

REPORT ON SOCIAL AUDIT OF THE CSR ACTIVITIES
OF
OIL AND NATURAL GAS CORPORATION LTD. - CAUVERY BASIN



DECEMBER 2014

FINAL REPORT

Submitted by
Madras School of Social Work
Chennai

ACKNOWLEDGEMENT

This study report has been prepared by the consultancy team of Madras School of Social Work, Chennai. This report highlights the important findings of the Evaluation of the Corporate Social Responsibility project activities carried out by Oil and Natural Gas Corporation Ltd (ONGC) during the year 2011- 2014 (3 years). The task of completing the study was made possible with the strategic back up support of the officials of ONGC

We are thankful to the management of ONGC for giving us an opportunity to conduct this evaluation study of CSR initiatives and also to **Mr. T.P.VASANTH KUMAR,G.M (Che), Mr.S.VELU, G.M (C&M) and Mr.C.RAVIKUMAR, DGM (Civil)** for the support extended in the evaluation process. The extensive district wise data has helped us immensely in the evaluation process. We extend our special thanks to all the Field Officials who accompanied us for the field visits.

I extend my sincere thanks to the management and study team members for continuous commitment in completion of the evaluation study. Our special appreciation and thanks to each and every team member for their contribution in accomplishing the task in time.

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EXECUTIVE SUMMARY

1. Introduction

The focus of the Corporate Social Responsibility Programme of Oil and Natural Gas Corporation Limited (ONGC) is the overall development & improvement in the quality of life of habitations and communities, particularly of the disadvantaged groups, in and around the neighbourhoods of Oil and Natural Gas Corporation Limited (ONGC) project sites.

ONGC under its CSR policy has implemented various projects from 2011-2014 based on the needs of the neighbouring communities with the participation of the Communities, District and local Administrations.

Based on the CSR guidelines issued by Department of Public Enterprises, Government of India; ONGC had signed a Memorandum of understanding with the Government of India Authorities for carrying out the specified CSR activities during 2011-2014.

ONGC had requested the Madras School of Social Work (MSSW) (an autonomous college affiliated to the University of Madras) to conduct social audit of the CSR Projects implemented by ONGC for the year 2011to 2014.

2. An overview of CSR project of ONGC in Tamil Nadu

An amount of Rs. One crore and 10 lakhs were allocated under Cauvery Basin for the year 2013-14 for projectized and non-projectized activities. The allocated funds were spent in accordance with guidelines. Thirty seven projects were undertaken in the sectoral areas covering education, infrastructural support, initiatives for physically/mentally challenged and sponsorship of a technical meet. These initiatives have benefitted 15,119 underprivileged persons comprising of students, teachers, orphans, special children and physically challenged.

3. Need for conduction of the social audit

The main objective of Corporate Social Responsibility interventions of ONGC is the holistic development of families, villages and communities, particularly the vulnerable in the selected districts of Tamil Nadu. The Social Audit (SA) was taken up to assess the impact of the interventions through a participatory process.

3.1 Social Audit:

SA is a process of examining the impact of any programmes on a participatory manner inclusive of the stake holders for whom the programme was intended. The final output SA is a Social Audit report outlining the benefits the community obtained based on the objectives of the project. Social audit gives an opportunity for the intended beneficiary to examine how far the project achieved its objectives and the outcome of the projects by way of impacts created.

3.2 Social audit process followed in the ONGC study:

The study focused on the final beneficiaries of the CSR activities from 2011 to 2014. The SA exercise includes secondary data check, field observations, and participatory social audit of the programme components and assessment of various stakeholders role including the beneficiaries.

3.3 Stakeholder mapping:

Identification of primary and secondary stakeholders is a critical activity of social audit study. The team identified the following primary and secondary stakeholders.

The primary stakeholders who were part of this process were the beneficiaries of the project, agency personnel/local panchayats which received the support.

The secondary stakeholders who were part of this process were the district administration and implementing agencies of the project through whom the benefits were channeled.

ONGC under its CSR policy has implemented various projects during 2011-14 based on the needs of the targeted communities with the support of District administration, Non Governmental and Community Based Organisations, Civil Societies, communities, families and individual beneficiaries.

As per the CSR guidelines of Department of Public Enterprises, Government of India and the MOU, the ONGC had engaged Madras School of Social Work, Chennai to conduct social audit of the CSR Projects implemented from 2011-2014.

3.4. Madras School of Social Work (MSSW)

The Madras School of Social Work was established in 1952 by Mrs. Mary Clubwala Jadhav, under the auspices of Madras State Branch of the Indian Conference of Social Work (renamed Indian Council of Social Welfare) and the Guild of Service (Central). The College is run under the aegis of the Society for Social Education and Research.

It is a member of the Association of Schools of Social Work in India and the Asian Pacific Association of Social Work Education and is also an affiliate of International Association of Schools of Social Work.

Madras School of Social Work is an autonomous college affiliated to the University of Madras. The School offers various Under-Graduate and Post Graduate courses.

3.5 Consultancy Division of Madras School of Social Work

MSSW has established an exclusive Division for extending Consultancy services to Government Departments, Public and Private sector undertakings and Non Governmental and International NGOs in Community Development, Social Development and management sectors. The specific assignments include evaluation studies, monitoring, CSR investment plans, needs assessment and other institution based activities on the social and environmental issues. The MSSW has a core team of professionals representing the specialised areas viz., social, environmental, management, training and research fields. The Institution has adequate infrastructure to carry out the research projects.

4. METHODOLOGY OF THE EVALUATION STUDY

The objectives of the Social audit of CSR are to study the compliance of the CSR activities in accordance with the Guidelines and appraise the performance in the background of MOU signed by ONGC with GOI.

The social audit/ impact assessment study has outlined the effectiveness of the ONGCs environmental concerns and practices and major social development projects in the Cauvery Basin in eight districts of Tamilnadu viz., Chennai, Cuddalore,

Nagapattinam, Thiruvarur, Thiruvallur, Ariyalur, Thanjavur and Ramanathapuram from 2011-14.

5.1 Scope of the study

- i Collected required primary data from the implementing agencies and beneficiaries
- ii The analysis report highlighted the process of implementation of selected activities and the positive impact of each activity on the community, families and individuals.
- iii Beneficiary interview, Focus Group Discussions (FGDs), Key informants interview and case studies have been used to elicit data on the sub-projects based on the need.
- iv The sectorwise impact has been brought to light for the effectiveness of the programme
- v The necessary recommendations and changes required in policy/approaches have been suggested for improvement of the future CSR activities of ONGC.

5.2 The Objectives of the Social Audit

- i. To study the effectiveness of CSR activities executed by ONGC.
- ii. To analyze the impact of the activities implemented by the ONGC.
- iii. To examine the participation of community in the CSR programmes, orientation and practice of the community towards ownership and sustainability of the community assets created through CSR programme
- iv. To give suggestions and recommendations for improving the CSR activities of the ONGC.
- v. To document the various actions taken by the ONGC and other partner agencies in implementing the activities
- vi. To highlight best practices, strategies and initiatives adopted in the project

5.2.1 The specific objectives of the study

- i. Collate quantitative data on the number of beneficiaries who have directly benefitted from each of the interventions i.e. in environment and CSR activities
- ii. Collect qualitative information of the community benefits from these interventions
- iii. Record impact of the interventions as evidenced through community change
- iv. Document case studies of children and families who have benefitted
- v. Provide recommendations for future interventions.

5.3 Study process

- The study teams received orientation and training in the study field, methods, tools, techniques and reporting formats.
- Collected the primary data from each village through Focus Group Discussion, interviews, Case studies and secondary data from the existing records.
- Verified the social accounts through Social Audit Panels.

