses:** To sustain the project and link it with employment it is pivotal, to introduce advance level courses for girls. Further, increase the number of months to give professional experience to the students. The vocational training programme has imparted knowledge and skills to all but employment generation is done at home at basic levels. Linkages with the market should be identified for these women to give them opportunities for exploring and become economic independent.

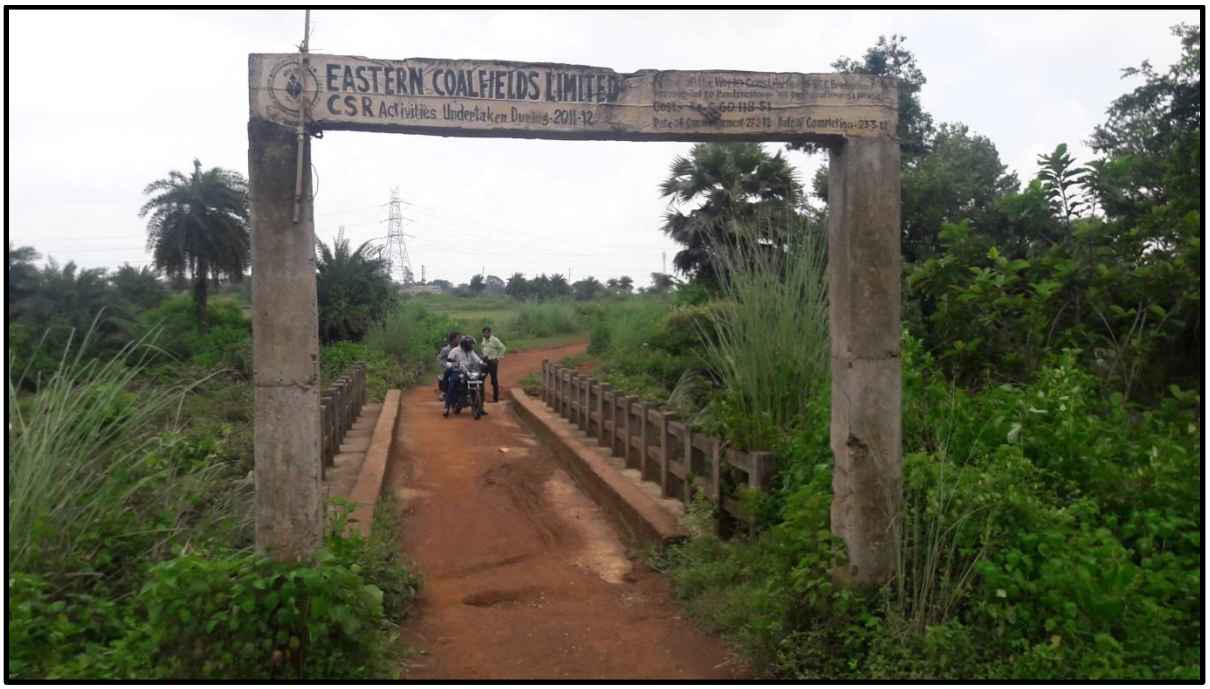
b) **Provision of providing raw material:** The materials used by beneficiaries are of mediocre quality and hence this affects the quality of work and limits knowledge. Especially, in beautician course, quality products and application is essential routine to be followed. As per our observation, the products were not satisfactory due to lower range of cosmetic products, in terms of quality and quantity. The provision of providing and sharing knowledge of quality products is pre-requisite. The ECL can initiate and shall provide raw material for both courses beautician and cutting/tailoring.

c) **Revision in curriculum:** The curriculum can be revised and according to market need the course content can be designed. As this programme gives a basic level training to beneficiaries.

d) **The course should have improvised as per the according to the need of the beneficiaries. The guest faculty for respective courses can be invited to the center. This can help women and adolescents girls to learn distinctive techniques from mentors. Along with that career counseling session can be organized from them. This may guide them in deciding what courses can be done further to strengthen their skills and knowledge.**

Construction of RCC Bridge for Approaching to Pandaveswar Village near Jowalbhanga Village

1. **Project Details:**



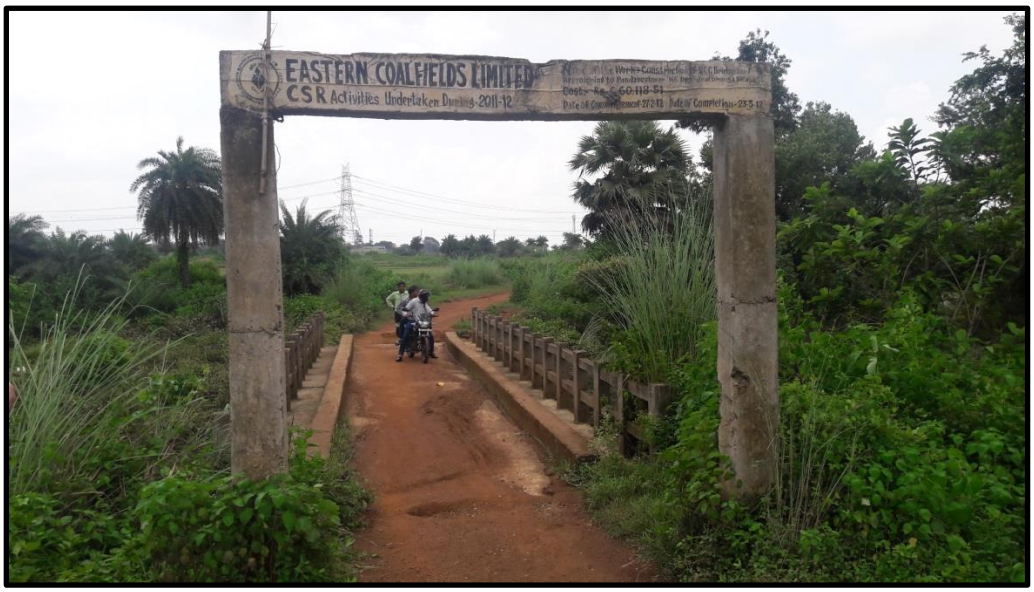
Project name	Construction of RCC Bridge for Approaching to Pandaveswar Village near Jowalbhanga Village
Cost of the project (In Rs)	10.99 Lakhs
Location (District, State)	JowalbhangaPanchayat, Pandabeshwar Block, West Burdwan, West Bengal
Number of beneficiaries	3000
Implementing Agency	Pandaveswar Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Aims and objectives of the project:

1) The objective of this initiative is to provide basic infrastructure for connectivity of Jowalbhanga village to Pandaveswar village through RCC Bridge

2. Observation and Finding:

Construction was done due to inconvenience of villagers during rainy season and non- availability of short route to Pandaveswar. This bridge has linked two villages and solved rainy season problem, promoted easy trading and marketing, smooth transportation, accessibility of school, only small vehicle can pass through this bridge car, bikes, auto etc. but trucks and other big lorry cant cross this bridge due to its specified "weight limit", in short it will be only used by the villagers. **The purpose of the constructing bridge was to save time as it was constructed to cut down the distance covered by the communities.**



Earlier villagers, school and college going children had to travel double the distance but with the construction of the bridge, the distance of Pandaveswar School and Jowalbhanga College has been to reduce to almost half of what people had to travel before. People of both the villages can now connect to each other easily, can access market, school, dispensary and other basic things from one village to another.

3. Stakeholder's level of engagement

Stakeholder	Role	Level of engagement in the project		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Villagers
2.	ECL	Semi-Structured Interview	3

5. Recommendations:

1) To set up street lights near the RCC bridge. This will ensure safety during late evenings and night.

Construction of Stage & Green Room at Dihi Park, Kumardihi village by Kumardihi-A Colliery

1. **Project Details:**

Project name	**Construction of Stage & Green Room at Dihi Park, Kumardihi village by Kumardihi-A Colliery**
Cost of the project (In Rs)	5.00 lakhs
Location (District, State)	Nabagram Panchayat, Pandaveswar Block, West Bengal, West Burdwan
Number of beneficiaries	Kumardihi Village
Implementing Agency	Bankola Area
Project status	Completed
Year of Commencement	2013-14
Year of Completion	2013-14
Project duration	3 months
Year of Impact Assessment	2017-18

1.1. Aims and objectives of the project:

1) The objective of this initiative is to provide platform for villagers to organize village level

cultural events and Children Park

1.2. Area of Implementation:

Kumardihi village falls under the jurisdiction of Nabagram Panchayat, Pandaveswar Block and "Kumardihi-A colliery is located in Bankola area of Eastern Coalfields Limited. 'Kumardihi A' Colliery was an "open cast mine" and after it got exhausted this mine was refilled and afforestation was done. Later on it was developed into park named Dihipark for the villagers under CSR activity of Eastern Coalfields Limited.

2. Finding and Observation:

ECL has constructed a concrete stage along with a green room at Dihipark. Tree plantations have been carried out with the help of Nabagram village Panchayat and ECL together. With the help of MNREGA small pond has been also constructed inside the Dihipark. Request to construct this park was proposed by villagers were they can organized their village level occasions. Currently as per villagers about 7000 to 8000 people participate in regular occasions in this park. Few events organized every year are:

- Ranbindra Jayanti
- Inauguration Day of Dihi Park
- Independence Day Celebration
- Poush Mela
- Sit and Draw Competition

Earlier this place was open cast mine and after refilling park was developed, currently Children Park, drainage system and connecting road are also under construction inside the Dihi Park. After the construction of park this was handed over to the Nabagram village Panchayat which has formed a separate committee of 21 members for its maintenance. It was mentioned by the villagers and Mr. Anup Bhattacharya (Park secretary) that they are in need of toilets and drinking water supply inside the Dihi Park.

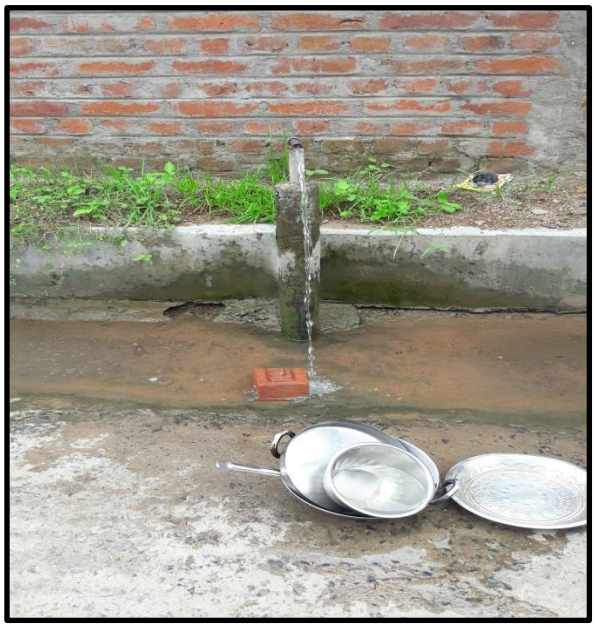
3. Stakeholder's level of engagement

Stakeholder	Role	Level of engagement in the project		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Villagers
2.	ECL	Semi-Structured Interview	3

Permanent Water Supply Pipe Line at Kumardihi & Shyamsundarpur Village by Kumardihi - A Colliery



1. **Project Details:**

Project name	**Permanent Water Supply Pipe Line at Kumardihi & Shyamsundarpur Village by Kumardihi - A Colliery.**
Cost of the project (In Rs)	9.23 Lakh
Location	Shyamsundarpur Panchayat, Pandaveswar Block,West Burdwan, West Bengal
Number of beneficiaries	Kumardihi Village
Implementing Agency	Bankola Area
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	5 months
Year of Impact Assessment	2017-18

1.1. Aims and objectives of the project:

1) The objective of this initiative is to provide clean drinking water to the villagers.

1.2. Area of Implementation:

Kumardihi village falls under the jurisdiction of Nabagram Panchayat, Pandaveswar Block and "Kumardihi-A colliery is located in Bankola area of Eastern Coalfields Limited. In this village drinking water is the major problem.

2. Observations & Findings:

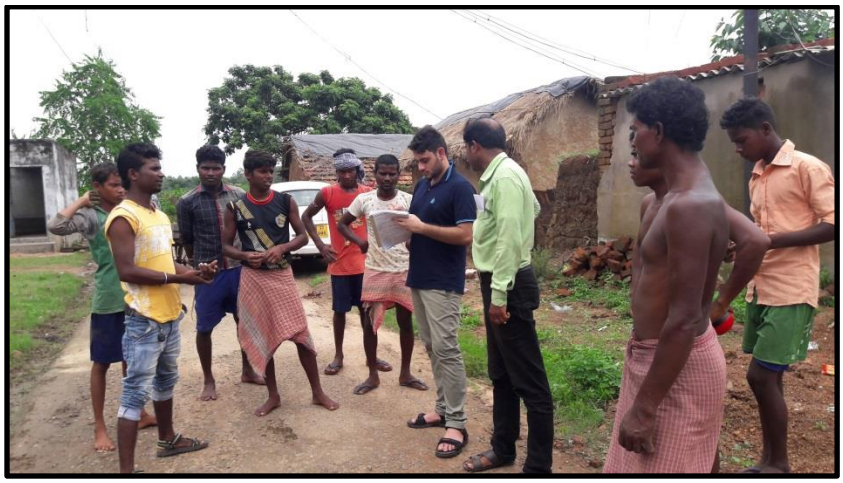
It was found that the village population use community wells to fetch drinking water, which gets totally dried in the summer season and then they have to travel a lot for drinking water. They draw water from uncovered and ill maintained wells. After consumption of water from the wells, they suffer from water borne diseases like diarrhea, Typhoid, amoebaesis etc. A deep bore well is an ideal solution to fulfill their drinking water need. Availability of source of water inside the households is the primary requirement for the villagers. Other sources of water inside the households (like own tap, own hand pump) was totally absent in these areas. Also, supply of water through the tankers from Eastern Coalfields Limited is also a major source for many families. The village has been divided into 9 paras:

1) Nichupara:	1 tap
2) Bhattacharjee Para:	2 taps
3) Chatterjee Para:	3taps
4) Uporbagdi Para:	2 taps
5) Manditala Para:	2 taps
6) Chakroborty Para:	3 taps
7) Borothan Para:	4 taps
8) Mukherjee Para:	3 taps
9) Gorai Para:	3 taps

All 23 taps are functional in all the above

ECL has constructed permanent water supply pipe line at Kumardihi & Shyamsundarpur Village by Kumardihi - A Colliery. Deep boring pump house has been set up under this project, this project will cover Kumardihi village, Shyamsundarpur village, GEC Colony, ICDS, school, Anganwadi, SSK primary garden, as per the villagers total population of around 7000 to 8000 approximately is benefitted from this project.

Bore well is 500 feet deep and a huge concrete tank has been constructed to store water which is supplied through the pipelines to the households for drinking purpose. After construction of the bore well, ECL has handed over its maintenance to the Gram Panchayat. ECL has appointed one staff for proper functioning of the pump house. The villagers get water through these taps twice a day i.e. in the morning from 8A.M - 9A.M and in the evening from 5P.M-6P.M.On request or special occasions, water is supplied as per demand of the villagers.



One unique and innovative thing that came to notice is that water is not at all wasted; it is diverted towards the nursery where this water gets stored in the concrete tank and later it is used for watering various species of plants that are cultivated and planted within the nursery and villages too. This initiative was taken by a few women of the village. They formed a group and started a nursery where cultivation of small plants is done and in the later stages, these plants are planted in the village.

