



CSR IMPACT ASSESSMENT REPORT

CSR Project: Multi purpose cold store
at Lasalgaon, Nasik

Prepared For:
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ACKNOWLEDGEMENT

The PHDCCI extends its sincere gratitude to Container Corporation of India Limited (CONCOR) for their visionary CSR initiative in constructing the Multipurpose Cold Storage facility at Lasalgaon, Nasik District, Maharashtra. This project significantly contributes to the region's agricultural infrastructure and has the potential to transform the economic landscape for thousands of farmers.

We express our heartfelt thanks to **Mr. Om Prakash (Sr. Manager, C&O, CONCOR)** and **Mr. Dheeraj Sharma (AO, CONCOR)** for his unwavering support and insightful guidance throughout the critical phases of this project's evaluation. His contributions were invaluable in navigating the complexities of the assignment, ensuring a smooth and effective execution.

We acknowledge Mr. Nana Sahed Duttaji Patil, Chairman of Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, for his visionary leadership and commitment to operating the facility on a no-profit no-loss basis, ensuring direct benefits to the farming community.

PHDCCI recognizes the exceptional work of Mr. Vinod Patil, Director, Satyasai Coldchain & Infracon Pvt. Ltd., and Prime Hortiagro Projects Limited, particularly Mr. Anuj Solanki, for their crucial roles in construction and project management respectively.

We commend the collaborative spirit demonstrated by all parties involved, including CONCOR, the local cooperative society, construction companies, and the local administration. This multi-stakeholder approach has ensured successful project execution, truly reflecting CONCOR's CSR goals.

PHD Chamber of Commerce and Industry



Dr. Ranjeet Mehta

Executive Director, PHDCCI

ABBREVIATIONS & ACRONYMS

CONCOR	Container Corporation of India Limited
CSR	Corporate Social Responsibility
DOC	Date Of Completion
DPE	Department of Public Enterprises
FY	Financial Year
INR	Indian Rupee
LD	Liquidated Damages
PMC	Project Management Consultant
MoU	Memorandum of Understanding
PHDCCI	PHD Chamber of Commerce and Industry
Pvt. Ltd.,	Private Limited
SDG	Sustainable Development Goal
UN	United Nations

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ABOUT THIS REPORT

This comprehensive report meticulously outlines the outcomes and impact assessment of a Corporate Social Responsibility (CSR) project exclusively funded by Container Corporation of India Limited (CONCOR). The initiative focused on constructing a Multipurpose Cold Storage facility in Lasalgaon, Nasik District, Maharashtra. This visionary project, undertaken in collaboration with local partners, aimed to address the critical need for proper storage infrastructure for onions and other perishable produce, thereby significantly benefiting the agricultural community in the region.

The essence of this CSR Project encompasses a thorough evaluation of various aspects, including the project's scope, objectives, key performance indicators, implementation strategies, beneficiary outreach, and a methodical approach incorporating extensive project reports, diligent in-house monitoring, and invaluable feedback from end-users. This documentation serves to highlight the substantial and far-reaching impact of CONCOR's CSR activities on the agricultural sector, reflecting on the outcomes and identifying potential avenues for further enhancement of storage infrastructure and services for farmers.

The project design was carefully crafted to ensure immediate and long-term benefits for the farming community, focusing on the urgent requirement for a modern cold storage facility capable of preserving onions and other perishables. The primary aim was to bolster the capabilities of local farmers to manage post-harvest storage effectively, reduce crop wastage, and potentially increase their income by allowing them to sell their produce when market conditions are more favorable.

An integral part of the assessment included analyzing the project's alignment with relevant Sustainable Development Goals (SDGs), including but not limited to 'Zero Hunger,' 'Decent Work and Economic Growth,' and 'Industry, Innovation, and Infrastructure.' This alignment underscores the broader intent of CONCOR's CSR initiatives, which extend beyond immediate relief efforts to contribute to sustainable agricultural development and economic empowerment of rural communities.

The collaboration between CONCOR and local partners, including Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, represents a paradigm of effective partnership between the public

sector, private entities, and community organizations in addressing critical infrastructural needs. The success of this initiative serves as a model for future collaborations, highlighting the importance of strategic planning, rigorous implementation, and comprehensive impact assessments to quantify and understand the far-reaching benefits of CSR initiatives in agriculture and rural development.