5.4 Sources of Data

The primary data source includes the responses from the beneficiaries and agencies and secondary data elicited through quantitative and qualitative methods, reports, documents and literature from partner agencies and the Government.

5.5 Summary of Samples actually covered for the study

The actual samples covered for the Social Audit/Impact assessment study of the CSR projects of ONGC is as follows.

District	No. of villages/ Activities covered	No. of Beneficiaries	Proposed Key Informants Interview (KII)	Proposed Focus Group Discussions(FGD)	No. of Case studies
Chennai	09	50	09	10	03
Cuddalore	11	50	11	10	05
Nagapattinam	12	35	11	10	-
Thiruvarur	08	105	17	12	-
Thiruvallur	07	25	07	05	02
Ariyalur	04	10	05	03	-
Thanjavur	10	100	09	09	-
Ramanathapuram	14	93	14	10	05
Total	75	468	83	69	15

The comparison of proposed samples and actual covered showed that there was a variation in the number of villages covered, number of beneficiaries, Key Informants Interview, Focus Group Discussion and case studies. This is due to exclusion of Pudukottai district, where no activities have been implemented. On directions received from ONGC officials, two districts viz., Chennai and Ramanathapuram were included; hence there is deviation in sample size covered.

6. CSR activities - Physical and Financial achievement

Under CSR activities, Oil and Natural Gas Commission has implemented **518 activities** in 8 districts of Tamil Nadu at a total cost of **Rs. 11.34 crore** between 2011-2014 (Three years). Of this, 135 activities were implemented in Chennai Basin at a total cost of Rs.5.84 crore and 383 activities were implemented at a cost of Rs.5.50 crore from Karaikal Asset.

TABLE 1 - THE DISTRICT AND BASIN WISE ACTIVITIES AND ACHIEVEMENT

S.No	District	No. of activities	Expenditure	No. of activities	Expenditure	No. of activities	Expenditure
1	Chennai	28(21%)	24567754(42%)	Nil	Nil	28(5%)	24567754(21%)
2	Cuddalore	3(2%)	556500(1%)	25(7%)	2520437(5%)	28(5%)	3076937(3%)
3	Nagapattinam	11(8%)	1623687(3%)	111(29%)	15244070(27%)	122(24%)	16867757(15%)
4	Thiruvarur	25(18%)	18629284(31%)	181(47%)	27756230(51%)	206(40%)	46385514(41%)
5	Thiruvallur	20(14%)	4952846(9%)	1	85000(0%)	21(4%)	5037846(5%)
6	Ariyalur	2(1%)	407000(1%)	6(2%)	2068000(4%)	8(2%)	2475000(2%)
7	Thanjavur	8(7%)	1940607(3%)	19(5%)	1683000(3%)	27(5%)	3623607(3%)
8	Ramanathapuram	38(27%)	5719759(10%)	40(10%)	5588800(10%)	78(15%)	11308559(10%)
TOTAL		135 (100%)	58397437 (100%)	383 (100%)	54945537 (100%)	518(100%)	113342974(100%)

It was inferred that a majority of 206 activities (40%) at an expenditure of Rs.463, 85,514 (41%) has been incurred for Thiruvarur district, followed by 28 activities in Chennai district with an expenditure of Rs.245, 67,754 (21%), 122 activities at a cost of Rs.168, 67,757 (15%) in Nagapattinam and 78 activities at a cost of Rs.113, 08,559(10%) for Ramanathapuram district.

**TABLE II - DISTRICTWISE AND BASINWISE BREAK UP OF ACTIVITIES
AND ACHIEVEMENTS**

S.NO	CHENNAI BASIN			KARAIKAL ASSET		GRAND TOTAL	
	YEAR	NO. OF ACTIVITIES	EXPENDITURE	NO. OF ACTIVITIES	EXPENDITURE	NO. OF ACTIVITIES	EXPENDITURE
1	2011-12	44 (33%)	26930481 (46%)	120 (31%)	10033399 (18%)	164 (32%)	36963880 (33%)
2	2012-13	52 (39%)	11015091 (19%)	111 (29%)	15934267 (29%)	163 (31%)	26949358 (24%)
3	2013-14	39 (28%)	20451865 (35%)	152 (40%)	28977871 (53%)	191 (37%)	49429736 (43%)
Total		135 (100%)	58397437 (100%)	383 (100%)	54945537 (100%)	518 (100%)	113342974 (100%)

Table II - Basin and yearwise implementation of activities and expenditure revealed that, out of 518 activities, 191 (37%) at an expenditure of Rs.494,29,736 (43%) have been implemented in 2013-14, followed by 164 activities (32%) at an expenditure of Rs.369,63,880 (33%) in 2011-12 and 163 activities (31%) at a total cost of Rs.269,49,358 (24%) in 2012-13.

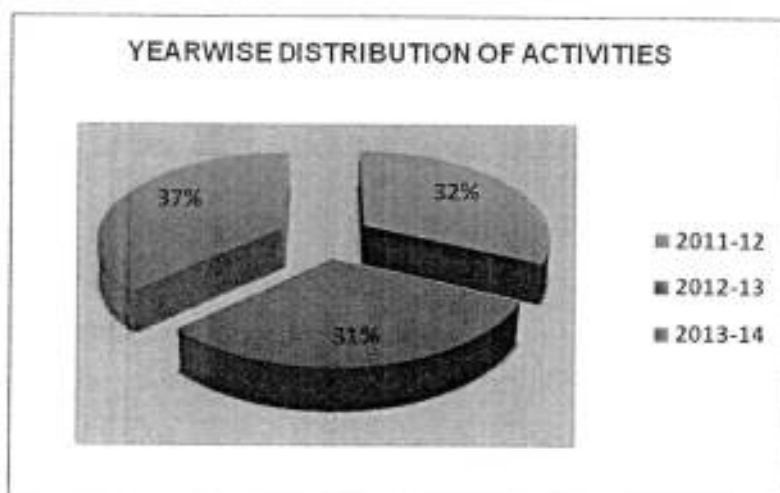
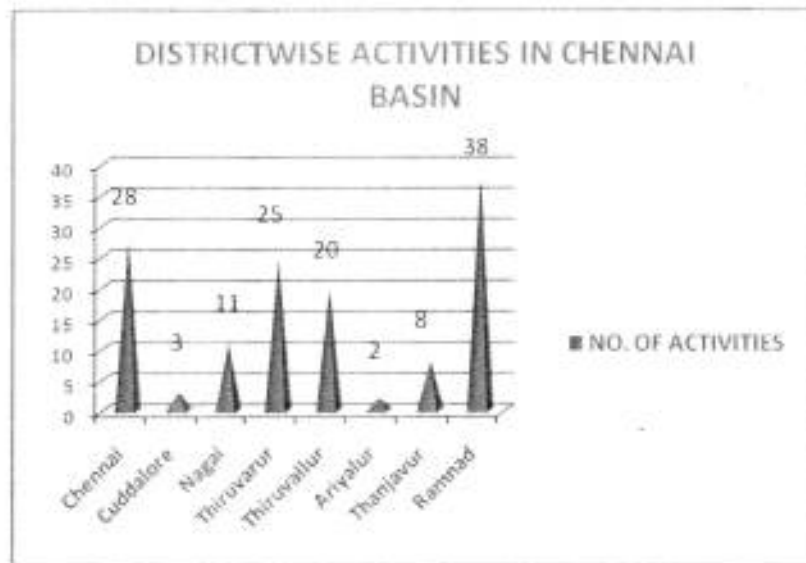
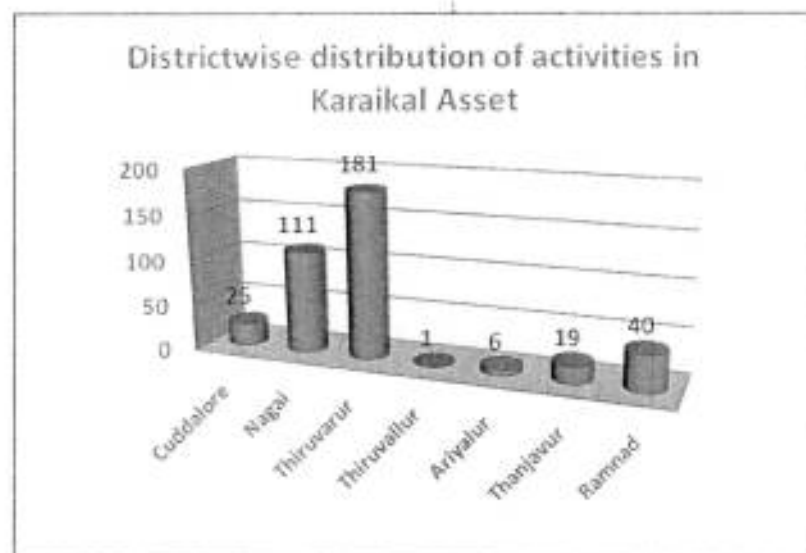