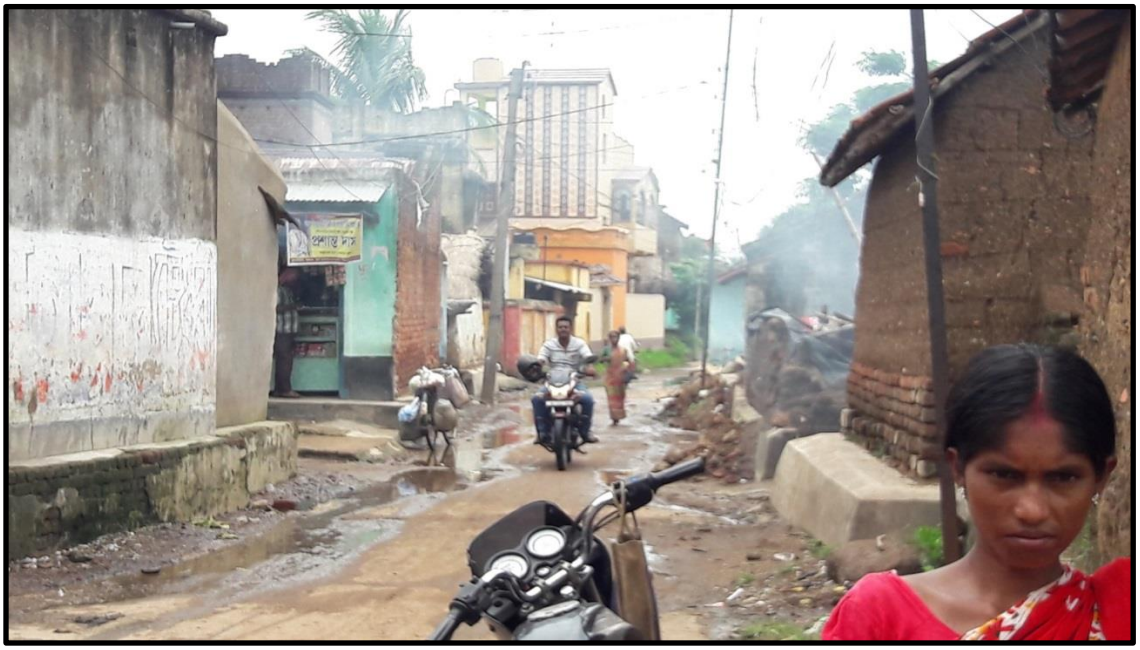
3. Stakeholder's level of engagement

Stakeholder	Role	Level of engagement in the project		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Villagers
2.	ECL	Semi-Structured Interview	3

One of the villagers, Mr. Kajol Bauri said, **" The people in this village are alive due to the services (water supply, electricity supply and coal for cremation) provided by ECL."** The villagers showed their utmost act of gratitude to ECL and its CSR unit for transforming their lives by providing with the basic amenities for sustaining their lives.



KENDA AREA

Construction of Stage Football Ground Kenda Village

1. **Project Details:**

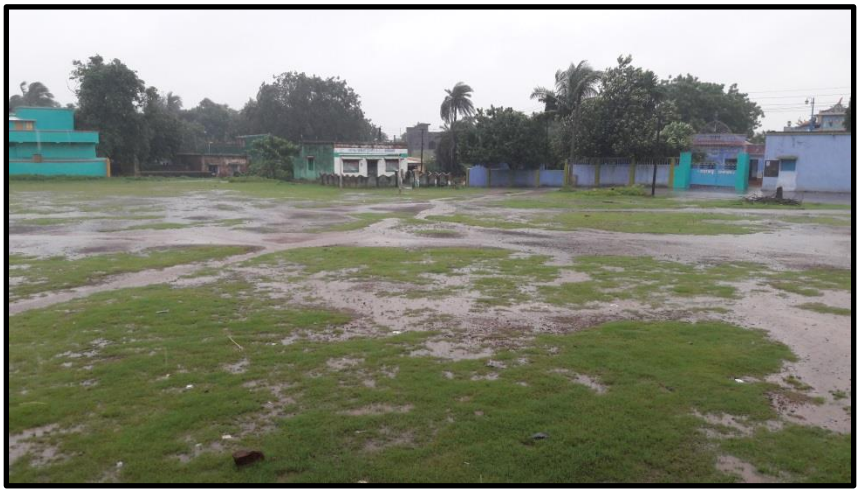
Project name	Construction of Stage Football Ground Kenda Village
Cost of the project (In Rs)	1.05 Lakh
Location (District, State)	Kenda Gram Panchayet ,Jamuria Block-II, West Burdwan, West Bengal
Number of beneficiaries	300
Implementing Agency	Kenda Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	03 months
Year of Impact Assessment	2017-18

1.1. Area of Implementation:

Kenda village comes under Jamuria Block-II police station of Asansol subdivision in Bardhaman District. As per the villagers, the total population of this village is near about 10000. Eastern Coalfields Limited has constructed one stage for football ground in Kenda village on the request of Panchayat and this work was done by the Bannerjee Enterprises in2013.

1.2. Aims and objectives of the project:

1) To provide support to the basic infrastructure for Kenda village, where they can organize village level events



2. Observation & Findings:

Previously during any of the tournaments, the organizing committee of Kenda could not control the immense number of spectators who would gather for any spectacle happening on this ground. The ground is used quite often for various tournaments of cricket and football (domestic, district, state tournaments) and people from 4-5 villages like Chakdola, Dograna, Parashia, Jambad, Bellad use this ground for organizing various tournaments. The Kenda Sports and Cultural Association Club apart from games also organizes cultural festivals such as:

- DurgaPuja
- Kali Puja
- Bhagabati Puja
- Taranga (Cultural Festival)

- Quiz Competition
- Blanket Distribution
- Dance Contest
- 24 Pahar
- Dharmaraj Puja
- Ashram Mela
- Football Tournaments
- Cricket Tournaments

Manab Badyakar: 12 year old boy, a resident of Kenda village has recently represented State Football U-14. He is a student of Class-7 in the Kenda High School and also represents his school in various football tournaments. Manab plays as a central defender and receives formal training in football from his coach and seniors in this ground in Kenda. He is inspired by Cristiano Ronaldo and aspires to play for the National Football Team in the near future.

Positive Physical Impact:

a) The club finds it easier to manage the crowds during tournaments.

b) Economically backward people also use the stage for performing matrimonial ceremonies

3. Stakeholder's level of engagement

Stakeholder	Role	Level of engagement in the project		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

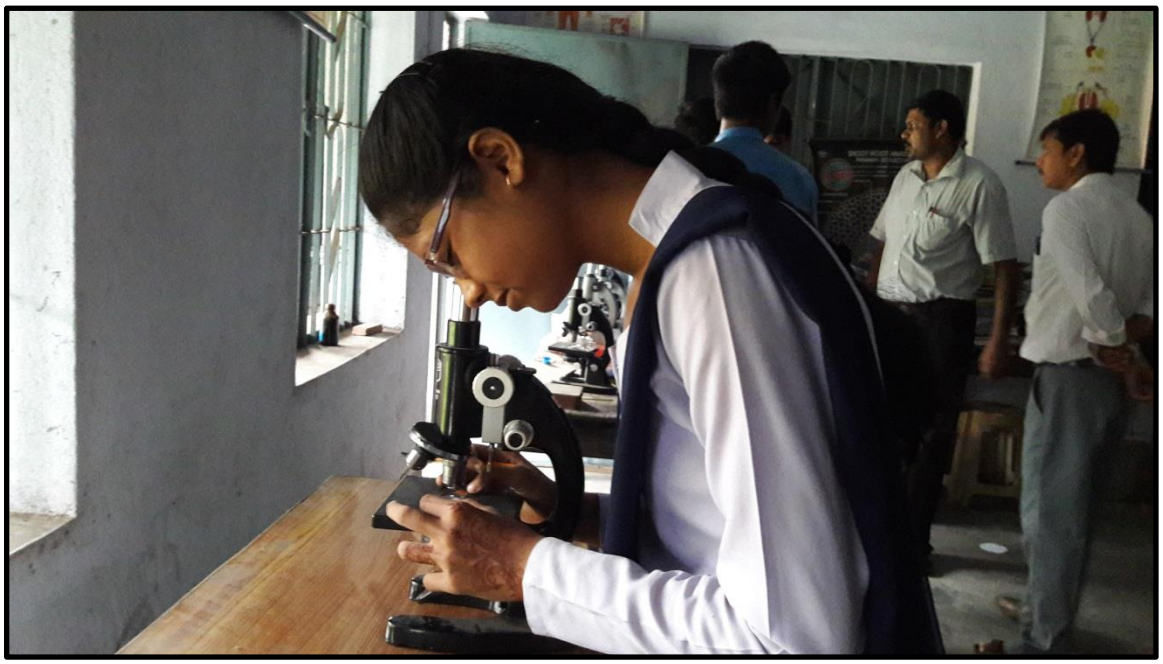
S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Community people
2.	ECL	Semi-Structured Interview	3

Unaddressed Needs:

The villagers have asked for a construction of gallery and a boundary wall around the ground premises to make its secure from the cows and other animals entering it.

Construction of Laboratory Building at Bahula Sashi Smriti Higher Secondary School

1. **Project Details:**



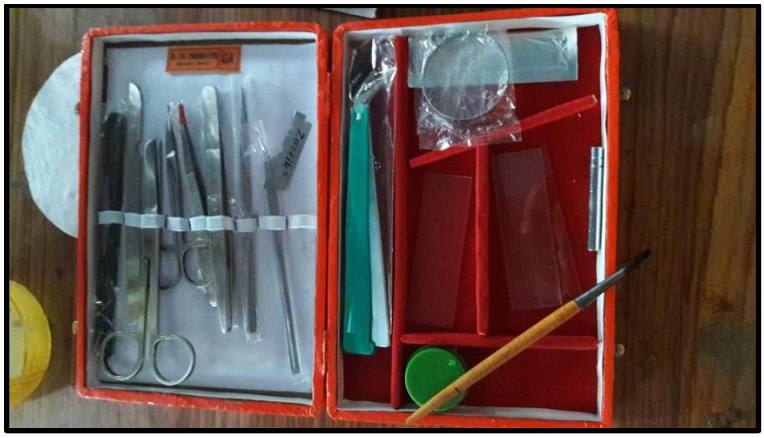
Project name	**Construction of Laboratory Building at Bahula Sashi Smriti Higher Secondary School**
Cost of the project (In Rs)	3.03 Lakh
Location (District, State)	Bahula Gram Panchayat, Pandaveswar Block, West Burdwan, West Bengal
Number of beneficiaries	2200
Implementing Agency	Kenda Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Area of Implementation:

Bahula is a coal mining area part of Kenda area of Eastern Coalfields Limited, a subsidiary of Coal India Limited. Bahula has three primary and one higher secondary schools and one girls' school, i.e Bahula Sashi Smriti High School. Bahula Sashi Smriti Higher Secondary School is the only Higher Secondary School in Bahula Village. Co-educational school Bahula Sashi Smriti High School was established in1953 by Sri Debendranath Pal. The school started with a few classrooms and now it boasts of having more than 50 classrooms.

1.2. Aims and objectives of the project:

1) To strengthen existing school infrastructure



2. Observations & Findings:

Bahula Sashi Smriti Higher Secondary School has its own (private) building. This school has 34 regular Teachers, 4 Para Teachers and 1 contractual teacher with the total 3500 strength of students (1800 Boys & 1700 Girls).It was mentioned by Mr. Subroto Roy (Head Master) that on the request of school, ECL has constructed a Laboratory Building at Bahula Sashi Smriti Higher Secondary School in 2012-13. The construction of laboratory has contributed immensely in the infrastructure; at present total 2200 students are utilizing this laboratory. At a time 30 students can be accommodated in the lab.

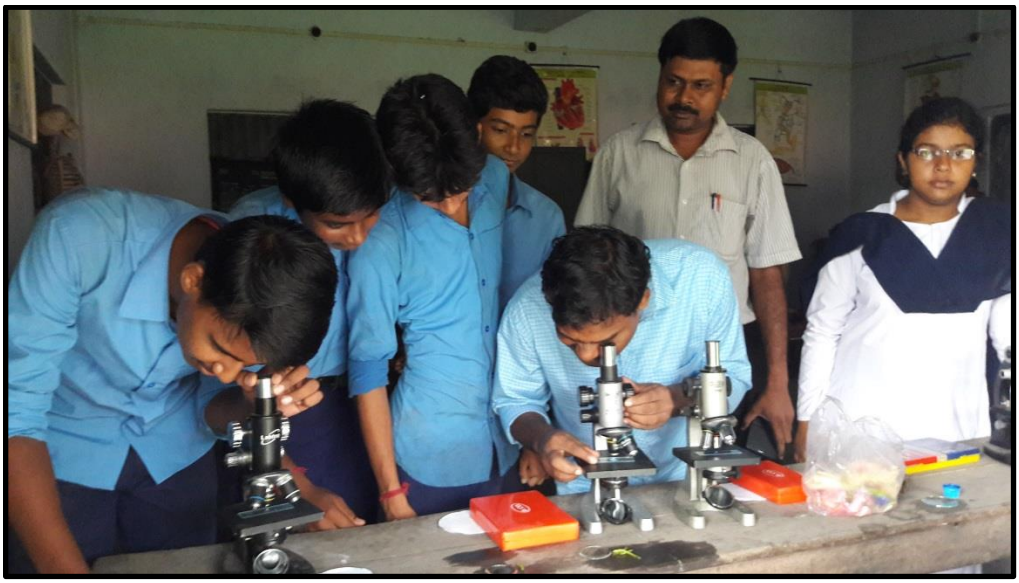
Positive Physical Impact:

a) The application base of the students has increased considerably.

b) Orientation about the laboratory is being given from Classes V - X.

c) Higher secondary students have benefitted to a great extent.

d) Students can relate the theoretical and practical aspects more clearly.



3. Stakeholder's level of engagement

Stakeholder	Role	Level of engagement in the project		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

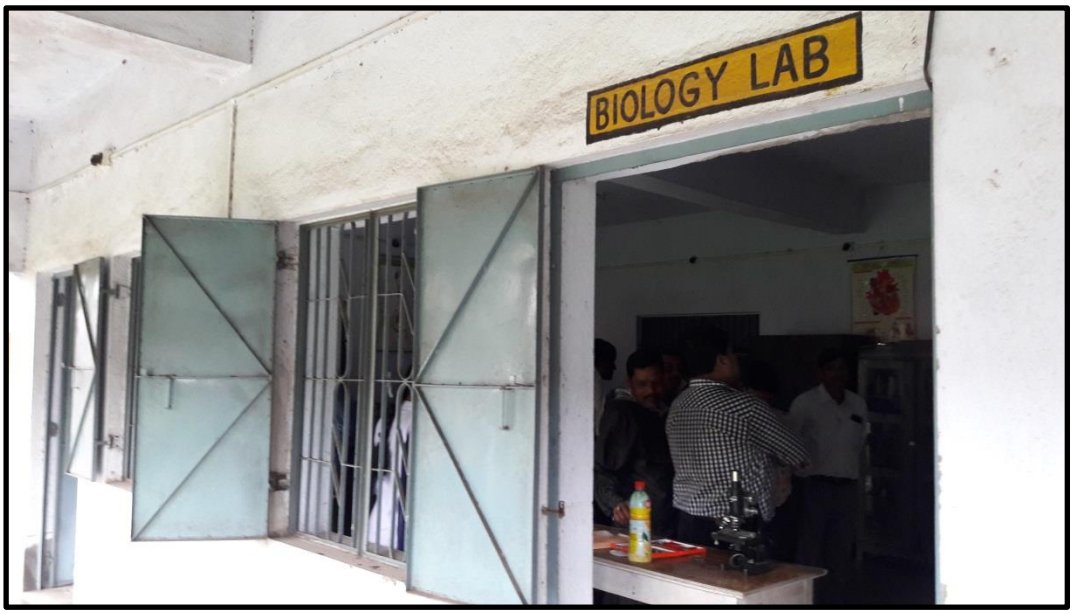
4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Faculties, Head Master, Students
2.	ECL	Semi-Structured Interview	3

Unaddressed Needs:

It was also mentioned by the Mr. Subrata Pal (School Secretary of Bahula Sashi Smriti Higher Secondary) that the school does not provide any residential facility. The school does not provide any meal facility though mid-day meal is provided for the class V to VIII. School has requested for few infrastructural support from ECL which are as follows:

- Community hall
- Nutrition Laboratory
- School Renovation
- More equipment for the lab
- Paraffin materials required
- Increase in the specimen copies required.



SONEPUR BAZARI

Repairing of Premixing Bituminous Road at Hansdiha to Dahuka Village

1. **Project Details:**

Project name	Repairing of Premixing Bituminous Road at Hansdiha to Dahuka Village
Cost of the project (In Rs)	11.13 Lakhs
Location (District, State)	Dahuka Village, Jamuria Block ,West Burdwan, West Bengal
Number of beneficiaries	600-700
Implementing Agency	Sonepur Bazari Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	03 month
Year of Impact Assessment	2017-18

1.1. Introduction:

Rural Road connectivity is a key component of rural development, since it promotes access to economic and social services, thereby generating increased agricultural productivity, non-agriculture employment as well as non-agricultural productivity, which in turn expands rural growth opportunities and real income through which poverty can be reduced. Eastern Coalfields Limited worked on leveling and repairing the rural roads which were in bad shape due to which villagers were facing problems. They had leveled roads of around 1169.00 meters long and 3.80 meters broad at Hansdiha village to Dahuka village.

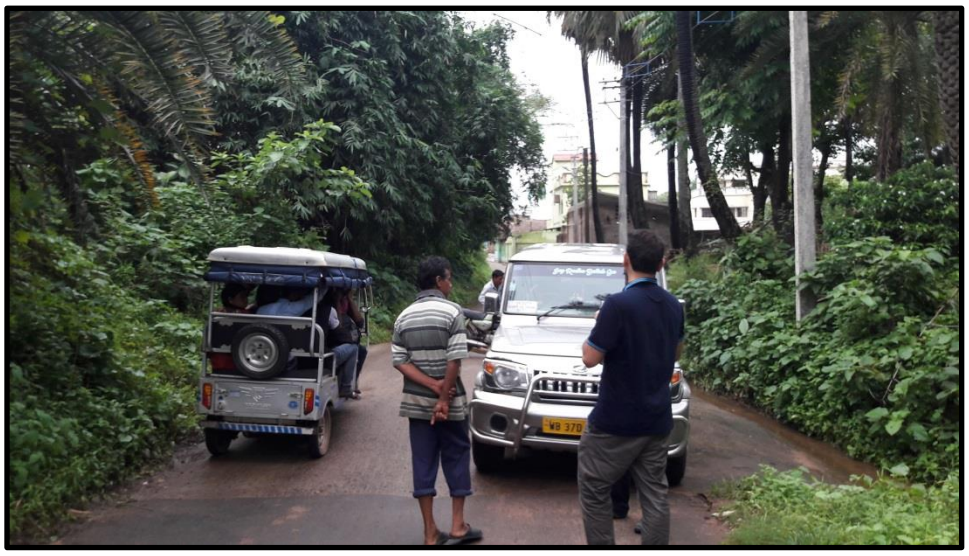
1.2. Area of Implementation:

Hansdiha is situated in Pandaveswar block and located in Bardhaman district of West Bengal. It is one of 29 villages in Pandaveswar Block along with villages like Kumarkhala and Bilpahari and Dahuka is situated in Jamuria block and located in Bardhaman district of West Bengal. It is one of 50 villages in Jamuria Block along with villages like Bagdiha and Bamanband. Both the villages come under the Sonepur Bazari area of Eastern Coalfields Limited.

1.3. Aims and objectives of the project:

1) To provide proper accessible roads for transportation to the village people.

2. Observation & Findings:



The condition of the connecting road between these two villages was adverse and after relentless requests from the Panchayat, repairing of premixing bitumen work of the road was done through Eastern Coalfields Limited. Mr. Akhil Dhar stated that the previous status of that road connecting the two villages was dreadful comprising of large potholes and craters which made travelling through these roads extremely difficult both by vehicles as well as while treading. This road connects approximately 10 villages out which 7 villages are populated by tribes. After its renovation, there has been considerable rise in commuters and vehicles on a daily basis. Travelling to the primary school, Vivekananda library and also the Block Hospital which is 5Kms away have become much easier and farmers who travel to the nearby market places to sell their agricultural products through this road have benefitted by this CSR initiative of ECL. This road also connects the National Highway 60 and an approx figure of 20,000 travelers use this road regularly.

3. Stakeholder's level of engagement:

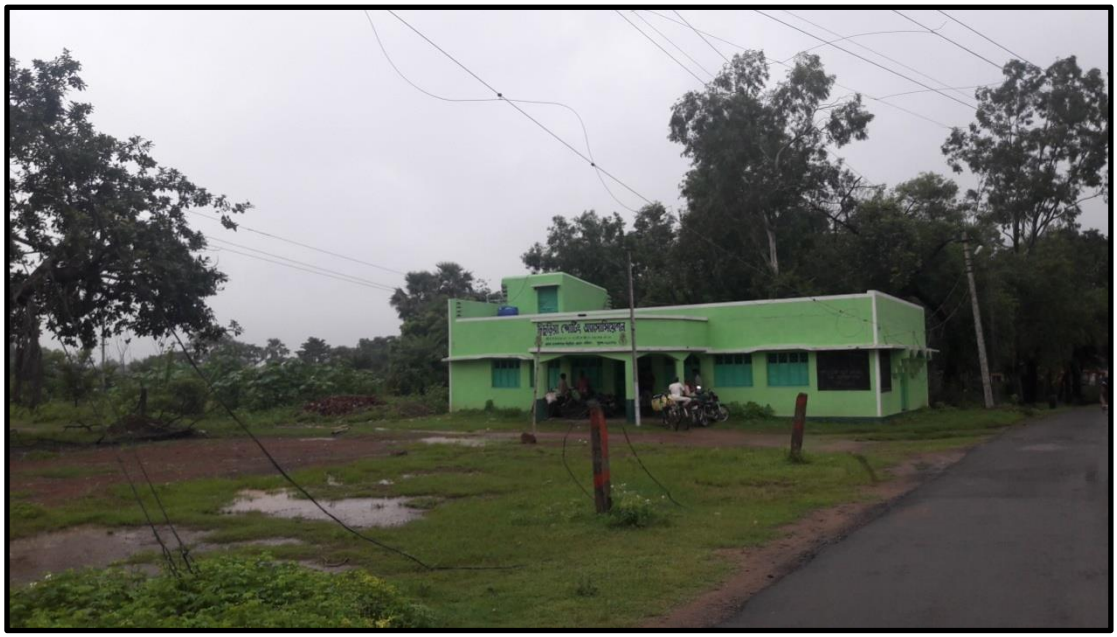
Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	community people
2.	ECL	Semi-Structured Interview	3

Repairing of Road from R.N. Colony More to Chinchuria Village

1. **Project Details:**



Project name	Repairing of Road from R.N. Colony More to Chinchuria Village
Cost of the project (In Rs)	7.07 Lakhs
Location (District, State)	Chinchuria Village, Jamuria Block ,West Burdwan Dist, West Bengal
Number of beneficiaries	600-700
Implementing Agency	Sonepur Bazari Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Introduction:

Village roads provide basic inputs for over all socio-economic development of the rural areas. It brings multiple socio-economic benefits to the rural areas and results in forming a strong

backbone for the agricultural-based economy.

1.2. Aims and objectives of the project:

1) To provide proper accessible roads for transportation to the village people.

1.3. Area of Implementation:

Chinchuria is a village which falls under the jurisdiction of Jamuria Block in West Bardhaman District of West Bengal. Chinchuria village has a total population of 8000 individuals (approx) having 20% kachha houses and 80% pakka houses. This road connects nearly 30-40 villages and ECL has set up streetlights after every 20 meters of interval. (source: Mr. Kunal Naskar {villager}). After requests from the villagers, Gram Panchayat, repairing of the road from RN Colony to Chinchuria village was carried out by the Eastern Coalfields Limited (CSR unit). Total length of this road is 900 meters and breadth 3.8 meters, approximately 25000 people utilize this road on a regular basis.

2. Finding and Observation:

Mr. Komol Bora (villager) stated that the previously incessant rainfall had damaged the entire road creating countless craters and potholes and heaps of metal junks lay on both sides of the road making it extremely inconvenient to travel. As a result, even with the slightest of rains, the road used to get water logged as there was no space for the water to flow out. He also added that the broken culvert was perilous for the vehicles especially at night. This road connects Health care facilities, Educational facilities and reaching out to these places during cases of emergency proved to be a huge challenge for the villagers.

Positive Physical impact:

The villagers mentioned that after the renovation of the road there has been an overall improvement in access to health facilities like PHCs, sub-centers, and nearby hospitals easily. Positive impact was observed while accessing preventive and curative health care facilities; better management of infectious diseases and increase in frequency of visits by health workers.

3. Stakeholder's level of engagement

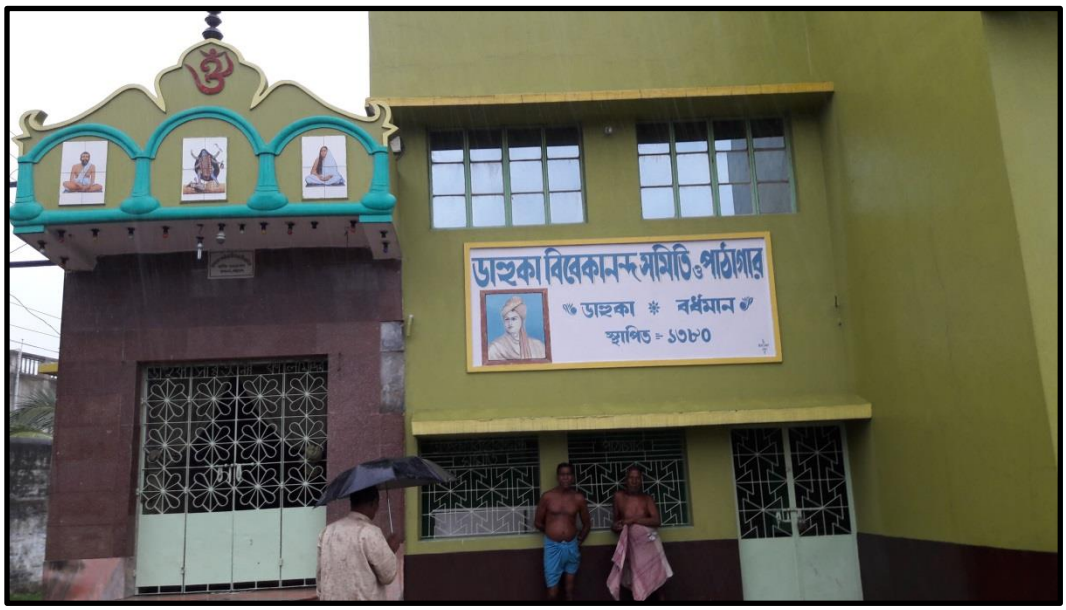
Stakeholder	Role	Level of engagement in the project		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	community people
2.	ECL	Semi-Structured Interview	3

Unaddressed Needs:

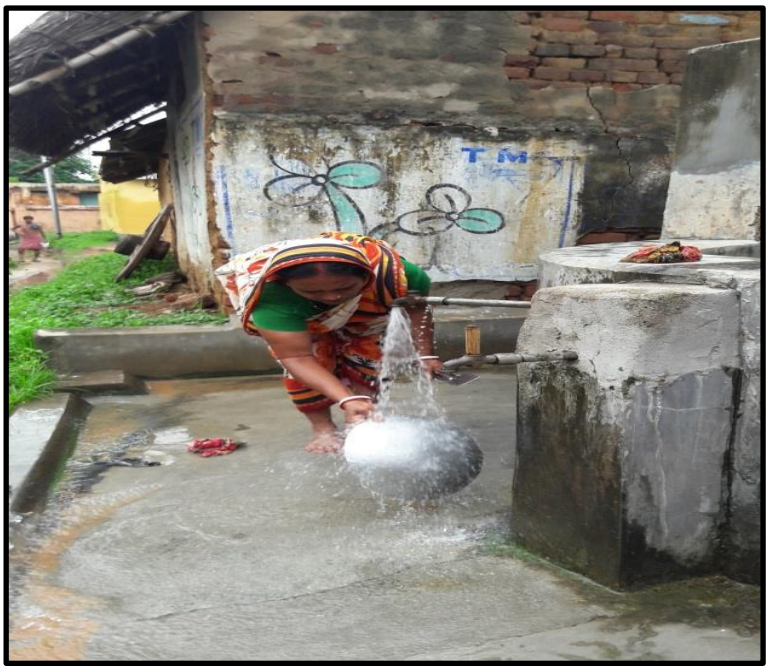
The villagers are in need of drainage system on the sides of road and also requested for strengthening school infrastructure.



PANDAVEWAR AREA

Domestic Water Supply at Common Points at Bilpahari Village

1. **Project Details:**



Project name	Domestic Water Supply at Common Points at Bilpahari Village
Cost of the project (In Rs)	
Location (District, State)	Haripur Gram Panchayat, Pandaveswar Block, West Burdwan, West Bengal
Number of beneficiaries	4100
Implementing Agency	Pandaveswar Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Introduction:

In coal mining areas the underground water that is being discharged from the holding adjoining strata, is required to be separated from the active mining areas. To run mining activities successfully and smoothly the underground water has to be discharged to the surface. As per the laws coal mines can only release acceptable quality of water to the surface. Depending on the water availability and quality, it is re-used after suitable treatment for domestic purpose, process applications on site such as workshops, dust suppression, coal handling plants, and other mining related activities.

1.2. Aims and objectives of the project:

1) To provide clean water for domestic purpose to the village people.

1.3. Area of implementation:

Bilpahari is situated in Pandaveswar block and located in Bardhaman district of West Bengal. It is one of 29 villages in Pandaveswar Block along with villages like Hansdiha and Ramnagar. Nearby railway station of Bilpahari is Pandaveswar. Bilpahari village has been observed were the mine water being discharged is used for fulfilling the domestic and industrial water demand. In Bilpahari village, water is being discharged from the mines and collected in natural or man- made reservoir and is treated as per the requirement to ensure its portability for domestic use as per the Indian Standards. Mine water is also discharged to augment the local water bodies after due checks and verifications as per environmental standards so that it is used by nearby villagers.

2. Finding &Observation:

The purpose of the project was to provide access to water supply to the villagers. Considering the fact, mining areas has always faced paucity of water (potable water). To identify the intervention, an initiative was taken to help the communities with purifying the mining water through basic filteration.

The villagers mentioned that in Bilpahari village a total of 50 water source points and 4 water tanks of 2000 litres each have been installed which caters a population of 3000 individuals. This water is not utilized for drinking purpose it is only used for the domestic purpose. This mine discharged water is treated accordingly and then released for different purposes ensuring the quality standard for human consumption and other use.

A pump house has been also constructed on the site for its proper and timely regulation, morning

8 AM and evening 4 PM, twice a day it is supplied from the pump house. After the construction of pump house it has been handed over to the Gram Panchayat for its regulation and maintenance as per the requirement.

The Bilpahari Village is segregated in 2 paras, i.e. Upor Para &Nichu Para. Both the Paras are facing water related problems as the operator is not present nowadays and there is shortage of water in the village. It came into notice that the taps in the Nichu Para where the tribal people reside are mostly nonfunctional as a result they fetch water from the OCP and consume it without taking necessary precautions.

The Nichu Para villagers reported that they are facing numerous problems due to the prevailing water crisis and due to the relentless irregularities of the pump operator. The taps in the Upor Para are functional and they are also facing the same problems like their counterparts in the Nichu Para. Most of the households in the Upor Para have borewells and submersible pumps and their problems are much less in comparison to the Nichu Para.

This mine water is filtered through various methods like pressure filters and electro chlorinators of various capacities have been installed at various locations for treatment and disinfection of mine discharged water as per required standards.

But then also it is not suitable for drinking purpose hence villagers use well and hand pumps for drinking purpose.