Table III – Basin and yearwise implementation of activities and expenditure revealed that in Chennai Basin, 39 activities have been implemented at a cost of Rs.

110,15,091 in 2012-13, 33 per cent of the activities at a cost of Rs.269,30,481 between 2011-12 and 28 per cent at a cost of Rs.204,51,865 in 2013-14.



In Karaikal asset, 40 per cent of the activities have been implemented at a total cost of Rs.289, 77,871 in 2013-14, 31 per cent at a cost of Rs.100, 33,399 between 2011-12 and 29 per cent at a cost of Rs.159, 34,267 in 2012-13.



7. Sector wise Social Audit findings

i. Education

The Educational support was a vital component in supplementing the efforts of Government in ensuring quality education and ONGC has prioritised and felt the need for providing the school infrastructure facilities

- Furniture – Benches, tables, Cupboard etc
- Construction and renovation including roofing, flooring and compound wall and gates
- Construction and renovation of toilets with water facilities
- Provision for borewell, water storage through sintex and drinking water supply through water filters
- Supporting aids like computers, printers, LCD, Public Address System, bags and uniforms, Note books
- Supplementary nutrition

Impact

- a. The support provided by ONGC has enhanced the infrastructure facilities and contributed for ensuring quality education. This has benefitted the rural, marginalised and tribal children. The visible changes have been brought through increased enrolment, reduction of school drop outs and technological advancement through computers are keeping pace with the private schools. The construction of girl friendly toilets has contributed in hygiene promotion, menstrual hygiene management and effective usage of toilets.

ii. Health

- a. ONGC has assisted the Institute of Child Health, Egmore towards purchase of 4 pouchers at the cost of Rs. 4 lakhs during 2013-14 and also Agitator cum incubator at the cost of Rs. 3 lakhs during 2012-13. The parents of the cancer affected children remembers with gratitude the service of Blood Bank at the Institute of Child Health, which supplies blood every day to the children in order to save their lives.
- b. During 2011-12, ONGC has provided assistance for purchase of Shadow less (2 Nos) Lamp for operation theatre and Cardio-Topography equipments at the

cost of Rs. 3,70,000/-.These facilities have helped BPL families in accessing quality health services at affordable cost.

iii. *Community infrastructure*

- a. Rs. 3, 90,000 was sanctioned to the Office of the DSP, Armed Reserve, Nagapattinam in the 2013-2014 for providing RO Plant. It was revealed that the funds have been fully utilized and maintained regularly.
- b. Rs.4,00,000 was sanctioned to the Office of the DSP, Armed Reserve, Nagapattinam to establish Model Check Post with Digital Board, Traffic Signals, CCTV Cameras, Automatic Drop Gate, furniture, and Syntex tank during 2013-14. This has been useful to the Police Department in controlling and regulation of traffic.
- c. Rs. 3 lakh was sanctioned to Adi-Draavidar Welfare Sangam, Agarathirunallur for construction of a community hall. It was found that the construction has been completed only upto lintel level due to inadequate funds.
- d. 'A' Class channel of 5 kms length has been sanctioned to Oampokkiyaru, Alivalam vaikkal at a cost of Rs. 4 lakh during 2013-14. It was revealed that the channel is being used for irrigation and the farmers have donated a portion of their lands and get compensation annually from ONGC. The fund has been effectively utilised
- e. A retaining wall at Samaankulam, Akkaraikottakam has been sanctioned at a cost of Rs. 2.50 lakh. The villages viz., Angadi colony, Thiruvasal Panniyur, Kulamanickam, Sammankulam and Melakulam SC colony have been benefitted by the construction retaining wall, Bore well with mini power pump, bathing ghat etc. The villages are fully utilising the services provided.
- f. The renovation of existing community hall at Manjur, Ramanathapuram at a cost of Rs.3, 98,720 has been sanctioned to the Village President during 2013-14. The facility has benefitted 2000 families for conducting family and village functions. The toilet facilities have not been provided in the community

hall. It was suggested by the Consultant that the Panchayat can contribute funds for taking up this work.

IV. ENVIRONMENT

- a. Panchayat Union School in Akkaraipettai, Nagapattinam has been sanctioned a project on 'Solid Waste Management' at a cost of Rs.2.25 lakh. It was found that Panchayat President did not initiate the project and expressed that the grant was inadequate and it is suggested that ONGC may take necessary action to get back the money sanction to the Panchayat Union School.
- b. Vanavil Social Development Trust has issued 100 solar lanterns to LIG families of Sunnanallur at a cost of Rs. 3.50 lakh. The families are using the solar lanterns provided and the amount has been fully utilised.
- c. Gandhi Peace Keeping Centre has been sanctioned Rs. 3.96 lakh for rural environment protection and income generation programme for 700 families from 5 SHGs in Thiruthuraipoondi in 2011-12. These include samplings of hybrid fruits, teak and other income yielding variety plants. The criterion adopted for the activity was that they should be SHG members and must have adequate space and water facility. The agency has effectively utilised the grant.
- d. The Land Scaping work at Collector's camp office, Ramanathapuram during 13-14 at a cost of Rs.4 lakh was sanctioned. It is located in the 5 acres of sprawling land. It includes water sprinklers, walking path etc.

V. Skill development

- a. Support for computer training centres at Armed Reserve Campus, Thiruvarur and Ramanathapuram were conducted at a cost of Rs. 4 lakh each for the benefit of children of police personnel. It was observed that the training may be extended to the other deserving boys and girls from other communities, instead of restricting only to the children of police personnel.

VI. ICDS CENTRES

- a. ICDS centre at Boothavarayanpettai, Cuddalore has been provided with a support for mini water pump with borewell at a cost of Rs.1,60,000 during 2013-14. The water quality has been assured to ICDS children supply and is also used for cooking noon meal. Apart from the ICDS Centre, the total village fetch water is from this source.
- b. Rs.2,00,000 was sanctioned to the Project Officer, District Rural Development Agency for construction of ICDS centre at New Gummidipoondi, Thiruvallur district during 2013-14. The ICDS centre has not been constructed due to delay in inviting tender procedures.

VII. REHABILITATION

- a. Rs.25, 000 was sanctioned to a fire victim for construction of a house in Ramanathapuram. The house has been constructed only upto lintel level, due to paucity of funds.
- b. Financial support for 107 families affected by fire at Kalaignar Nagar, Myladuthurai has been sanctioned and the families have changed the fire resistant roof and it is a timely assistance by ONGC through district administration.