3. **Stakeholder's level of engagement**

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. **Data Collection Tools and Methods Used:**

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	community people
2.	ECL	Semi-Structured Interview	3

Recommendations:

1. ECL should address the present issue with utmost importance as the tribal people are suffering from frequent water borne diseases which are leading to further increase in mortality and morbidity of the people.
2. Use quality filteration plants for providing better drinking water across all projects.

Construction of Concrete Road at Existing Kuchha Road from DB Road to Madhaipur Village

1. **Project Details:**

Project name	Construction of Concrete Road at Existing Kuchha Road from DB Road to Madhaipur Village.
Cost of the project (In Rs)	9.96 Lakh
Location (District, State)	Madhaipur Gram Panchayat, Pandaveswar Block,West Burdwan, West Bengal
Number of beneficiaries	579
Implementing Agency	Pandaveswar Area
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Aims and objectives of the project:

1) To provide proper accessible roads for transportation to the village people.

1.2. Area of Implementation:

Madhaipur is small village located in Faridpur Durgapur of Bardhaman district, West Bengal with total 1037 families residing. The Madhaipur village has population of 5140 of which 2677 are males while 2463 are females as per Population Census 2011.

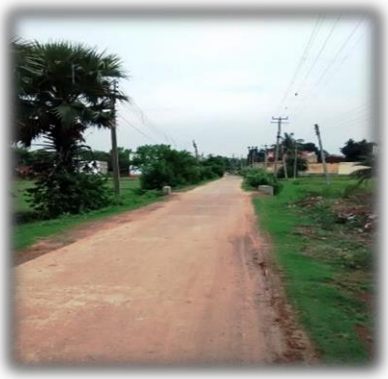
2. Observation & Findings:

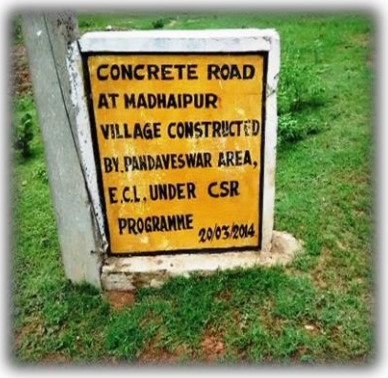
Concrete road are long-lasting as compared to the bituminous roads, a bituminous road is damaged fast in high rainfall due to poor drainage conditions, while a gravel road becomes dusty, causing safety and health problems due to a cloud of dust raised by motorized traffic, which is

increasing by leaps and bounds. **Problems of dust and wet weather damage to roads can be easily overcome by constructing a thin flexible concrete road using innovative technology at a cost lower than that of a bituminous pavement for equal traffic.**

Under the CSR activity of Eastern Coalfields Limited construction of concrete road on existing kachha road from DB road to Madhaipur Village was done. The length of this road is 388 meters and breadth is 3 meters, three villages (Madhaipur, Hadaidanga and Muchchipara) are accessible through this road and more than 10000 people use this road for transportation. Gogala Gram Panchayat has been given responsibility for its maintenance.

Construction of Concrete Road at Existing Kuchha Road from DB Road to Madhaipur Village





It was mentioned by Mr. Narendra Goswami and Mr. Poltu Das (villagers) that the road connectivity has increased the frequency of visits by government officials and grass root level functionaries like health workers/Auxilliary Nurse and Midwives (ANMs), Village Level Workers (VLWs) and Village Anganwadi Worker (VAWs). It was also mentioned by Mr. Madan Lal that there has been an improvement in accessibility to banks, the Post and Telegraph offices, and quicker access to the police after the construction of this road.

It has been observed that the rural roads connectivity promotes access to economic and social services to the rural masses. Rural roads provide the best means of reducing poverty through sustainable development and social economic transformation of rural India. It is evidenced that rural accessibility has a marked impact on agriculture, employment generation, industry, health, education and other areas.

3. Stakeholder's level of engagement

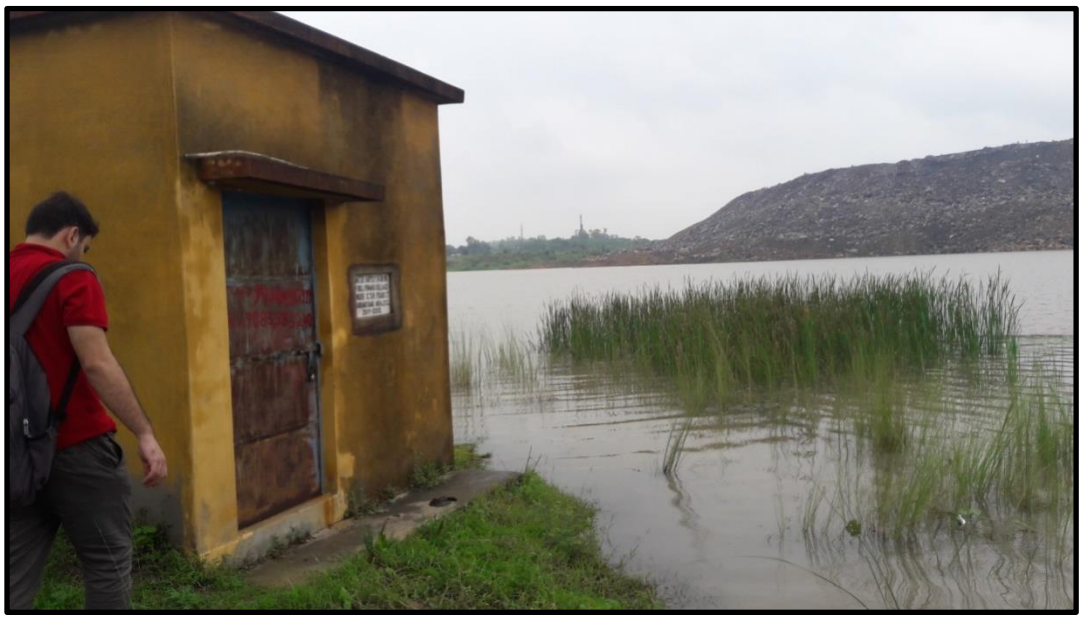
Stakeholder	Role	Level of engagement in the project		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Villagers
2.	ECL	Semi-Structured Interview	3

Supply of Drinking Water (Phase II) at Chattrish Gonda from Ajoy River

1. Project Details:



Project name	Supply of Drinking Water (Phase II) at Chattrisgonda from Ajoy River
Cost of the project (In Rs)	9.89 Lakh
Location (District, State)	Shyamla Gram Panchayat , Jamuria Block-II,West Burdwan, West Bengal
Number of beneficiaries	870
Implementing Agency	Pandaveswar Area
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Area of Implementation:

The Ajoy River originates on a small hill about 300 meters (980 ft) high, southwest of Munger in Bihar. It then flows through Jharkhand and enters West Bengal at Simjuri, near Chittaranjan.

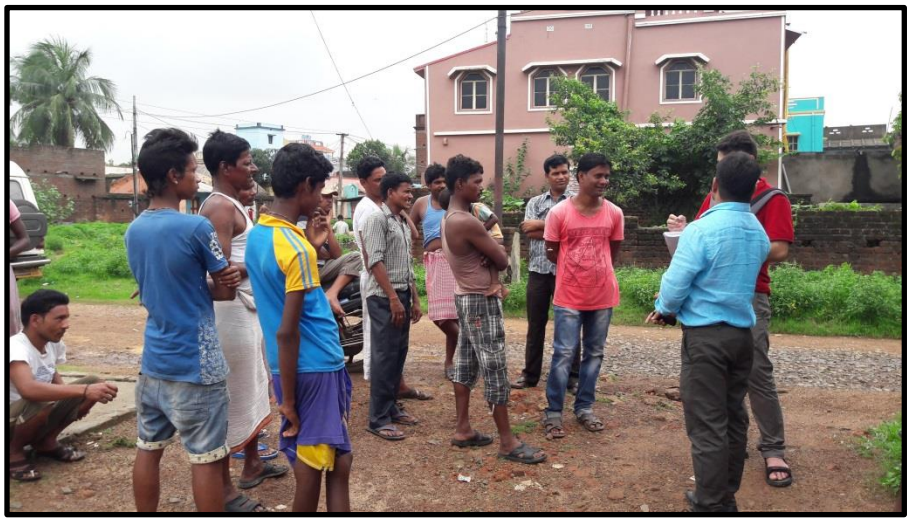
It first forms the border between Bardhaman District and Jharkhand and then between Bardhaman District and Birbhum District, and finally it enters Katwa subdivision of Bardhaman district at Nareng village in Ketugram police station. It then joins the Bhagirathi River at Katwa Town. Total length of the Ajay is 288 kilometres (179 miles), out of which 152 kilometres (94 miles) is in West Bengal.

1.2. Aims and objectives of the project:

1) To provide clean water for domestic purpose to the village people.

2. Observation & Findings:

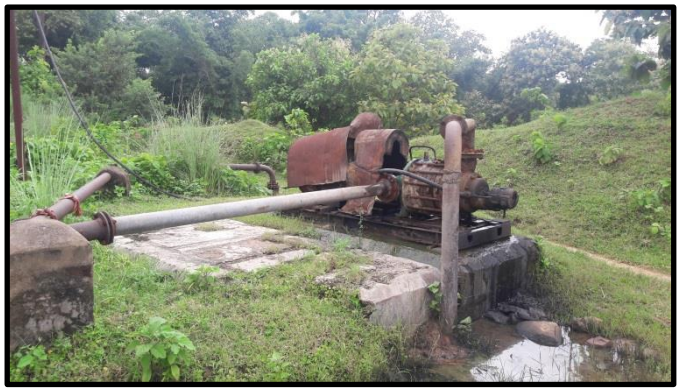
Chattisgonda is a tribal village on the bank of river Ajoy, though Chattisgonda village is situated on the bank of river Ajoy but the basic concerns of the village people associated with water are their total reliability on the dug wells which gets exhausted in the summers. The villagers had to take numerous trips and long walks across the village to the wells to fetch water, which causes them physical ailments like back - ache and weakness to the body. The adults as well as small children were required to fetch water in order to meet the overall needs of all the family members. There is no reliable public source within the village boundary in summer, except for the dug well, but it is quite far from the village center.

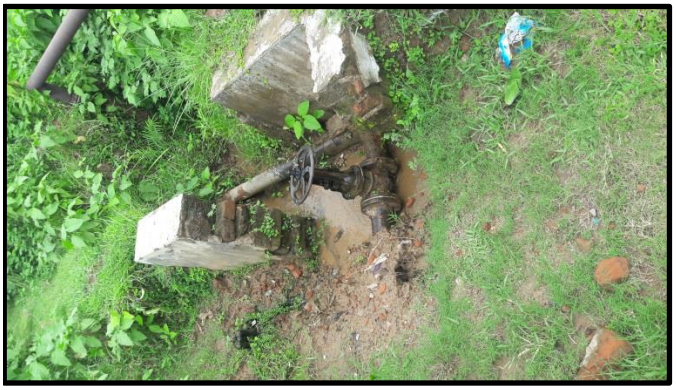


The Zila Parishad had implemented a number of schemes in the past, but none worked for more than a year, owing to negligible maintenance and inability of the villagers to finance it. Lastly on the request of village Gram Panchayat to Eastern Coalfields Limited, supply of drinking water at Chattrish Gonda village from Ajoy river has been established and total 16 taps have been installed within the village and about 4000 people got benefits with this setup. Water used to be

supplied twice a day from the pump house, once in the morning and once in the evening every day initially. After the completion of set up, Haripur gram panchayat has been handed over this project for its maintenance and regulation.

The villagers reported that they face shortage of water almost throughout the year and water supply from the pump is irregular in this village .They do not even get water supply twice a day. This is because, there is only one transformer which is overloaded when the pump starts functioning, less manpower, and theft occurs at night, the thieves steal parts of the pump and sometimes damage it. Maintenance is not properly done by the Gram Panchayat. These problems have been happening for past 1 year.





It was mentioned by Mr. Prokash Bauri (villager) that there is water scarcity in this village. There are few wells but no water, the hand pumps are damaged for years. Inadequate access to domestic water is particularly difficult for women and girls in this village.

3. Stakeholder's level of engagement

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. **Data Collection Tools and Methods Used:**

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Villagers
2.	ECL	Semi-Structured Interview	3

Unaddressed Needs:

Mr. Swapan Basu and other villagers stated that they need pakka road from Ajoy river to Shyamla gram, boundary walls for the primary school, one community center and health centers also.

MUGMA AREA

Providing and laying pipeline from NH-20 to Sasanbedia Village

1. **Project Details:**

Project name	**Providing and laying pipeline from NH-20 to Sasanbedia Village**
Cost of the project (In Rs)	8 .00 Lakhs
Location (District, State)	Sasanbedia Panchayat, Dhanbad, Jharkhand
Number of beneficiaries	1200 (Brisingpur, Dangapara)
Implementing Agency	Mugma Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	06 months
Year of Impact Assessment	2017-18

Area of implementation: Swarnakar Para, Jamai Para

Number of taps: 45

Existing Resources: PHED pipeline

1.1. Introduction:

Water has been an essential natural resource for all living beings. Groundwater is therefore a precious national asset and planning, development and Management of water resources need to be governed by national perspectives. As these surface water sources were dependent on rainfall, localized shortage was often witnessed. Under this project, the village has been providing with pipeline fitting as earlier there were no water resource available in the surrounding villages.

In year 2012-13, ECL initiated a project for infrastructure development and water supply in Sasanbedia Village, on the request of gram Panchayat.

1.2. Implementation of the project:

Under the civil construction work, the implementing agency was opted by L1 process and executed

the work of fitting the pipeline in different parts of sasanbedia village. Total length of pipeline is 750 meters with branch line of 415 meters. This pipeline has given great relief to the villagers from clean and drinking water scarcity. This project has been handed over to the gram Panchayat for the project maintenance.

2. Observation and Findings:

a) **Limited access to water supply:** As observed in the village, water supply is limited to the villagers as the installation of pipeline is done at a particular section, total length of pipeline is 750 meters and branch line of 415 meters. For their own purpose the villagers have extended the pipeline to their (para or individual house). Therefore, the houses at far distance do not have access to water and has low water pressure.

b) **Low maintenance by villagers and panchayat:** Several breakages and leakages in the pipeline were identified during the filed visit. Due to low maintenance and shortage of panchayat budget problems are standstill in Sasanbedia village.

c) Water scarcity: is at the peak and there was lack of sufficient available water resources to meet the demands of water usage within a region. It affects every household every year; specifically in summers. Each and every household was suffering due to **lack of access to clean drinking water also.**

d) Installation of community taps: To access the water, community taps are attached to pipelines. The community at particular timings fetches water from taps for domestic and drinking usage. The long queues, low water pressure, non-purified water and dispossession lead to daily problems amongst communities.

e) Caste and religion also plays important role in these communities. As majority of the communities are divided into different tolas and lower and upper para, as per caste and category, village resources are also segregated accordingly. The maximum affected communities are tribe's as they reside distinctly.

3. Stakeholder's level of engagement

Stakeholder	Role	Level of engagement in the project		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Villagers
2.	ECL	Semi-Structured Interview	3

Renovation of road from Topatand via colony at Badjana colliery

1. **Project Details:**

Project name	Renovation of road from Topatand via colony at Badjana colliery (Bituminous Road)
Cost of the project (In Rs)	19.10 Lakhs
Location (District, State)	Khusri Panchayat ,Nirsa Block, West Burdwan, West Bengal
Number of beneficiaries	3000
Implementing Agency	Mugma Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Introduction:

In rural India, roads are the major channels of transportation for carrying goods and passengers. As the benefits derived from the construction of rural roads are reflected throughout the economy of the village, therefore, an adequate rural road network is absolute necessary for the improvement of the economic and social conditions of the rural folk. Availability of roads plays a pivotal role in the economy of any society. It is accepted that benefits derived from roads are transmitted throughout the economy and its results are noticed in every sector of development. Thus roads play significant role in the life of villagers and its multiple effects are evident.

1.2. Area of Implementation:

This project connects seven villages and the impact after the renovation is reflecting on the village life style, Topatand, Udaypur, Kusumkanali, Bhalkhuria, Pratapidi, Ghagra and Badhnabasti all these seven villages are connected through this project with the NH2. The total length of renovated road is 2.29 kms and breath is 3 meters and near about 35000 people utilizes this road regularly in different capacity.

2. **Observations and Findings:**

An immediate and direct impact of providing rural road connectivity was observed in the quality of

life as cooking gas became available in villages. The connectivity led to sudden escalation of prices of land adjacent to this road. This also led to an increase in the sale of land for commercial purposes. The roads have directly or indirectly provided opportunities for on-farm and off—farm employments. With the improvement in on-farm and non-farm employment opportunities, beneficiaries in these villages are expected to have a growth in their average household income, thus, good standard of life and reduction in poverty.

It was mentioned by the Mr. Ranjit Roy (Villager) and other villagers that they are in need of health care facilities and drinking water facilities, further they told that connectivity and mobility is the key to reaching out and opening up new opportunities. They also told that the road network has come up the village growth and economy and quality of life has improved.

3. Stakeholder's level of engagement

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Villagers
2.	ECL	Semi-Structured Interview	3

Renovation of Road from Deviana Village to NH-2 via Hatia More at Badjna Colliery

1. **Project Details:**

Project name	Renovation of Road from Deviana Village to NH-2 via Hatia More at Badjna Colliery
Cost of the project (In Rs)	18.67 Lakhs
Location (District, State)	Khusri Panchayat ,Nirsa Block, Dhanbad, Jharkhand
Number of beneficiaries	Deviana Village, Singpur Village, Uchudanga Village
Implementing Agency	Mugma Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	06 months
Year of Impact Assessment	2017-18

1.1.Area of Implementation:

Badjana colliery comes under Mugma area of Eastern Coalfields Limited and it was also one of the best raising coalmines. On request of gram panchayat for the renovation of road from Debiana to NH2 via Hatia more at Badjana colliery was done by Eastern Coalfields Limited. This project connected four villages Debiana, HuchukDanga Gram, Singpur, Rangamati. Earlier the condition of road connecting these villages was in bad condition and affecting the growth of these villages. The total length of renovated road is 800 meters and breath is 3 meters and near about 15000 people utilizes this road regularly.

2. **Observation and Finding**

With the construction of this road, there has been an improvement in the accessibility to education facilities. This has resulted in increased school enrolment and school attendance in these areas. In short, this project has clearly a critically enabling condition for improvement of living conditions and quality of life in these rural areas. Thus this project has multi–dimensional beneficial impacts on the rural community; these benefits may not be quantified easily.

It was also mentioned by the Mr. RajendraVandari (villager) and other villagers that the construction is good and villagers are satisfied with the work. They have requested for a drainage

system in there village. It was also mentioned that due to development of this rural road which connects four villages with the highway and nearby towns provides facilities to establish more health centers and dispensaries where the staff can function more effectively and attend to more number of persons by increasing their area of operation. And now with the good connection of roads, more efficient and qualified doctors are also lured to work in the rural areas.

3. Stakeholder's level of engagement

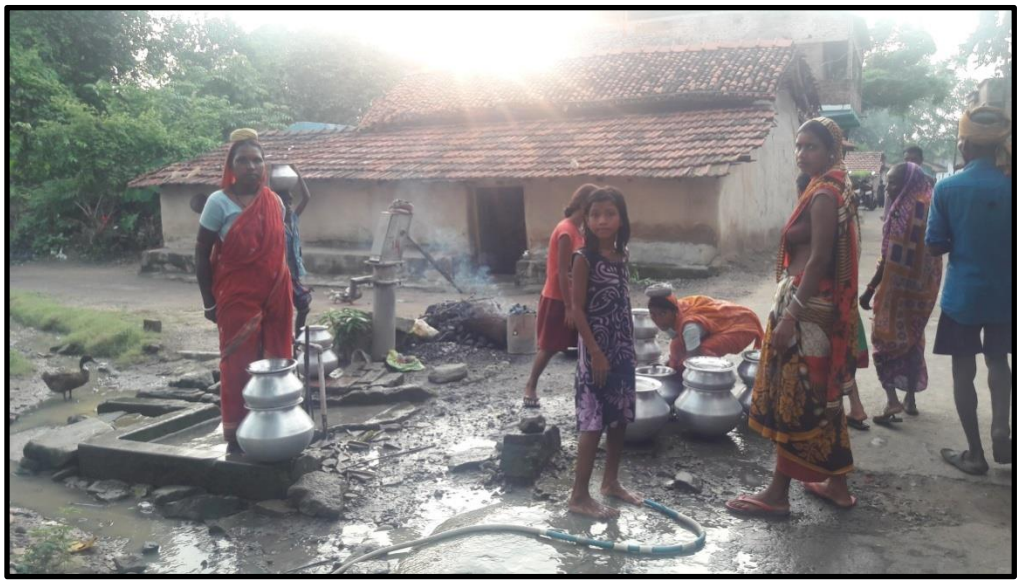
Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Villagers
2.	ECL	Semi-Structured Interview	3

Providing and Laying Pipeline and allied Works from VIP Colony to Bangal Para Nirsa under Gopinathpur Open Cast Coal Mine

1. **Project Details:**



Project name	**Providing and Laying Pipeline and allied Works from VIP Colony to Bangal Para Nirsa under Gopinathpur Open Cast Coal Mine**
Cost of the project (In Rs)	17.31 Lakhs
Location (District, State)	Khusri Panchayat ,Nirsa Block, Dhanbad, Jharkhand
Number of beneficiaries	3100
Implementing Agency	S.P. Mines Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	06 months
Year of Impact Assessment	2017-18

1.1.Introduction:

Groundwater is prime natural resources in the earth. Not only it supported almost all types of life form to evolve, but also helped in growth of human civilization. It quenches thirst and meets the

household demands. Used in the fields for production of food grains. Lastly the industries catering to the various needs and luxuries of human being have started consuming voluminous quantity of Water. In the beginning, water from rainfall and snow and rivers were only source of water to mankind. As these surface water sources were dependent on rainfall, localized shortage was often witnessed. With primitive technologies men was not able to build sustainable water reservoir to see them through the drought period. But once man came to know of groundwater, his dependence on it increased with the advent of civilization.

1.2.Area of Implementation:

Gopinathpur village is located in Nirsa Cum Chirkunda Tehsil of Dhanbad district in Jharkhand which is under the Mugma area of Eastern Coalfields Limited.

2. Observation and Finding:

Earlier drinking water was not easily available in this area because water level is too low. Many private boring and wells did not get successful in Gopinathpur area, on request from the Nirsa gram panchayat for drinking water for this area, Eastern Coalfields Limited provided and installed pipeline and allied Works from VIP colony to Bangal Para Nirsa under Gopinathpur Open Cast Coal Mines area.

Coverage area: This pipeline starts from VIP colony then covers Goglipitha then it goes towards Shri Gopinathpur after that it covers Khas Nirsa then Nirsa Bangalpara. Total length of this pipeline 39 is 1151 meters and branch pipeline length is 483 meters which covers the area from VIP colony to Bangalpara area. Total 26 tap points have been installed in this area. And around 3500 peoples use this water for drinking and domestic purpose both.

Quality:

Due to limited access to water resources, communities are totally dependent on ECL interventions. Before this intervention these villages did not had access to water. The problems were severe and faced many challenges to get access to water. After ECL intervention, villagers have access to water facility.

It was informed by villagers that quality of the pipeline fitting is not satisfactory as community members had to repair in the initial years of its installation. The adjacent para has to travel far for fetching water as pipeline is installed in Bangalpara nirsa.

Due to lack of panchayat funds, the maintenance is overlooked that hampers water supply. It is also observed that adjacent villages don not have access to water supply. In consensus, dearth of water

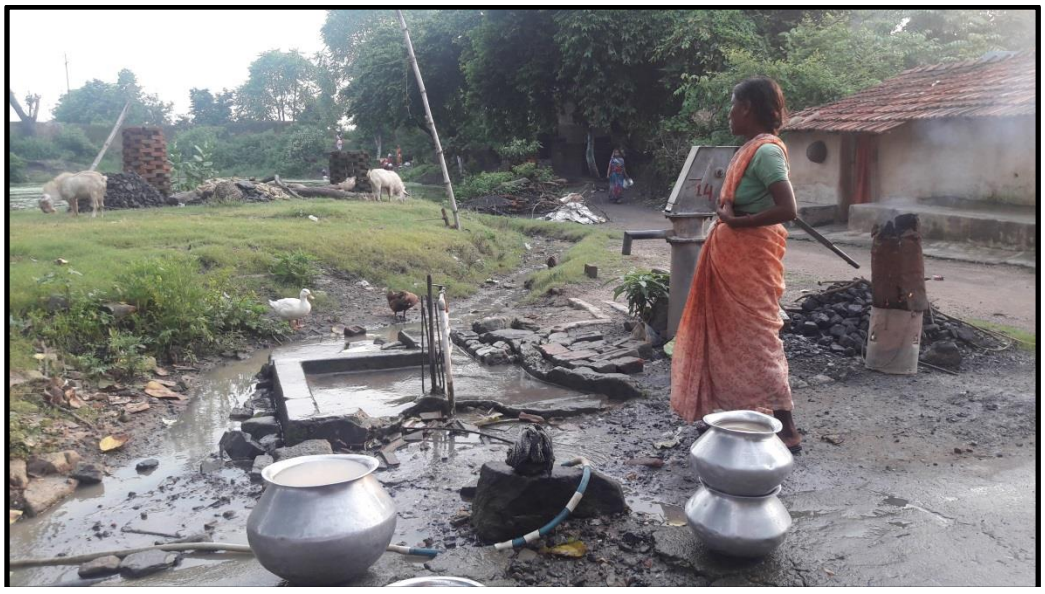
is a common problem across all villages.

3. Stakeholder's level of engagement:

Stakeholder	Role	Level of engagement in the project		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

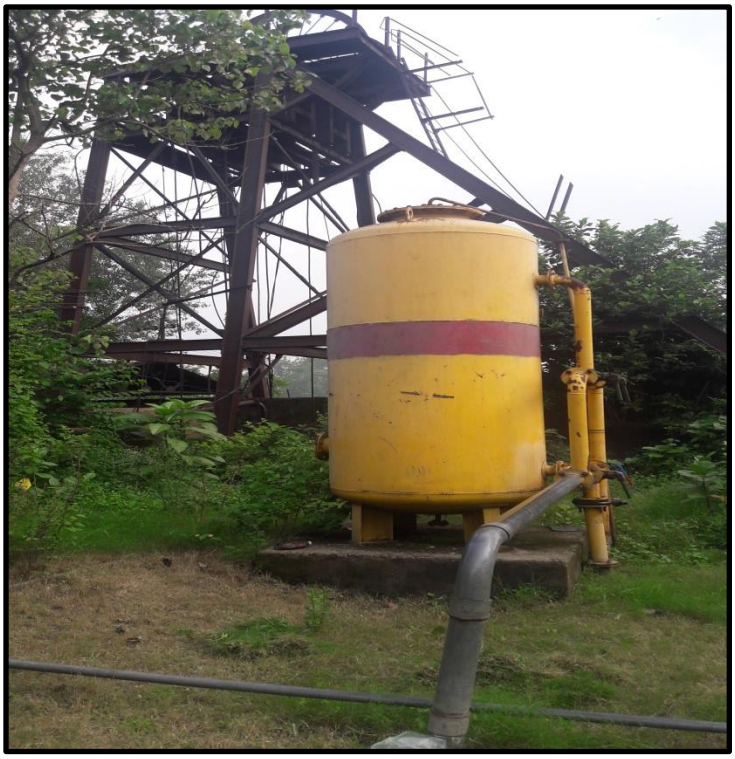
4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Villagers
2.	ECL	Semi-Structured Interview	3



Laying G.I. Pipeline from 2 Nos Pit Filtration Plant to Topatand Village under Badjna Colliery

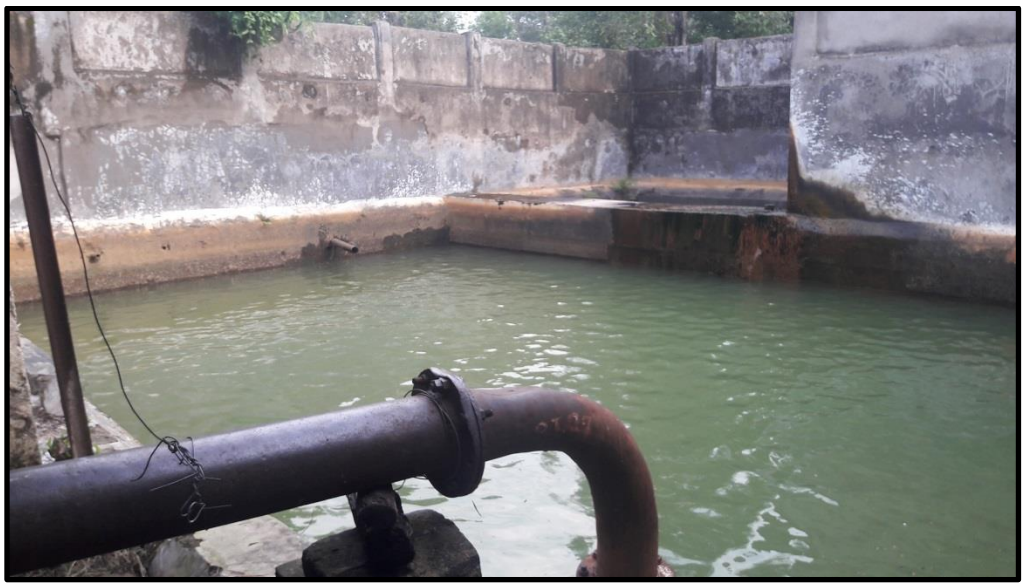
1. **Project Details:**



Project name	**Providing and Laying Pipeline and allied Works from VIP Colony to Bangal Para Nirsa under Gopinathpur Open Cast Coal Mine**
Cost of the project (In Rs)	9.95 Lakhs
Location (District, State)	Gopinathpur, Nirsa, Dhanbad, Jharkhand
Number of beneficiaries	VIP colony, Bangal Para, Gopinathpur
Implementing Agency	Mugma Area
Project status	Completed
Year of Commencement	2012-13
Year of completion	2012-13
Project duration	6 months
Year of Impact Assessment	2017-18

1.1.Area of Implementation

Topatand is a small Village in Nirsa block in Dhanbad district of Jharkhand State and comes under Topatand Panchayat. It is located 33 KM towards East from District headquarters Dhanbad. 176 KM from State capital Ranchi, Topatand is surrounded by Barakar block towards East, Kulti block towards East, Salanpur block towards East, Neturia block towards South. Chirkunda, Barakar, Kulti, Mihijam are the nearby Cities to Topatand. This village is in the border of the Dhanbad district and Purulia district. Purulia district Barakar is east towards this place. Also it is in the Border of other district Bardhaman. It is near to the West Bengal State Border. Topatand comes under the Badjna colliery of Mugma area of Eastern Coalfields Limited.



2. Finding and Observation

The villagers of Topatand were initially suffering from drinking water scarcity and they were depended on tube well water, which is unsafe for drinking. Many of them walk for several miles in the heat to fetch fresh water from far away villages. Villagers of nearby other villages said they are facing severe drinking water crisis and the problem has worsened with the onset of summer. On request from gram panchayat to Eastern Coalfields Limited for drinking water supply, filtration project was set up in Topatand.

Water is filtered, stored and supplied through the pipeline to the households. Its maintenance and regulation is done by the ECL only. Total length of pipeline is 1317 meters and branch pipeline length is 760 meters with 6 tap points. Water is supplied to 400 quarters of ECL, 200 households of

Topatand and 80 households of Badjna Manjhi Basti, everyday water is supplied from this filtration to the mentioned households.

Water supply is twice a day and it was also mentioned by villagers that the Water consumption in houses mainly depends on the number of persons in each home and the water fetching takes place in the hours of morning and evening.