VIII. WELFARE OF DIFFERENTLY-ABLED

- a. Deepam Special School for mentally retarded children in Chennai has been supported with paper plate making machine in 2011-12 at a total cost of Rs. 3, 44,925. This unit provided training for 9 children who are above 16 years. Due to this intervention, the children have been provided with job oriented skills and improved social interaction. The parents have expressed happiness and satisfaction over the progress in the behaviour of their children.
- b. Asha Niketan in Chennai was supported for purchase of paper plate making machine to start a production unit for providing job opportunities for mentally

retarded children at a cost of Rs. 2,59,500 during 2011-12. It was observed that the unit was not functioning due to marketing problems.

- c. Arumai Illam in Myladuthurai has been supported with R.O. drinking water plant (100 LPM) and renovation of kitchen and dining hall at a cost of Rs.3, 49,310 during 2013-14. It is an integrated complex which provides shelter for senior citizens and destitute children. The RO plant has ensured safe drinking water and facelift provided for kitchen and dining hall has ensured hygienic environment.
- d. Anbumalar Special School for mentally challenged children in Gnayar, Thiruvallur has been provided with a tempo traveler at a cost of Rs. 9, 07,655. The special school provides education to mentally challenged children in the age groups of 3-16 years. The special credit to the institution is that it is located in a remote village and caters its services to the special children from nearby villages. The school bus visits the villages and brings the children in the morning and leaves them in the evening. The provision of vehicle is highly useful.
- e. National School for mentally retarded children in Kumbakonam has been provided with 30 sets of tables and chairs at a cost of Rs.1, 00,000 during 2013-14. The institution has fully utilized the ONGC funds.

IX. SUPPORT TO DISTRICT ADMINISTRATION

- a. The support for water supply and sanitation to the district administration at Ariyalur at a cost of Rs. 4 lakh at Jayamkondom was sanctioned. The officials were unable to divulge the details of the project.

7.1 Performance Areas/Level of Achievement

S.No	Areas/Level of achievement	Excellent	V.Good	Good	Fair	Poor
1	Participatory approach	☐				
2	Gender focus	☐				
3	Vulnerable focus	☐				
4	Grievance redress mechanism		☐			
5	Transparency	☐				
6	Management		☐			
7	Monitoring			☐		
8	Community ownership of the project for sustainability of the envisaged interventions	☐				
9	Introduction of innovative interventions	☐				

8. Suggestions

Based on the Social Audit of the CSR activities, the following suggestions are offered for effective and sustainable implementation of the future CSR activities.

- i. ONGC may undertake needs assessment and pre-funding appraisals for identification of institutions and activities prior to sanction.
- ii. ONGC may enter into an agreement with the partner agencies for ensuring proper operation, maintenance and sustainability of the assets created.
- iii. The project proposals may be obtained directly from the respective Government departments with detailed project proposals routed through District administration for transparency and accountability.
- iv. Financial and technological appraisals may be undertaken for construction activities in consultation with the concerned departments and agencies to avoid incompleteness of infrastructure facilities.
- v. Village based and long term interventions may be included as a part of CSR activities

- vi. An inbuilt Monitoring Cell consisting of internal and external officials may be constituted for periodical review and monitoring. This would facilitate in effective utilisation of the grants sanctioned.
- vii. The best practices and demonstration projects may be replicated.

9. Conclusion

The social audit conducted revealed that there is infrastructure transformation in the sectors such as education, health and sanitation, community infrastructure, differently-abled. The visible changes have been witnessed in the area of rehabilitation of physically challenged especially in the rural areas. The successful CSR initiatives may be highlighted in print, electronic media and other publications.

The commitment of ONGC towards CSR and sustainability activities is a great boon to the community and the nation as a whole. The networking and communication with the district administration and stakeholders has contributed for the successful CSR Project.

CHAPTER I

GENERAL OVERVIEW CSR ACTIVITIES IN INDIA AND IN ONGC

1. CSR in India

CSR in India has traditionally been seen as a philanthropic activity. And in keeping with the Indian tradition, it was an activity that was performed, but not deliberated. As a result, there is limited documentation on specific activities related to this concept. However, what was clearly evident that much of this had a national character encapsulated within it, whether it was endowing institutions to actively participating in India's freedom movement, and embedded in the idea of trusteeship.

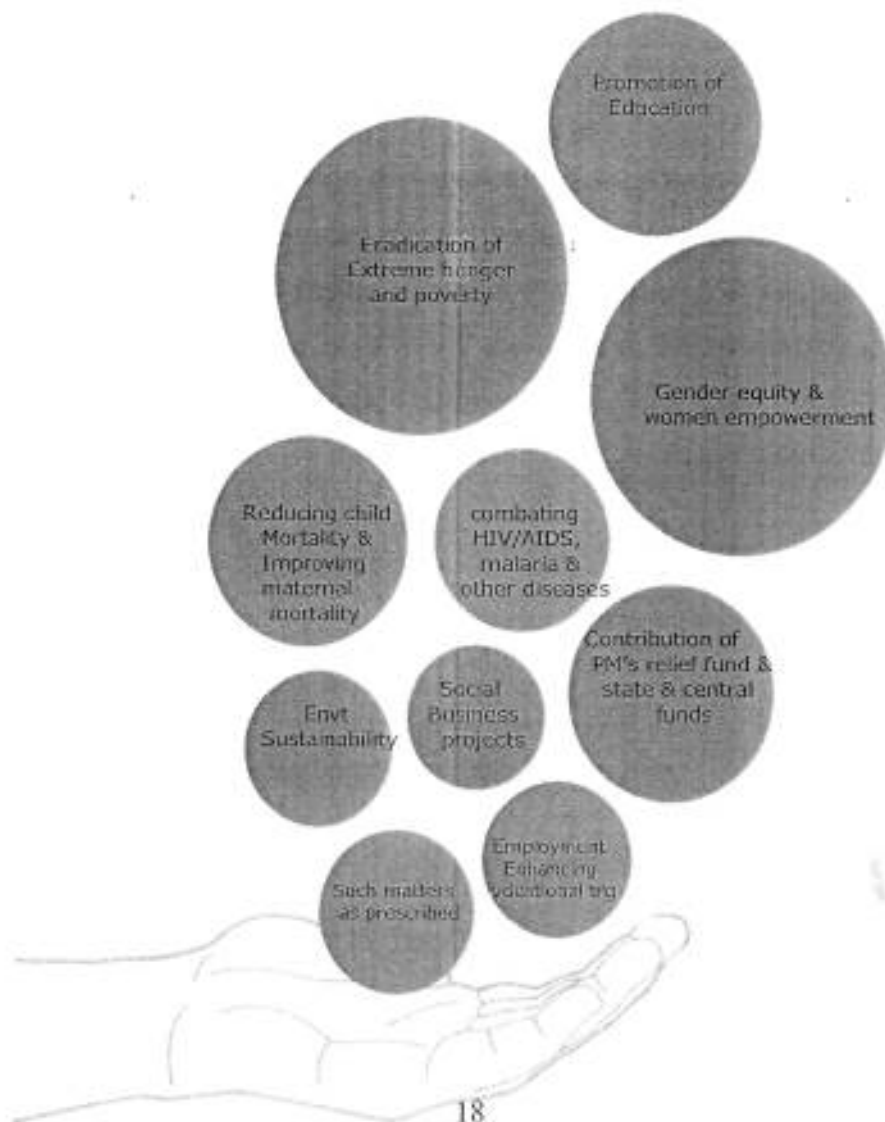
The practice of CSR in India still remains within the philanthropic space, but has moved from institutional building (educational, research and cultural) to community development through various global influences and with communities becoming more active and demanding, there appears to be a discernible trend, that while CSR remains largely restricted to community development, it is getting more strategic in nature (that is, getting linked with business) than philanthropic, and a large number of companies are reporting the activities they are undertaking in this space in their official websites, annual reports, sustainability reports and even publishing CSR reports.