Villagers said the problem worsens during summer as lack of water supply is less during summers. "Many tube wells here don't work. And so, villagers are forced to use contaminated water from ponds, rivers and other water sources. The water scarcity would have got worsen in the coming months, but due the presence of this filtration in Topatand we will not face this issue" said ArjunMandal of Topatand village.

3. Stakeholder's level of engagement

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

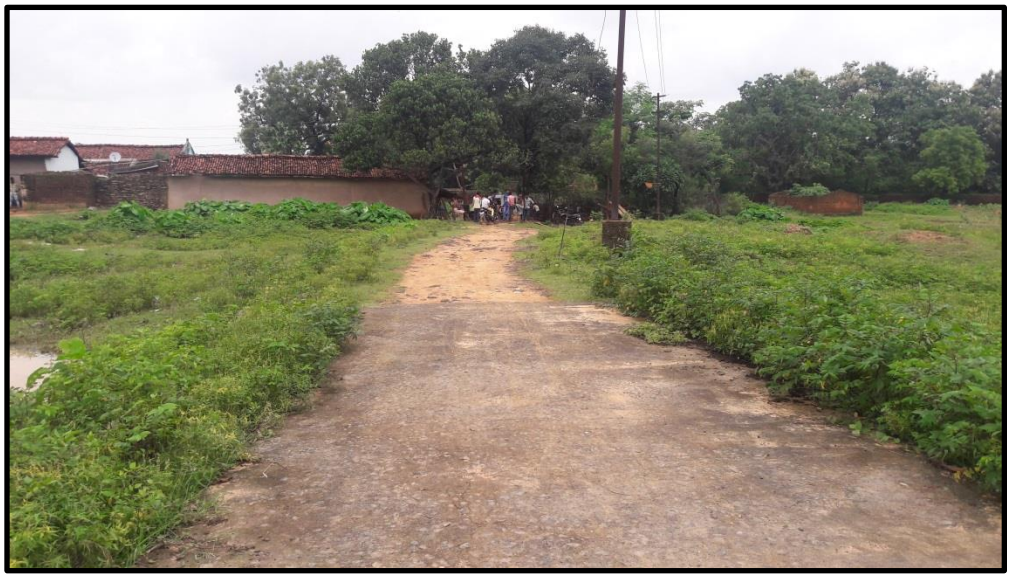
4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Villagers
2.	ECL	Semi-Structured Interview	3

S P MINES AREA

Construction of PCC Road (345 meters) from Main Road to YadavTola at Morabadi Village

1. **Project Details:**



Project name	Construction of PCC Road (345 meters) from Main Road to YadavTola at Morabadi Village
Cost of the project (In Rs)	2.70 Lakh
Location (District, State)	S.P.Mines, Asabani Panchayat, Sarath Block
Number of beneficiaries	1100
Implementing Agency	S.P. Mines Area
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Introduction:

A major constraint with developing and maintaining rural roads is the fact that they are, unfortunately, rural. The areas where they are needed are often difficult to access, logistics

become complicated, local contracting capability is limited, engineers are few and far between. The rural environment is often the growth engine of a country, the food supply and the rural population are custodians of the environment and ecosystems. Planners of rural development need to be experts in the complexities of these interconnecting priorities and need to know how the road provision fits into the larger goals of rural development, and the priorities for economic and social growth.

1.2. Aims and objectives of the project:

1) To provide proper accessible roads for transportation to the village people

2. Observation &Findings:

The roads here in Asanbani village are mostly kachha roads which become unserviceable during the rainy season. Construction of PCC road of length 345 meters connecting the Main Road to Yadav Tola at Morabadi Village was carried out by Eastern Coalfields Limited (CSR unit) in SP Mines area. Total length of the road is 345 meters and breath is 3 meters and about 2000 people utilize this road regularly and Asanbani Gram Panchayat is responsible for its maintenance. The scenario has changed gradually with the CSR interventions of Eastern Coalfields Limited which brought remarkable changes in the lives of the villages here in Asanbani village by making transportation convenient even during the monsoon season as the villagers don't have to trudge through the muddy roads for reaching the main road.

On interacting with the villagers, they said that previous conditions were worse in these areas and are extremely grateful to ECL for providing them with proper motorable roads.. “Big potholes and rough surface made it a tough task for the passenger vans and other vehicles including tractor-trolleys that often bog down in the middle of the roads," they said. "Motorists have to endure bumpy drive and often lose control those results to casualties;”

3. Stakeholder’s level of engagement

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

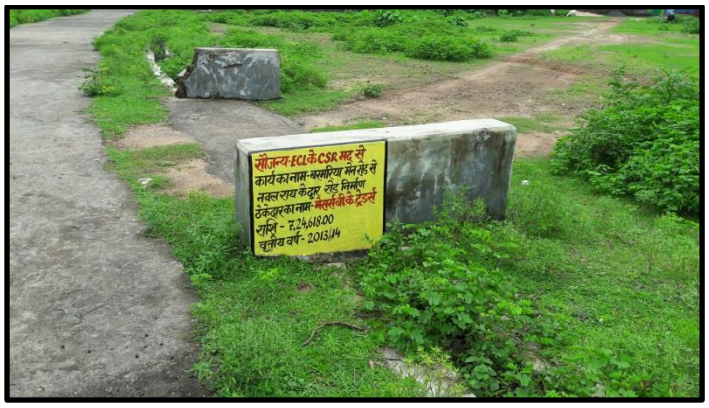
4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Community people,
2.	ECL	Semi-Structured Interview	3

The villagers said that danger of any mishap always loomed because of damaged kachha roads and unrepaired, making the roads filled with large potholes that turned into booby traps following incessant rains and lack of maintenance.

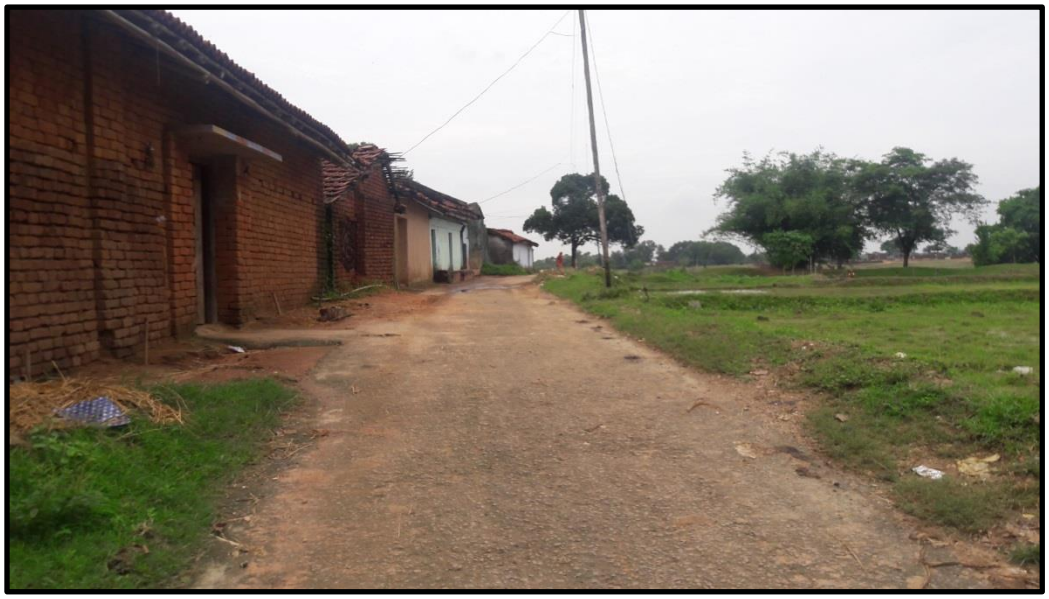
Unaddressed Needs:

The villagers mentioned that they are suffering from drinking water scarcity in this village because many hand pumps are not functional in nature, as a result people are extracting water from a handful of operating hand pumps which might get damaged due to excess usage. ECL SP Mines has recently began a project which includes repairing of the existing hand pumps. Mr. Girijesh Kumar (Sr. Area Eng, Civil, ECL) confirmed that 100 hand pumps have been repaired in that area which were previously installed by the State Government. Electricity was one of the major issues that need to addressed in these areas as almost every single household was found drawing illegal electricity from the ECL electric wires in the form of "hooking".



Construction of PCC road in Adivasi Tola at Shahjori village through SP Mines Area

1. Project Details:



Project name	Construction of PCC road in AdivasiTola at Shahjori village through SP Mines Area
Cost of the project (In Rs)	7.29 lakh
Location (District, State)	S.P.Mines, Asabani Panchayat, Sarath Block
Number of beneficiaries	1390
Implementing Agency	S.P. Mines Area
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Introduction of the project:

Construction of PCC road of length 400 meters and breadth of 3 meters road in AdivasiTola at

Shahjori village through SP Mines area was carried out by the Eastern Coalfields Limited (CSR unit) . This road connects Aamjoda, Badatand, Shahjori and Hatbaiyar villages and more than 2000 commuters utilize this road on a regular basis and all these villages fall under the jurisdiction of Asanbani Gram Panchayat who undertakes the responsibility of its maintenance.

1.2. Aims and objectives of the project:

1) To provide proper accessible roads for transportation to the village people.

2. Observation & Findings:

The residents of Shahjori village, Mr. Ajay Tisku, Mr. Shiva Tuddu and Mr. Pintu Singh stated that earlier this road was kuchcha road and it was difficult to travel on this road throughout the year and during monsoon they were subjected to a great deal of hardships where school children became the victims largely.

Construction of PCC road in Adiwasi Tola at Shahjori village through SP Mines Area

The benefits of rural connectivity have been felt most keenly in Shahjori village where road has made it easier for the beneficiaries to cope with the difficult terrain. There has been an increase in ownership of bicycles and two wheelers for its maintenance. Also, there has been an improvement in the public as well as the private transport systems in Shahjori village.

3. Stakeholder's level of engagement

Stakeholder	Role	Level of engagement in the project		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

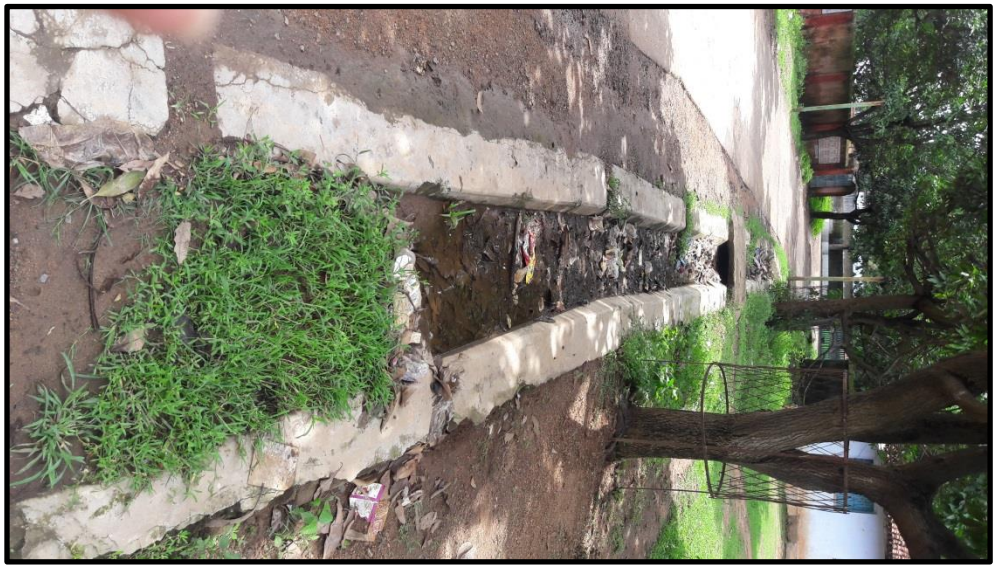
4. **Data Collection Tools and Methods Used:**

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Community people,
2.	ECL	Semi-Structured Interview	3

Unaddressed Needs:

The villagers requested for hand pumps due to extensive scarcity of water. They stated that their village has only one Anganwadi, no educational institutions, no Primary Health Centers, Sub-Centers, and in times of any health issues or for emergency purposes, the ECL Hospital is the only place for treatment. The villagers contract a number of water borne, vector borne and other forms of communicable diseases and malnutrition is prevalent among the infants of this village

Construction of Drainage system and 4 culverts along Hatia and Bouri Para road at Chitra under S.P. Mines Area



1. Project Details:

Project name	Construction of Drainage system and 4 culverts along Hatia and Bouri Para road at Chitra under S.P. Mines Area
Cost of the project (In Rs)	6.00 Lakh
Location (District, State)	S.P.Mines, Asabani Panchayat, Sarath Block
Number of beneficiaries	890
Implementing Agency	S.P. Mines Area
Project status	Completed
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Aims and objectives of the project:

1) To provide proper drainage facilities and roads free from water logging

1.2. Area of Implementation:

Chitra Gram Panchayat had requested the Eastern Coalfields Limited to address this issue and after site visits and formal procedure, construction of Drainage system and 4 culverts along Hatia and Bouripara road at Chitra under S.P. Mines Area has been done as a part of CSR activity. The total length of this drainage system is 900 feet with four culverts, and its maintenance is done by the Chitra gram Panchayat.

2. Observation & Findings:

Deploring condition of the drainage system

Residents reported that this area has a number of Government and private schools and vehicles ply quite frequently. Mr. Kinchan Roy pointed out that during the rainy season, the villagers faced a number of challenges while travelling through this road and especially the children are the most vulnerable group who find it difficult while attending schools during floods. This road connects Bouripara Main Road with the Local Bazaar of the village and the condition of the drainage in extremely pathetic. After the completion of the project, the villagers got relief from the issue of water logging in the initial years but the present scenario is back to its former self as no maintenance has been done since then.

3. Stakeholder's level of engagement

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Community people,
2.	ECL	Semi-Structured Interview	3

Unaddressed Needs:

It was mentioned by the villagers that there is also a problem of drinking water availability in this area during the rainy seasons. Mr. Kamalesh Ray (villager) shared that one community hall is also required for the villagers as there is no such place for the villagers to gather or organize someevent.

Strengthening of existing road approaching to Barmaria from main road via house of Sri. Nawal Ray at Chitra, under Chitra Gram Panchayat

1. Project Details:

Project name	Strengthening of existing road approaching to Barmaria from main road via house of Sri.Nawal Ray at Chitra, under Chitra Gram Panchayat
Cost of the project (In Rs)	7.22 Lakh
Location (District, State)	S.P.Mines, Asabani Panchayat, Sarath Block
Number of beneficiaries	1300
Implementing Agency	S.P. Mines
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Introduction:

Gram Panchayat approached ECL with request for their intervention to solve this problem; proper steps were taken by ECL and strengthening of this existing road approaching to Barmaria from main road via house of Sri. Nawal Ray at Chitra, underChitra Gram Panchayat was completed by ECL. This road connects Bharanipur, Chitratola and Barmaria with the main road and now its maintenance is done by the Chitra gram Panchayat. Total length of the road is 580 meters and breath is 3.65 meters.

1.2. Aims and objectives of the project:

1) To provide proper accessible roads for transportation to the village people.

2. Observations & Findings:

1) Previous Status:

On interaction with the community, the villagers narrated that previously the condition of the road was worse and the rate of depreciation of their vehicles was frequent as they had to take their vehicles to the mechanic almost every day. Driving at night, became traumatizing as innumerous craters and the pot holes made travelling extremely difficult for the commuters. The road begins right beside the main road and approaches towards Barmaria through the house of Sri. Nawal Ray at Chitra. Mr. Ratan Panda gave insights that the condition of the road has been poor for quite a long time and that the nothing was done to alleviate the suffering of the residents. The villagers collectively further stated that the condition of the road hampers the free flow of public transport as most public transport drivers refuse to take passengers to certain areas for the fear of damaging their vehicles. A public transport vehicle driver who operates on through this route, agreed, saying the roads in that village have adverse effects on their vehicles as they get damaged by the rocky road especially during the rainy season.

2) Present Status:

The strengthening of the road has benefitted the village people to a large extent as they can travel without fear of having possible casualties. The transport facilities have become active and frequent which has encouraged the villagers to sustain their livelihood opportunities by selling their vegetable produce in the city markets nearby. The villagers expressed their gratitude to Eastern Coalfields Limited for understanding their needs and providing them with safer roads to ply on.

3. Stakeholder's level of engagement

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Community people,
2.	ECL	Semi-Structured Interview	2

Unaddressed Needs:

It was reported by the villagers that there is no medical facility available for villagers, though they have primary health center but it's not active, no staff is present there and it rarely gets open. Currently health facility is addressed by the ECL hospital which has been opened for the villagers too. They are also suffering from the shortage of drinking water because of very low ground water level in this area. During scorching summers, it becomes very really difficult for the villagers to collected drinking water for daily consumption.

Construction of PCC road from Main road via house of Shri Ashok Chaudhary, under Chitra Gram Panchayat

1. Project Details:

Project name	Construction of PCC road from Main road via house of Shri Ashok Chaudhary, under Chitra Gram Panchayat
Cost of the project (In Rs)	5.50 Lakh
Location (District, State)	Asabani Panchayat, Sarath Block, Deoghar, Jharkhand
Number of beneficiaries	1200
Implementing Agency	S.P. Mines Area
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Aims and objectives of the project:

1) To provide proper accessible roads for transportation to the village people.

2. Finding and Observation:

According to the villagers Mr. Ashok Choudhury and Mr. Ujjal Lodh, it was always difficult for children in the village to attend school which was next to this road because of heavy dust and blurred vision created due to dust. This road was in a bad shape and it needed major repair but the road conditions at village are better. The upper surface has come off and the main road was now exposed to dust. Dust trails every time a vehicle speed passes along the road. The local cabs are overcrowded and passengers cling on the door and back of the vehicle with their life at risk. A State-run bus entering through this road to village. The locals residing around the road are exposed to dust. Locals are being transported on the back of a tractor or bus and when it passes

bus creates a small dust storm. Chitra Gram Panchayat reported the issue to the Eastern Coalfields Limited with a request for the construction of PCC road from Main road via house of Shri Ashok Chaudhary. Total length of 150 meters and breath of 3.75 meters road was constructed on request and maintenance was also handed over to the Chitra Gram Panchayat but the issue was not solved completely because dust could not be controlled, now road is in good condition but the dust issue is stillpersisting.

3. Stakeholder's level of engagement

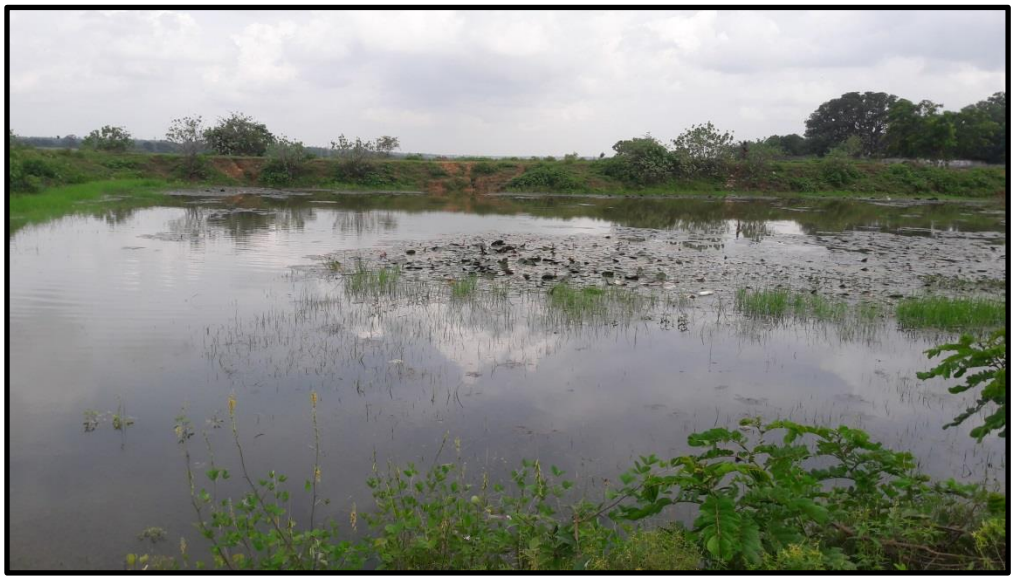
Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Community people,
2.	ECL	Semi-Structured Interview	1

Deepening of Petari Gadia pond at Chhata Dangal under Jammua Panchayat at S.P.Mines

1. Project Details:



Project name	Deepening of Petari Gadia pond at Chhata Dangal under Jammua Panchayat at S.P.Mines.
Cost of the project (In Rs)	8.90 Lakh
Location (District, State)	Jammua, Sarath, Deoghar, Jharkhand
Number of beneficiaries	760
Implementing Agency	S.P. Mines Area
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Aim and Objective:

a. Access to water for domestic purpose and use

2. Finding and Observation:

The villagers in this area are marginalized tribal people with very little contact with the outside world. Their village is dominated by a pond, a body of water that feeds the surrounding sloping fields and domestic requirements. Normally, in late February, the pond would be drying up. For now, though, there is plenty of water. It should stay that way until very near the time of the next rains. The rainfall, though adequate, does not stay on the land leaving it dry shortly after a downpour. The two hand pumps in the village yield barely enough water for drinking and domestic use. Even if they had once tilled the land, they would've just about scraped out a living. As it stands, they work as daily labourers. According to the villagers, Mrs. Ratna Majhi and Mr. Avijit Kundu, villagers does not have much funding for deepening so they approached to SP Mines area office, Eastern Coalfields Limited through Gram Panchayat. On request of the Gram Panchayat ECL has done the deepening of Petari Gadia pond at Chhata Dangal under Jammua Panchayat at SP Mines Area. Earlier the length of this pond was 40 meters which was increased to 45 meters and the breath was 35 meters increased to 40 meters and the depth was 2 meters which was deepened to 4.5 meters.

The pond was designed for livestock in the manner of traditional farm ponds. A small stream was diverted into the ponds; on the diagonally opposite corner an outlet was placed. A gentle slope on one side would allow cattle to approach the water and sate their thirst. Now this pond is serving the domestic need of three villages Chhata Dangal, Tilaiya and Churikanali even in peak summer seasons.

3. Stakeholder's level of engagement

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	Community people,
2.	ECL	Semi-Structured Interview	3

5. Recommendations:

Recurring deposits and maintenance: For project sustainability whether short term or long term, recurring budget should be allocated separately. Initially for 2 years, the project maintenance should be handled by ECL. However, ECL should safeguard by sensitizing communities about community resources ownership and community participation for sustainability of projects.

ECL Head Quarters

Construction of classroom of Ramakrishna Asharam Vidyapith

1. **Project Details:**

Project name	**Construction of classroom of Ramakrishna Asharam Vidyapith**
Cost of the project (In Rs)	8.24
Location (District, State)	Parbelia,Puruliya, West Bengal
Number of beneficiaries	165 students
Implementing Agency	Ramkrishna Ashram Vidyapith
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	06 months
Year of Impact Assessment	2017-18

1.1. Introduction of the Project:

Education plays pivotal role in every individual's life and as per census data 2011, West Bengal has a literacy rate of 77.08%, above the national average of 74.04%. Education and literacy level are considered an essential pillar of development along with modern civilization traits; industrialization, modernization, urbanization, communication and commerce.

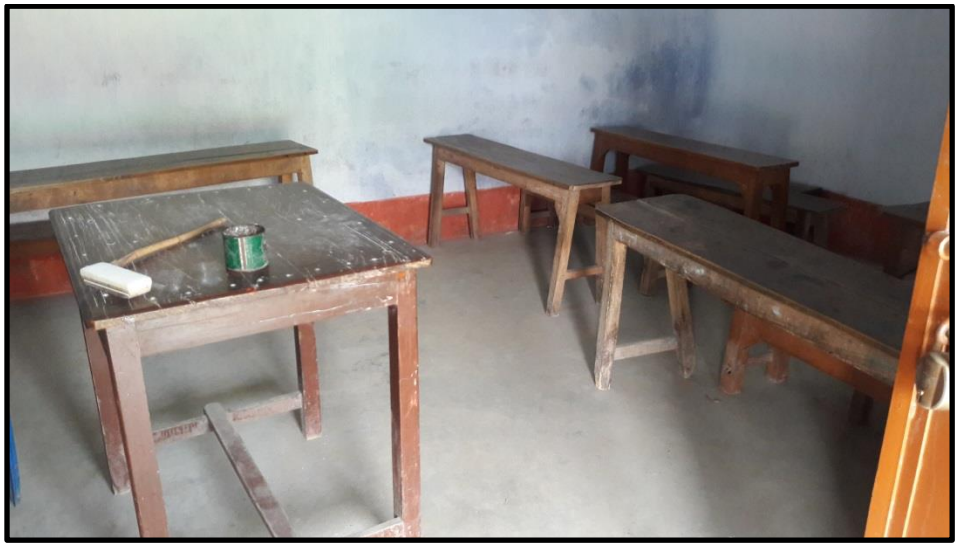
India has made phenomenal progress since independence in the field of education. Following the millennium development framework, by the measure of the Net Enrollment Ratio, India has crossed the cutoff target of 95%, regarded as the market value for achieving 2015 target of universal primary education for all aged 6-10 years in 2007-08. Since 2000, MDMs have been unique for having established a universally accepted and easily measurable framework for global development.

1.2. Aims and Objective of the project:

1. To provide infrastructure to **Ramakrishna Asharamn Vidyapith school.**

1.3. Area of Implementation:

The school was established in 2007 and it is managed by the Private Unaided Management. Ramkrishna Ashram Vidyapith requested Eastern Coalfields Limited for the construction of Classrooms for the school. It is located in Neturia block of Puruliya district of West Bengal. The school consists of Grades from Lower Nursery and the highest class in the school is 4th standard. The school is co-educational and it has an attached pre-primary section.



Henceforth, these are details about the school:

Particulars	Ramakrishna Ashram Vidyapith School
Classes	**I – IV**
Student Strength	**165**
Available Teachers	**9**
Available Non-teaching staff	**2**
Mid-day meal	**Yes**

2. Findings and Observation:

1. **Increase in enrollment of the students:** As informed by the school head master, the enrollment of the students has increased after construction of the classrooms. Initially due to lack of space and infrastructure, the total numbers of students were less but gradually the numbers have increased.

2. **Religious preaching (co-educational):** Along with formal education, the students are imparted with religious and cultural knowledge amongst all the students. However, the teachers are well qualified with graduate and post graduate degrees. The students and teacher ratio is justified. The school has sufficient number of teacher. i.e. 1 teacher per 18 students.
3. **Availability of classrooms:** Presently, school has sufficient numbers of classrooms along with toilet facility for all students and staff members. The infrastructure developed by ECL is resourcefully equipped and maintained by school authorities.
4. **Provision of Fee:** The school not being a government entity, the students pay monthly fee to the school and it varies across all sections.

3. Stakeholder's level of engagement:

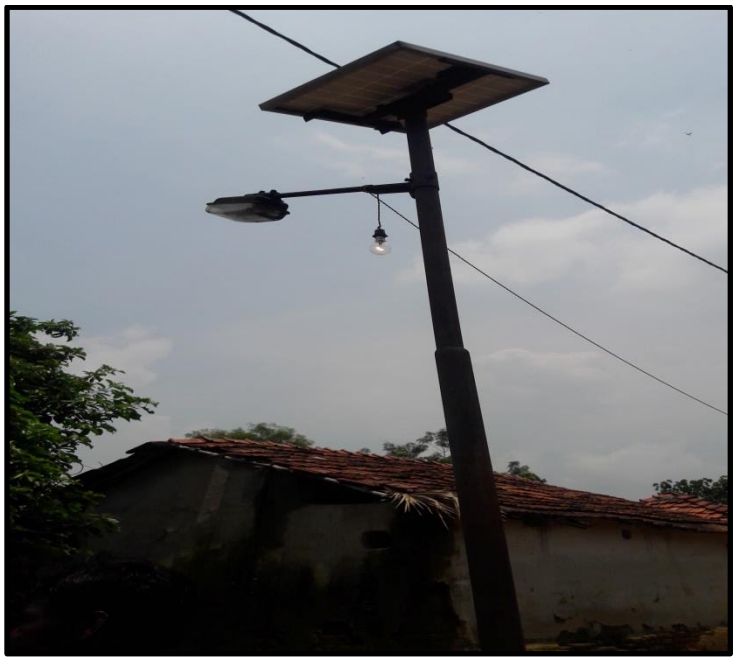
Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project	✓		

4. Data Collection Tools and Methods Used:

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Higher school authorities	Semi-Structured Interview	2
2.	ECL	Semi-Structured Interview	2

Installation of street light

1. **Project Details:**



Project name	**Installation of solar street light in different villages**
Cost of the project (In Rs)	9.92 Lakh
Location (District, State)	Asansol Municipality , West Burdhman, West Bengal
Number of beneficiaries	10 villages
Implementing Agency	R.K. HIV/AIDS Research and Care Center
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	03 months
Year of Impact Assessment	2017-18

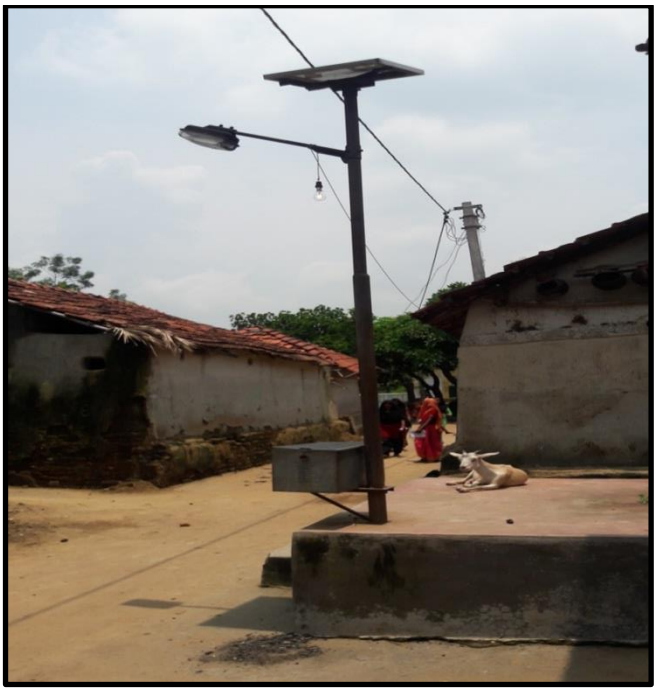
1.1. Introduction of the project:

In the times of heightened environmental awareness, electric street lighting is rightly regarded as an enormous consumer of electricity, at a vast financial - and environmental cost. However, because of the road safety and security benefits which result from a good street lighting system, authorities everywhere are keen to implement cost-effective and environmentally friendly lights. Solar street

lights can deliver that much-desired outcome and offer an exceptional lighting program whilst, at the same time, producing considerable economic and environmental savings. Solar lighting with its tremendous advantages is not picking the desired growth or utility as a street lighting source[1].

India being an independent nation reflects demand of basic amenities especially in rural areas. The residents are accommodated in these remote areas, where there is no access to sufficient electricity. This project fulfills the need of several villages by providing them solar street lights respectively. Lack of supply of electricity in village is a major problem for which a sustainable and viable alternative is necessary. To fulfill this need, installation of solar street lights in villages have been proved as successful model. However, ECL under there CSR activity implemented this project in 2012-13 with 10 sampled villages.

Under the CSR activity ECL has undertaken this job, for which an NGO R. K. HIV/ AIDS Research & Care Centre has installed these solar street lamps in 10 villages of Kulti Municipality.



1.2. Aims and objectives of the project:

1. To provide basic amenities to the villages
2. Illumination of villages through sustainable alternative via solar street lights
3. To ensure social security especially for girls, women and elderly.