The Companies Act, 2013 has introduced the idea of CSR to the forefront and is promoting greater transparency and disclosure. Schedule VII of the Act, which lists out the CSR activities, suggests communities to be the focal point. On the other hand, by discussing a company's relationship to its stakeholders and integrating CSR into its core operations, the draft rules suggest that CSR needs to go beyond communities and beyond the concept of philanthropy. It will be interesting to observe the ways in which this will translate into action at the ground level, and how the understanding of CSR is set to undergo a change. The new guidelines, which have replaced two existing separate guidelines on CSR and sustainable development, issued in 2010 and 2011 respectively, mentions the following: "*Since Corporate*

Social Responsibility and Sustainability are so closely entwined, it can be said that Corporate Social Responsibility and Sustainability is a company's commitment to its stakeholders to conduct business in an economically, socially and environmentally sustainable manner that is transparent and ethical."

1.1 CSR and sustainability

The Indian practice of CSR is an important component of sustainability or responsible business, which is a larger idea, a fact that is evident from various sustainability frameworks. The Act encourages companies to spend at least 2% of their average net profit in the previous three years on CSR activities. The Act lists out the following activities eligible under CSR, taking the local conditions under consideration after the approval of the Board.



1.2 Benefits of a robust CSR programme

As the business environment gets increasingly complex and stakeholders become vocal about their expectations, best CSR practices can bring in greater benefits, some of which are as follows:

- Communities provide the licence to operate
- Attracting and retaining employees
- Communities as suppliers

2. CSR activities by Oil and Natural Gas Corporation Limited

Oil and Natural Gas Corporation Limited (ONGC) is state owned Oil and Natural Gas Company founded in 1956. It is a Fortune Global 500 Company ranked 413, and contributes 77% of India's crude oil production and 81% of India's natural gas production. It is the second largest profit making Corporation in India. Indian government holds 74.14% equity stake in this company.

It is also involved in exploring and exploiting hydrocarbons in 26 sedimentary basins of India. It owns and operates more than 11,000 kilometres of pipelines in India. In 2010, it stood at 18th position in the Platt's Top 250 Global Energy Company Rankings. It has revenue of \$21.447 billion and 36826 employees (in 2010) and having headquarters in Dehradun, Uttaranchal.

2.1 CSR Motto

The 2009 CSR guidelines transferred ONGC's role of corporate social responsibility from "Philanthropy" to "Stakeholder participation".

2.2. CSR Focus Areas

- Education including vocational training courses
- Health care
- Entrepreneurship (self help and livelihood generation) schemes
- Infrastructure support in the vicinity of operational areas
- Environment protection, ecological conservation and promotion
- Protection of heritage sites, UNESCO heritage monuments etc.

- Promotion of artisans, craftsman, musicians, artists etc. for preservation of heritage, art and culture
- Women's empowerment, girl child development and gender sensitive projects
- Promoting sports/sports persons and supporting agencies promoting sports/sports persons
- Water management including ground water recharge
- Initiatives for physically and mentally challenged
- Sponsorship of seminars, conferences, workshops etc.

2.3 CSR Achievements

Water Management: CSR Initiatives

- Project Saraswati launched in 2005
- To discover deep aquifers left by mythical river Saraswati in North west Rajasthan
- Aims to locate fresh water unexploited deep ground water resources
- Saraswati-1 near Jaisalmer town was drilled upto 500m. Water Reservoir located
- Project in Progress to bring water to people in draught prone areas

2.4 Education: CSR Initiative

- Financial assistance to Anganwadis in Western region
- Akshay Patra foundation for modern kitchen to facilitate mid day meals for school children in Andhra Pradesh
- Tamana special school for computer centre for disabled children
- Braille machine for blind children of north Eastern states
- Himalayan school society, Dehradun for scholarship to adopted underprivileged girl students affected by Tsunami
- Vocational educational centres for women in southern region
- Support for Institution of engineers
- Financial support for Bal Bhavan, Dehradun

2.5 Disaster Relief: CSR Initiative

- Post Orissa cyclone relief and rehabilitation work, reconstruction of 500 houses for people below poverty line
- Relief and Rehabilitation of Gujarat victims
- Rehabilitation of Kargil war victims- employment to 50 war disabled soldiers and 20 war widows
- Post Tsunami relief measures in affected areas of Karaikal, Nagapattinam and Tharangambadi
- 1000 blankets through Indian army along with one day salary of employee for earthquake affected people

2.6 Project HEAT - CSR Initiatives

January 19, 2010 : Haemophilia Federation (India) (HFI) and Oil and Natural Gas Corporation (ONGC) have come together with a vision to transform lives of children with Haemophilia (CwH) through education, with the formal launch of Project HEAT. The ONGC-funded and HFI-implemented Haemophiliacs Education and Transformation (HEAT) project will benefit 1000 CwH in its first year of operations.

Under HEAT, the NGO would identify 1000 CwH from across the country that are schooling, between 5 and 18 years of age, and living below the poverty line. Further, HFI would also ensure regular project reporting after the project is successfully implemented. ONGC would support the project financially for one year, and plans to extend it further depending on the progress of Educational and Transformational impact.

"ONGC support is a milestone in the history of CwH of the country. With this, they will be able to dream, and see a silver lining in their hitherto dark horizons. HFI is determined to execute the project successfully and educate even more children in the following years", said a hopeful Dr Suresh Hanagavadi, President, HFI, while briefing about HEAT, one of HFI's first of its kind projects. Earlier too, ONGC has come forward to support HFI in more ways than one. Advertising in HFI publications, and support for organizing Usha Uthup's nite in Mumbai are some of them.

2.7 Other Key achievements in CSR

ONGC movement "PURA"

- PURA - Providing Urban Amenities in Rural Areas - envisioned by former President A. P. J. Abdul Kalam
- ONGC to provide gas-based power from isolated & idle gas wells to initiate PURA process
- ONGC pura in each state where ONGC produces Oil and Gas and availability of isolated gas
 - Tripura - already launched
 - Assam
 - Andhra Pradesh
 - Tamil nadu
 - Gujarat

2.7.1 Project Partners

- ONGC - Gas from isolated idle wells
- NABARD - Soft loan & entrepreneurial development
- TERI - Project study & development
- Wartsila - power generation
- Thermax - cold chain

2.7.2 Asha Deep Charitable Organization

The organization based in Muzaffarnagar in rural India is catering to the welfare of the needy including arrangements of training to mentally impaired children and helping the aged person, widows etc. They were facing a problem of safe transportation of differently abled children from their residences to the institute. ONGC intervened to provide a van for the safe transportation

2.7.3 Health Care

ONGC contemplated to provide comprehensive healthcare support through 20 Mobile Medicare Units to two lakhs elderly persons across the country. It has promoted a

novel campaign to nurture environmental movement amongst school children of three Kendriya Vidyalaya's. ONGC is working to preserve four heritage archaeological monuments in the state of Assam.

2.7.4 Current CSR focus

The Board of Directors have decided to allocate 2% of the net profit of previous fiscal as CSR budget and envisaged an investment of approximately Rs. 3,200 millions in FY 2010-11.

2.7.5 Awards

- Golden Peacock Award for Excellence in Corporate Social Responsibility in Emerging Economies 2006 - by World Council for Corporate Governance, UK.
- The Gold Trophy for SCOPE meritorious award for Corporate Social Responsibility and Responsiveness for the year 2007-08 and Gold Trophy for R&D, Technology Development and Innovation for the year 2008-09.
- Cauvery Asset, Karaikal of ONGC has been awarded Rs. 0.5 million and Citation by the Government of Tamil Nadu for its valuable contribution towards CSR during the year 2007-08.

2.7.6 An overview of CSR project of ONGC in Tamil Nadu

An amount of Rs. One crore and 10 lakhs were allocated under Cauvery Basin for the year 2013-14 for projectized and non-projectized activities. The allocated funds were spent in accordance with guidelines. Thirty seven projects were undertaken in the sectoral areas covering education, infrastructural support, initiatives for physically/mentally challenged and sponsorship of a technical meet. These initiatives have benefitted 15,119 underprivileged persons comprising of students, teachers, orphans, special children and physically challenged. The break up of projectized expenditure is as follows:-

S.No	Project	Amount (Rs. in lakhs)
1	Education	81, 09,743 (81%)
2	Infrastructural support	10, 48,002 (11%)
3	Initiatives for Physically/ Mentally challenged	6, 84,059 (7%)
4	Sponsorship	1, 12,360(1%)
Total		99, 54,164(100%)

CHAPTER - II

NEED FOR CONDUCTION OF THE SOCIAL AUDIT

The main objective of Corporate Social Responsibility interventions of ONGC is the holistic development of families, villages and communities, particularly the vulnerable in the selected districts of Tamil Nadu.

ONGC under its CSR policy has implemented various projects during 2011-14 based on the needs of the targeted communities with the support of District administration, Non Governmental and Community Based Organisations, Civil Societies, communities, families and individual beneficiaries.

As per the CSR guidelines of Department of Public Enterprises, Government of India and the MOU, the ONGC had engaged Madras School of Social Work, Chennai to to conduct social audit of the CSR Projects implemented from 2011-2014.

2. Madras School of Social Work (MSSW)

The Madras School of Social Work was established in 1952 by Mrs. Mary Clubwala Jadhav, under the auspices of Madras State Branch of the Indian Conference of Social Work (renamed Indian Council of Social Welfare) and the Guild of Service (Central). The College is run under the aegis of the Society for Social Education and Research.

It is a member of the Association of Schools of Social Work in India and the Asian Pacific Association of Social Work Education and is also an affiliate of International Association of Schools of Social Work.

Madras School of Social Work is an autonomous college affiliated to the University of Madras. The School offers various Under-Graduate and Post Graduate courses.

2.1 Consultancy Division of Madras School of Social Work

MSSW has established an exclusive Division for extending Consultancy services to Government Departments, Public and Private sector undertakings and Non Governmental and International NGOs in Community Development, Social

Development and management sectors. The specific assignments include evaluation studies, monitoring, CSR investment plans, needs assessment and other institution based activities on the social and environmental issues. The MSSW has a core team of professionals representing the specialised areas viz., social, environmental, management, training and research fields. The Institution has adequate infrastructure to carry out the research projects.

CHAPTER - III

METHODOLOGY ADOPTED FOR CONDUCTION OF THE SOCIAL AUDIT

The objectives of evaluation of CSR are to study the compliance of the CSR activities in accordance with the Guidelines and appraise the performance in the background of MOU signed by ONGC with GOI.

The social audit/ impact assessment study has outlined the effectiveness of the ONGCs environmental concerns and practices and major social development projects in the Cauvery Basin in eight districts of Tamilnadu viz., Chennai, Cuddalore, Nagapattinam, Thiruvarur, Thiruvallur, Ariyalur, Thanjavur and Ramanathapuram from 2011-14.

3. Scope of the study

- i. Collected required primary data from the implementing agencies and beneficiaries
- ii. The analysis report highlighted the process of implementation of selected activities and the positive impact of each activity on the community, families and individuals.
- iii. Beneficiary interview, Focus Group Discussions (FGDs), Key informants interview and case studies have been used to elicit data on the sub-projects based on the need.
- iv. The sectorwise impact has been brought to light for the effectiveness of the programme
- v. The necessary recommendations and changes required in policy/approaches have been suggested for improvement of the future CSR activities of ONGC.

3.1 The Objectives of the Social Audit

- i. To study the effectiveness of CSR activities executed by ONGC.
- ii. To analyze the impact of the activities implemented by ONGC.

- ii. To examine the participation of community in the CSR programmes, orientation and practice of the community towards ownership and sustainability of the community assets created through CSR programme
- iii. To give suggestions and recommendations for improving the CSR activities of the ONGC.
- iv. To document the various actions taken by the ONGC and other partner agencies in implementing the activities
- v. To highlight best practices, strategies and initiatives adopted in the project

3.2 The specific objectives of the study

- i. Collate quantitative data on the number of beneficiaries who have directly benefitted from each of the interventions i.e. in environment and CSR activities
- ii. Collect qualitative information of the community benefits from these interventions
- iii. Record impact of the interventions as evidenced through community change
- iv. Document case studies of children and families who have benefitted
- v. Provide recommendations for future interventions.

3.3 Study process

- The study teams received orientation and training in the study field, methods, tools, techniques and reporting formats.
- Collected the primary data from each village through Focus Group Discussion, interviews, Case studies and secondary data from the existing records.
- Verified the social accounts through Social Audit Panels.

3.4 Sources of Data

The primary data source includes the responses from the beneficiaries and agencies and secondary data elicited through quantitative and qualitative methods, reports, documents and literature from partner agencies and the Government.

3.5 Sample size

To obtain overall view of impact of the CSR project, the following research methods were adopted. This selection also gave the study an edge to compare the programme's efficacy across districts.

District	No. of Beneficiaries	Proposed Key Informants Interview (KII)	Proposed Focus Group Discussions(FGD)	No. of Case studies	Transact walk
Cuddalore	50	10	10	5 per district	Inspect the infrastructure facilities and give participatory inspection report where ever applicable
Nagapattinam	50	10	10	5 per district	
Thiruvarur	50	10	10	5 per district	
Thiruvallur	50	10	10	5 per district	
Ariyakur	50	10	10	5 per district	
Thanjavur	50	10	10	5 per district	
Pudukottai	50	10	10	5 per district	
	350	70	70	35	

3.6 Summary of Samples actually covered for the study

The actual samples covered for the Social Audit/Impact assessment study of the CSR projects of ONGC is as follows.

District	No. of villages/ Activities covered	No. of Beneficiaries	Proposed Key Informants Interview (KII)	Proposed Focus Group Discussions(FGD)	No. of Case studies
Chennai	09	50	09	10	03
Cuddalore	11	50	11	10	05
Nagapattinam	12	35	11	10	-
Thiruvarur	08	105	17	12	-
Thiruvallur	07	25	07	05	02
Ariyakur	04	10	05	03	-
Thanjavur	10	100	09	09	-
Ramanathapuram	14	93	14	10	05
Total	75	468	83	69	15

The comparison of proposed samples and actual covered showed that there was a variation in the number of villages covered, number of beneficiaries, Key Informants Interview, Focus Group Discussion and case studies. This is due to exclusion of Pudukottai district, where no activities have been implemented. On directions received from ONGC officials, two districts viz., Chennai and Ramanathapuram were included, hence there is deviation in sample size covered.

CHAPTER - IV
CSR ACTIVITIES - PHYSICAL AND FINANCIAL
ACHIEVEMENT

Under CSR activities, Oil and Natural Gas Commission has implemented **518 activities** in 8 districts of Tamil Nadu at a total cost of **Rs. 11.34 crore** between 2011-2014 (Three years). Of this, 135 activities were implemented in Chennai Basin at a total cost of Rs.5.84 crore and 383 activities were implemented at a cost of Rs.5.50 crore from Karaikal Asset.