1.3. Area of Implementation:

[1] http://www.lightingindia.in/blog/post/id/7367/solar-street-lighting

S.No	Village Name	No. of street lights	Functional [Y/N]
1.	Boldih Upar Para	6	All Non-functional
2.	Boldih Nichu Para	6	All Non-functional
3.	Belecchak Majhi Basti	3	All Non-functional
4.	Rakta Village Back Side	4	All Non-functional
5.	Baghadanga Majhi Basti	6	1- partially functional, 5- non-functional
6.	Disergarh Nimjora Majhi Basti	3	All Non-functional
7.	Disergarh Majhi Basti	3	1- functional, 2- non-functional
8.	Ghisik Danga Majhi Basti	6	All Non-functional
9.	Gangutia Bauri Para	6	All Non-functional
10.	Jasaidih Line Dhar Bauri Para	6	All Non-functional

2. Observations and findings:

a. Lack of maintenance:

It was observed that in maximum villages, the solar street lights were dysfunctional due to several reasons; longevity of solar light, fear of sabotage and vandalism, lack of maintenance, lack of community participation and lack of ownership. However, the monitoring mechanism entitled to ECL is not clearly defined. Being a short term activity based project, monitoring and follow up for such micro intervention gets devoid.

b. Dismantle of street solar lights:

During field visit it was highlighted that all the street lights poles were in place but were dismantle as constant fear of vandalism had let community to dismantle it. These solar street lights initially contributed the community a sense of security and at the same time community was getting more time to interact and had sense of security.

c. Sense of Ownership:

In some villages, beneficiaries informed that batteries were replaced and invested money in it for smooth functioning and illumination but later after months, they faced similar problems with it. At village level, individual participation was observed in nominal villages. The communities are facing problems in respective villages due to dysfunctionality of street solar lights especially during emergencies.

d. Lack of planning and strategy while installing street lights:

The street lights were installed randomly in the villages that affects it's functioning. The street lights should be installed where the maximum beneficiaries get the benefit and covers each section and area to get maximum illumination.

3. Stakeholder's level of engagement

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. **Data Collection Tools and Methods Used:**

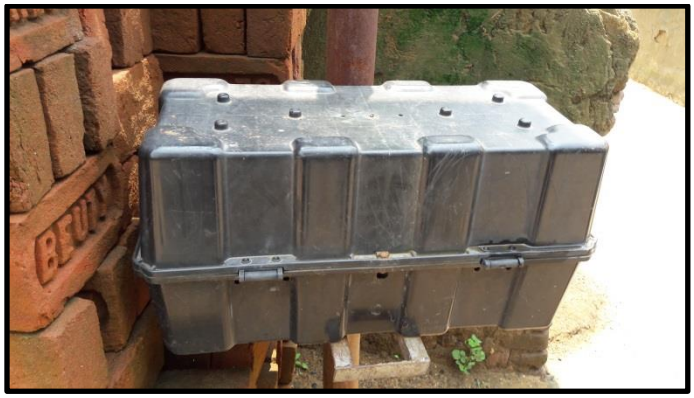
S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	9 villages
2.	ECL	Semi-Structured Interview	3

The data collection took place in different villages of sampled villages. The villages were sampled on snow ball sampling technique and covered the nearby villages.

5. **Suggestions and Recommendations**

a. **Pilot based project**: It shall be recommended that these kind of short term project should be executed in less number of villages. This will ensure the project impact and pros/cons along. The effective planning and strategy while installing the solar street lights is essential. It should be kept in mind that all region of the village is covered for safety and security purposes.

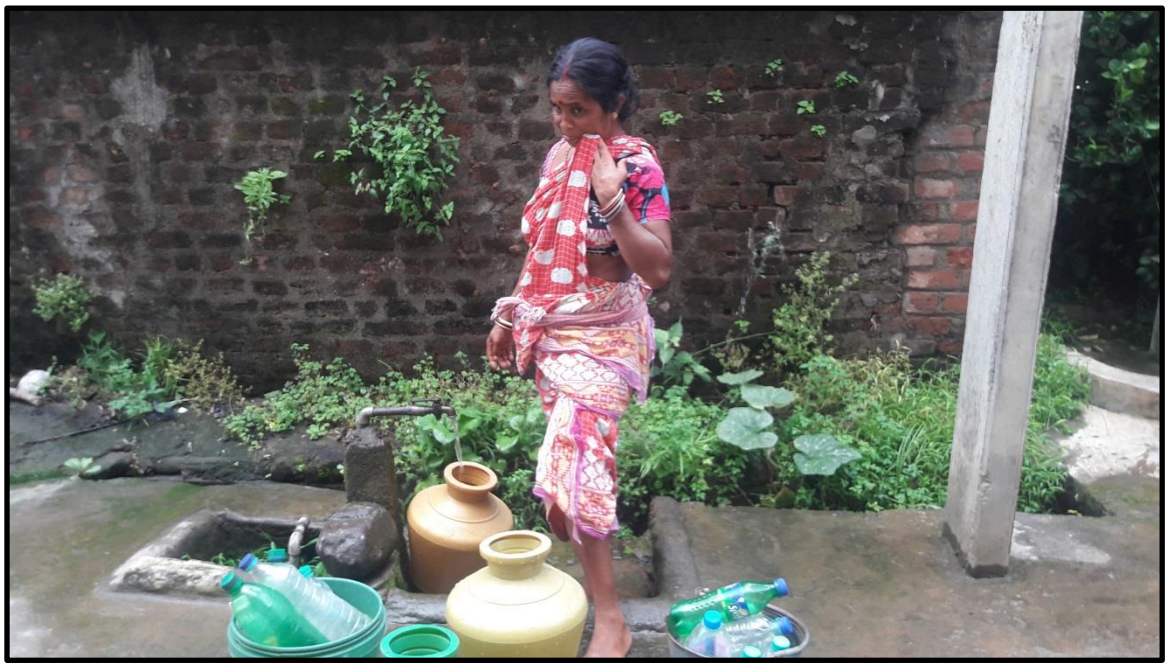
b. **Recurring deposits and maintenance:** For project sustainability whether short term or long term, recurring budget should be allocated separately. Initially for 2 years, the project maintenance should be handled by ECL. However, ECL should safeguard by sensitizing communities about community resources ownership and community participation for sustainability of projects.



SALANPUR AREA

Providing 10 numbers of hand pump in different villages of Salanpur Area

1. **Project Details:**



Project name	**Providing 10 numbers of hand pump in different villages of Salanpur Area**
Cost of the project (In Rs)	6.53 Lakh
Location (District, State)	West Bengal, Bardhman District, Salanpur Area
Number of beneficiaries	10 villages
Implementing Agency	Salanpur Area
Project status	Completed
Year of Commencement	2013-14
Year of completion	2013-14
Project duration	03 months
Year of Impact Assessment	2017-18

1.1. Area of Implementation:

Salanpur area is a development block in Asansol subdivision of Bardhaman district in the Indian state of West Bengal and area office of Eastern Coalfields Limited. Chittaranjan and Salanpur police stations serve this block. Headquarters of this block is at Rupnarayanpur Bazar. Chittaranjan, Rupnarainpur and Jemari are urban areas in this block. It is a suburb of Asansol. Eastern Coalfields Limited has provided ten numbers of hand pump in different villages in nearby village of Salanpur Area.

The name of the villages where hand pump was installed:

- Phulberya
- Lalganj Shamshan Ghat
- Janardan Sayer
- Raghunath Chak Shiv Mandir
- Raniganj Chatti
- Village Chinchuria Bhuiya Para
- Manorbal Mondal Para
- Panchgachia
- Choti Nuni
- Nuni

1.2. Introduction of the project:

It's a known fact; dearth of water is felt across all nations. Due to geography, topography, climate and competition for development seem relatively flush with potable and fresh water, on contrary; others face drought and famine, debilitating pollution. Emphasizing the coal mining areas, lack of water supply and clean drinking water is a foremost challenged faced by residents as in the process of mining and displacement, supply of water becomes immediate need to be catered for the community

India is not a water scarce country. Along with having major rivers, we receive an average annual rainfall of 1170 millimeters. But lack of sensitisation with regard to both conservation of water and pollution of water sources has resulted in a large part of the population for whom water has become more of a curse than a boon. Infrastructure for storage of water must be developed properly to ensure that people have access to safe water across the country, - Dr. Narayan G. Hegde, Trustee of the BAIF Development Research Foundation and author of the report 'Water Scarcity in India.[2]

1.3. Aims and Objectives of the project:

2. To evaluate the CSR project, end to end analysis of project
3. To evaluate whether hand pumps were installed at right location
4. To view the impact of the project in given villages

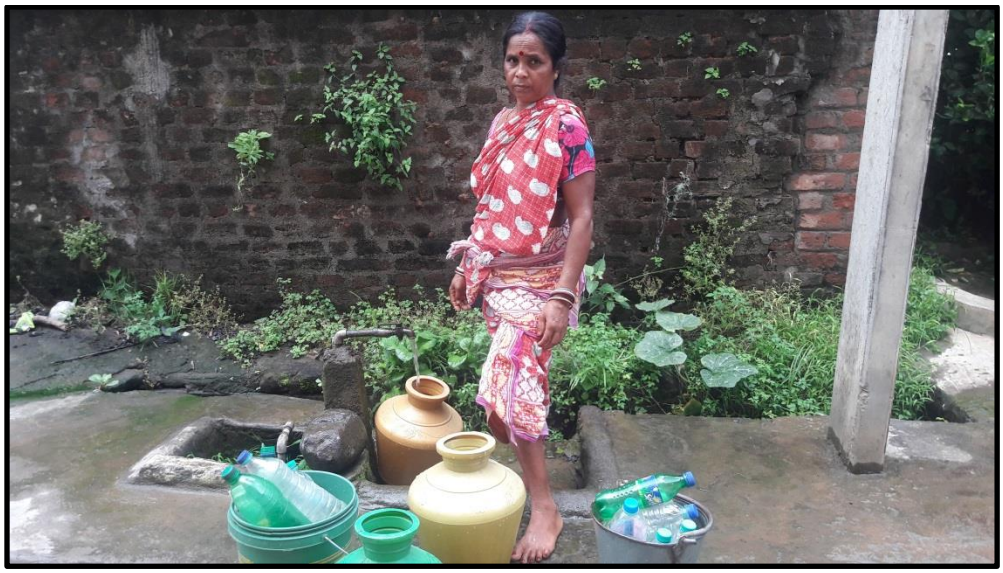
[2] http://swachhindia.ndtv.com/76-million-dont-have-safe-drinking-water-indias-looming-water-crisis-5606/

2. **Observations and Findings:**

1. **Short term project:** It is observed that, ECL caters the immediate needs of the communities who have been majorly affected by mining and displacement. Being water is top most priority, a CSR project was initiated and installation of hand pumps was done under 10 villages. With the panchayat NOC, the installation was done to cater the needs of the communities.

   The villages have other existing water resources available in villages such as open wells both private and public, PHD water taps, and submersible for fetching water.

2. **Usage for domestic work:** For all domestic chores women and other family members fetch water from large distance to fulfill their needs. In few cases, women travel to adjacent villages to fetch water. As the villages are divided in mohallas/pada/clusters and with different topography (higher water table level and lower water table level), so the hand pump was installed where the ground water table levels was adequate.
3. **Functional Hand pumps:** It was observed all the hand pumps were functional and respective communities are using it for domestic purpose. If analysed from technical view point, the water has **higher iron content** and can be used for drinking purpose. Along with it, individual households have access to other water resources (PHD taps, wells, ponds etc).
4. **Lack of awareness:** It was observed that villagers are consuming same water also for drinking purposes from hand pumps and taps. The ignorance and having no other option left, communities have to consume filthier water. Few the individuals have access to water purifiers in their house. Water borne diseases, stomach infections, malnutrition, and other skin infection were observed amongst maximum villages.



5. **Situation of Crisis of water:** During summers ECL also provided water tanks to cater villagers need. In every household, in these rural areas women and girls children bear the responsibility of collecting, transporting, storing, and managing water. Women spend most of their time, collecting water with little time for other productive work.

However, during the crisis period due to the erratic power supply, in such crisis women from poorhouse hold draw water from the village ponds, as they use this water not only for washing cloth and bathing but also for drinking.

6. **Installation of hand pumps:** Providing singular hand pump at village level has not reduced water crisis as single hand pump cannot fulfill the need of water. The location was identified for installing hand pumps was not appropriate. The majority of the population couldn't access it due to far distance.

3. Stakeholder roles and responsibilities

Stakeholder	**Role**	**Level of engagement in the project**		
		High	Average	Low
ECL	Funders of the project	✓		
Implementing Agency	Implementation of the project		✓	

4. **Tools and Method used for Data Collection:**

S. no	Stakeholders	Tools and Method	No. of stakeholders
1.	Beneficiaries	Transect Walk, Field notes	9 villages
2.	ECL	Semi-Structured Interview	3

5. **Suggestions and Interventions:**

1. **No installation of hand pumps:** Installation of hand pumps resolves instantaneous need of the communities. On contrary, it decreases ground water table level. Introduce rainwater harvesting at community level. Traditional along with scientific water conservation measures should be used specially for clean drinking water. Communities should be made aware and trained on the techniques of water conservation.

   If hand pump installation is done at large scale, water conservation techniques should be adopted; it would ensure sustainability of the project.
2. **Restoring and Rejuvenating old and existing water resources:** The needy villages should be identified for restoring and strengthening water resources**. Further, the quality of water should be checked every six months as communities consume water for both domestic and drinking purpose. Under CSR projects, a company can take up long term projects to ensure its smooth functioning with community participation.**

   For such projects, recurring deposit should be entitled initially for 2 years minimum for its maintenance.
3. Install community taps with RO filtration plants system: Installing community taps all over villages at regular intervals shall help community members to fetch water at nearest point.

CONCLUSION:

The implementation of CSR project by ECL is in accordance with Schedule VII of Companies Act 2013 ('promoting education, rural development and environment' clause). The ECL projects have been appreciated by all the communities across all locations during interview and group interactions.

There is a need of major focus on creating job opportunities for beneficiaries and employment prospects of the project and to make the project more outcomes driven. Focus on building infrastructure is primarily important but for project sustainability and overall development ECL should equivalently focus towards health, quality of education, livelihood as communities lacks basic amenities.

ECL should show openness for new ideas and novel approaches and willingness and flexibility for adaptability and change in strategy as and when required, according to constantly changing surroundings and results. However, exploring new areas such as socio-economic indicators, exploring new areas of intervention and focus on employability aspects that would help beneficiaries for livelihood.

The suggestions and recommendations should be incorporated in the project to ensure inclusiveness. Knowing the fact that government is working for underprivileged section and minorities, the "CSR project" should focus towards this section of society to ensure right selection of projects on grounds according to the need of the community. Also a robust monitoring and tracking mechanism should be developed to make the project stronger and more efficient.

To have thorough information and in-depth dynamics of the community, ECL should conduct a rigorous need assessment survey that would give insight views and perception of the community. For long term sustainability, it is essential that the scholarship should be holistic in nature, focus on overall development of the beneficiaries. Along with monetary assistance, ECL should bring in innovative components that would shape their territory.

The TISS Ethos

Since its inception, Tata Institute of Social Sciences has continually been responding to changes in social realities through development and application of knowledge. Professors, academicians and researchers commit themselves to investing in fundamental research. The Hub emphasizes on cultivating an environment for learning and problem solving, by substantially expanding the access to opportunities for the marginalized communities of our society.

The thrust of its activities is on capacity building, sustainability, and empowerment of communities, inclusive socioeconomic growth, and environment protection, development of backward regions and upliftment of marginalized communities.

About National corporate Social Responsibility Hub (NCSR Hub)

NCSR Hub, located at the Tata Institute of Social Sciences, works as a think tank to frame CSR interventions programme using people oriented approaches. NCSR Hub provides following services.

- Training and Capacity Building
- Research and Policy Advocacy
- CSR Advisory Support
- Project proposal Bank
- Empanelment of Not for Profits

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