TABLE 1 - THE DISTRICT AND BASIN WISE ACTIVITIES AND ACHIEVEMENT

S.No	District	No. of activities	Expenditure	No. of activities	Expenditure	No. of activities	Expenditure
1	Chennai	28(21%)	24567754(42%)	Nil	Nil	28(5%)	24567754(21%)
2	Cuddalore	3(2%)	556500(1%)	25(7%)	2520437(5%)	28(5%)	3076937(3%)
3	Nagapattinam	11(8%)	1623687(3%)	111(29%)	15244070(27%)	122(24%)	16867757(15%)
4	Thiruvarur	25(18%)	18629284(31%)	181(47%)	27756230(51%)	206(40%)	46385514(41%)
5	Thiruvallur	20(14%)	4952846(9%)	1	85000(0%)	21(4%)	5037846(5%)
6	Ariyalur	2(1%)	407000(1%)	6(2%)	2068000(4%)	8(2%)	2475000(2%)
7	Thanjavur	8(7%)	1940607(3%)	19(5%)	1683000(3%)	27(5%)	3623607(3%)
8	Ramanathapuram	38(27%)	5719759(10%)	40(10%)	5588800(10%)	78(15%)	11308559(10%)
	TOTAL	135 (100%)	58397437 (100%)	383 (100%)	54945537 (100%)	518(100%)	113342974(100%)

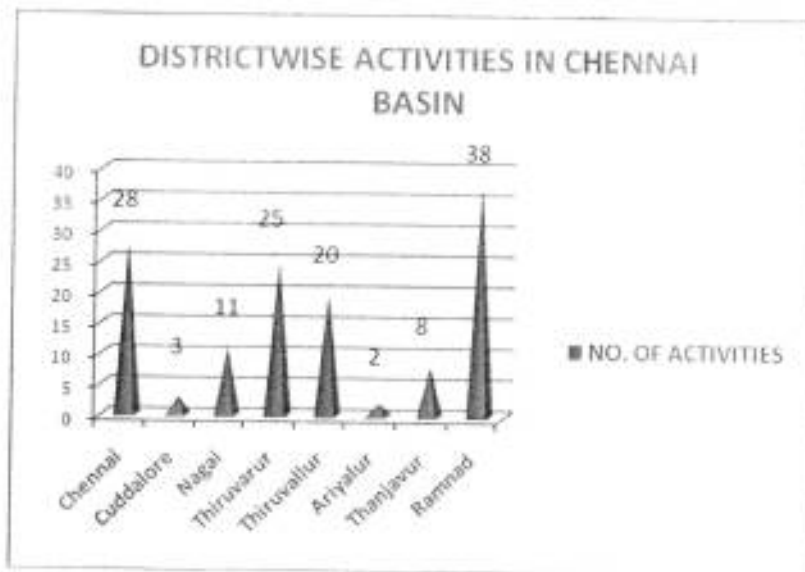
It was inferred that a majority of 206 activities (40%) at an expenditure of Rs.463, 85,514 (41%) has been incurred for Thiruvarur district, followed by 28 activities in Chennai district with an expenditure of Rs.245, 67,754 (21%), 122 activities at a cost of Rs.168, 67,757 (15%) in Nagapattinam and 78 activities at a cost of Rs.113, 08,559(10%) for Ramanathapuram district.

**TABLE II - DISTRICTWISE AND BASINWISE BREAK UP OF ACTIVITIES
AND ACHIEVEMENTS**

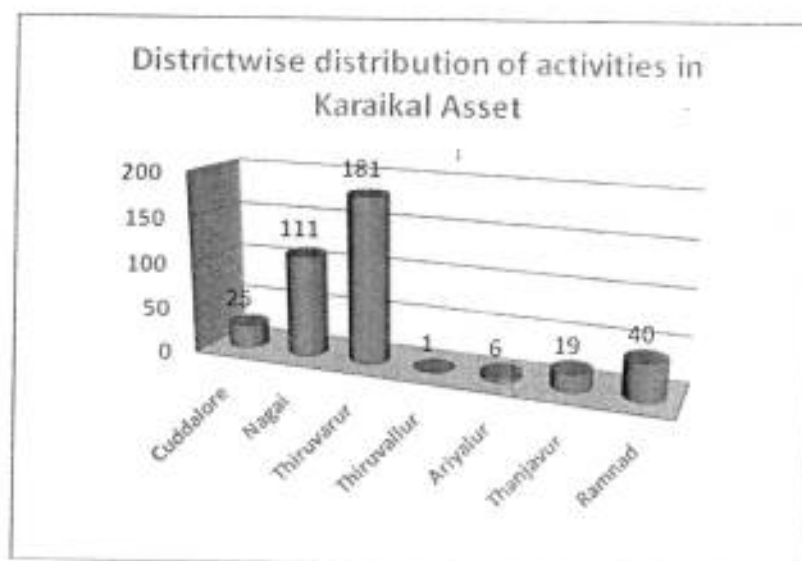
S.NO	CHENNAI BASIN			KARAIKAL ASSET		GRAND TOTAL	
	YEAR	NO. OF ACTIVITIES	EXPENDITURE	NO. OF ACTIVITIES	EXPENDITURE	NO. OF ACTIVITIES	EXPENDITURE
1	2011-12	44 (33%)	26930481 (46%)	120 (31%)	10033399 (18%)	164 (32%)	36963880 (33%)
2	2012-13	52 (39%)	11015091 (19%)	111 (29%)	15934267 (29%)	163 (31%)	26949358 (24%)
3	2013-14	39 (28%)	20451865 (35%)	152 (40%)	28977871 (53%)	191 (37%)	49429736 (43%)
Total		135 (100%)	58397437 (100%)	383 (100%)	54945537 (100%)	518 (100%)	113342974 (100%)

Table II - Basin and yearwise implementation of activities and expenditure revealed that, out of 518 activities, 191 (37%) at an expenditure of Rs.494,29,736 (43%) have been implemented in 2013-14, followed by 164 activities (32%) at an expenditure of Rs.369,63,880 (33%) in 2011-12 and 163 activities (31%) at a total cost of Rs.269,49,358 (24%) in 2012-13.

Table III – Basin and yearwise implementation of activities and expenditure revealed that in Chennai Basin, 39 activities have been implemented at a cost of Rs. 110,15,091 in 2012-13, 33 per cent of the activities at a cost of Rs.269,30,481 between 2011-12 and 28 per cent at a cost of Rs.204,51,865 in 2013-14.



In Karaikal asset, 40 per cent of the activities have been implemented at a total cost of Rs.289, 77,871 in 2013-14, 31 per cent at a cost of Rs.100, 33,399 between 2011-12 and 29 per cent at a cost of Rs.159, 34,267 in 2012-13.



CHENNAI

1. CHENNAI

S. No.	Name & address of the institution	Purpose	Amount
BASIN - 2011 - 2012			
1	Schizophrenia Research Foundation, (SCARF), Anna Nagar	Support Areca paper cup making machine	3,26,340
2	Danushkodi Middle School East Cooum Street, Chintadripet	Renovation of existing Girls toilets	2,55,000
BASIN - 2012 - 2013			
3	Institute of Child Health, Egmore	Platelet agitator and incubator with 2 years warranty	3,00,000
4	Seva Chakra Orphanage Swami Pillai Street, Choolaimedu	Cots, ceiling fans	2,09,425
5	Deepam School for Special Children, Dharmaraja Koil Street, Kilpauk	Paper plate making machine	3,44,925
BASIN - 2013 - 2014			
6	Asha Niketan 1/288 East Coast Road Kottivakkam, Thiruvanmiyur	Paper plate making machine	2,59,500

The district wise Social Audit findings are given below:

1. CHENNAI

1. The Public Health Centre, Chennai has been assisted with 2 shadowless lamps for operation theatre and One Cardio-topograph at a cost of Rs. 3.70 lakh

The Institution has been providing quality medical care at affordable cost to the middle and lower income categories since 1954. On an average, 150 patients attend AMC for O.P. Clinic. The Institution is equipped in conducting deliveries and approximately 100-110 deliveries are conducted successfully every month. The equipment "Cardio-Topograph" is used for monitoring the heart beat of the child in the fetus. The technology helps doctors to record heart-beat of the child at least 4 times during the pregnancy



The non-availability of the machine, before the grant of ONCG made the patients to do the test outside which was done at a higher cost (Rs. 700 per visit). The shadow less lamp helps in performing 8 to 10 general surgeries in the operation theatre. The beneficiaries are from BPL families. There is no incidence of maternal death in the Hospital. The committee members have taken care to enter into AMC for all valuable machines. The beneficiaries are satisfied at the quality health care which is affordable and ensures safe and satisfactory treatment. The grants have been reflected in the annual audited statement of institution for 2012-2013. Other corporates also help the institution under CSR by avoiding duplication of activities.



2. Deepam Special School, Kilpauk has been granted Paper plate making machine at a cost of Rs. 3, 44,925

This is a special school recognized by the Government of TN to impart education to mentally challenged children. The beneficiaries are in the age

group of 5 - 30 years. The children above 16 Years are imparted vocational Training in candle making, Paper cup and plate making. The present strength of the institution is 33 children, of which 9 are girls. The institution aims at providing special education and streamlines them in normal schools. The State Bank of India has donated a mini bus at the cost of Rs.11 lakh to the Institution. Due to this intervention, the children have been provided with job oriented skills and improved social interaction. The parents have expressed happiness and satisfaction over the progress in the behaviour of their children.

3. Indian Community Welfare Organisation, Anna Nagar, Chennai has been sanctioned a grant of Rs.3 lakhs for imparting Quality Health Education and Vocational Training to children of Female Sex workers.

This programme aims at providing Training on AIDS and Reproductive Health Educational programme to 150 children of Female Sex Workers and educational materials such as Bags and Note Books were



distributed. 30 children of Female Sex workers and +ve Patients were imparted computer Training (basic) for one month. There is one Counsellor to identify the beneficiaries and expressed that they have acquired computer knowledge and may update their knowledge subsequently in higher classes in due course. Though the training was for one month it was very useful.

The life skill training was also given to 150 children in the age group of 14-16. The children of Female Sex workers were encouraged to continue their formal education. One of the animator's daughters is doing her Engineering graduation in Anna University. The importance of education was felt by the Female Sex workers and encourages their children to continue education.

4. Seva Chakra Orphanage, Choolaimedu, Chennai has been provided to purchase Cots and Ceiling fans at a cost of Rs.2, 09,425

The institution takes care of 110 orphans and single parent children in the age group of 2-21 years. There are 65 girls and 45 boys. The institution has been recognized by Govt. of TN to run the orphanage. The institution has been

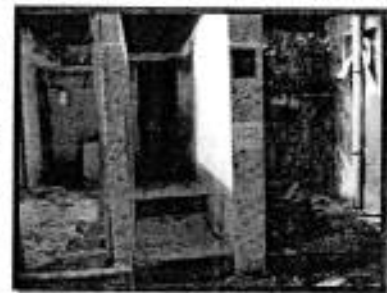


supported by High Court Staff Association and provided Mini Bus by State Bank of India. 15 girls are studying in college and one girl has scored 444 out of 500 in X class examination and 1082 marks in XII standard. The institution has purchased 15 double and 25 single cots and 15 fans. The girls expressed satisfaction of using cots and the management expressed their gratitude for providing these facilities especially fans are used in hostels.

5. Financial support for renovation of toilets at Dhanakoti Middle School, Chintadripet at a cost of Rs. 2.55 lakhs during 2012-13

The school is situated in Chintadripet, surrounded by many slum areas. Hence, most of the children are from economically weaker section. The school has a total strength of 850 students (474 girls and 376 boys). Ninety per cent of the children belong to scheduled caste.

Mrs. Kanchana, Headmistress briefed that the existing toilet was not in use due to lack of maintenance and water supply. ONGC assistance was sought by the committee members for renovation of toilets with water supply, since there were adolescent girls who were in need of toilets. Hence, the toilet block (4 + 4)



were renovated and provided with facelift by fixing tiles, flooring and white washing. Regular water supply was provided through syntax tank. A care taker has been appointed to maintain the toilet by the committee. Due to improvement in the conditions of the toilets, the students were motivated to use the toilets. Out of the balance fund, 10 sets of benches and tables were purchased for Class VIII students. Due to ONGC interventions, the hygiene education and awareness creation has been improved on the importance of usage of toilets.

6. Couches at a cost of Rs. 4 lakhs and Platelet Agitator cum Incubator at a cost of Rs. 3 lakhs to Blood Bank of Institute of Child Health and Hospital, Egmore



The Blood Bank has purchased 4 **couches** to facilitate the donors for blood donation. Earlier the donors were made to lie down in the cots which had caused lot of inconvenience such as giddiness. Hence, the number of donors preferred to donate blood to Blood Bank. The provision of couches at Institute of Child Health has increased the donors from 4 to 10 and it is well maintained on par with private blood banks. A separate cabin has been provided for blood donation. The Institute has entered into an agreement with the Dept of transfusion for AMC for couches. The blood is used daily. The Counsellors expressed that the Institute has an equipped with couches and provided facelift to the room. The platelet Agitator cum incubator is used for the storage of blood at the essential temperature and store for 5 days. The machine purchased is highly technical oriented than the previous one.

There was transparency in the utilization of grant. The Accounts Department was involved in the purchase of equipments. Audited Accounts were submitted promptly. The Blood Bank Staff conducts more blood donation camps and store blood collected during camps utilizing the equipment purchased from



ONGC grant. The parents of the cancer affected children thanked ONGC with gratitude the service of Blood Bank which supplies blood everyday to their children to save the lives. This is one of the innovative and vital supports provided by ONGC in health sector.

7. Grant for purchase of Areca Paper cup making machine to Schizophrenia Research Foundation, Anna Nagar at a cost of Rs. 3, 26,340 during 2011-12

The institution provided treatment to mentally ill patients. The institutional care is provided to 27 inmates (10 Males + 17 Females). There is one occupational therapist that takes care of training of patients in multifarious activities as part of treatment process depending on the degree of illness of individuals. The institution has a vocational Training Centre which provides training in various trades such as tailoring food products manufacturing. Jute bag making and Avica Paper cup machine. At present 7 people are working in paper cup (3 male + 4 female) unit. The unit also provides training to the patients depending on the degree of illness and aptitude.

There is one Rehabilitation Counsellor who is incharge of placement for the cured patients and also in marketing the products made in vocational Training centre. The vocational Training Center aims at engaging patients in vocational Training Centre as a part of treatment process.

The mental Health centre has become a Research Institute with highly professional experts offering their services. The CSR assistance has been utilized for the purpose of treating and providing training to mentally ill patients.

8. A grant of Rs. 2, 59,500 sanctioned to Asha Niketan, Kottivakkam to purchase of paper plate making machine

Asha Niketan has been serving the mentally retarded in providing treatment and rehabilitation. There are 15 inmates and 8 day care beneficiaries. The institution has adequate infrastructure. It was observed that the unit is not functioning due to lack of orders and marketing for the finished products. Suitable guidance and training in EDP may help them to revive the unit.

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