CONCOR CSR Project	Construction of Multipurpose Cold Storage at Lasalgaon, Nasik District, Maharashtra	
PHDCCI Report Number	2024-25/ PHDCCI/S/W/038	
Date of Project Assessment at site	09/08/2024	
Final report approved Date	27/08/2024	
FUNDED BY	IMPLEMENTATION PARTNER	IMPACT ASSESSMENT REPORT PREPARED BY
Container Corporation of India Limited (CONCOR)	Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, Mr. Nana Sahed Duttaji Patil (Chairman)	PHD Chamber of Commerce and Industry (PHDCCI) PHDCCI Team composition: <ul style="list-style-type: none"> • Ms. Neelima P- Team Leader • Ms. Jyoti Pakhale-Team Member • Mr. Rahul Jayamurugan-Team Member • Mr. Mohit Kumar- Team Member

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1 REPORT HIGHLIGHT

In a landmark initiative towards bolstering agricultural infrastructure and empowering farming communities, CONCOR's esteemed Corporate Social Responsibility (CSR) wing embarked on a transformative project in collaboration with Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited. This influential partnership was forged with the noble aim of establishing a Multipurpose Cold Storage facility in Lasalgaon, Nasik District, Maharashtra. The focus of this CSR initiative, centered around addressing the critical need for advanced storage solutions for onions and other perishable produce, thereby enhancing the economic prospects of local farmers.

The project was earmarked with a substantial fund allocation of INR 5,50,55,476.26 from CONCOR, showcasing the corporation's commitment to rural development. This visionary collaboration bore fruit in the form of a cutting-edge Multipurpose Cold Storage facility, encompassing civil works, electrical installations, and advanced air conditioning and refrigeration systems. The project's scope was meticulously tailored to meet the specific storage requirements of the Lasalgaon region, known for its significant onion production.

The backbone of this initiative was formalized through a Memorandum of Understanding (MoU) between CONCOR and Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, signed on 31st August 2017. This partnership was geared towards leveraging the local cooperative's 80-year legacy of supporting farmers, aligning perfectly with CONCOR's vision of sustainable rural development.

Under the vigilant execution and oversight of Satyasai Coldchain & Infracon Pvt. Ltd, and the project management expertise of Prime Hortiagro Projects Limited, the construction saw meticulous planning and implementation. The project timeline, initially set from 10.09.2019 to 19.05.2020, underwent an extension to 30.08.2021, reflecting the complex nature of the undertaking and the challenges posed by unforeseen circumstances.

Each aspect of the facility's construction was thoughtfully executed, bringing tangible benefits to the farming community. The Multipurpose Cold Storage, with its state-of-the-art infrastructure, is poised to play a pivotal role in reducing post-harvest losses, stabilizing market prices, and enhancing the overall economic well-being of farmers in the region.

Notable testimonies from agricultural experts and beneficiaries underscored the transformative impact of this intervention. The facility, with its capacity to serve over 6,000 farmer members of the local cooperative, represents a significant leap in agricultural infrastructure in the region. Moreover, the initiative stands as a testament to the sustained improvement in post-harvest management, with farmers and traders continuing to reap benefits from the enhanced storage capabilities.

Reflecting on the broader implications, this CSR project by CONCOR, in conjunction with Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, transcends immediate agricultural relief efforts, echoing long-term economic benefits and affirming a steadfast commitment to community well-being and rural development.

Table 1: Summary of the Project

PROJECT DETAILS:	
Project Name:	CONCOR CSR Project
Title:	Construction of Multipurpose Cold Storage at Lasalgaon, Nasik District, Maharashtra.
Duration:	FY 2017-21
Allocated Fund by CONCOR:	Allocated Cost: Rs. 5,50,55,476.26, Actual Completion Cost: Rs. 5,67,76,682.85
Location:	Lasalgaon, Nasik District, Maharashtra.
OBJECTIVE AND SCOPE:	
Objective:	To construct a Multipurpose Cold Storage facility for storing onions and other perishables, benefiting local farmers.
Scope:	Construction of a comprehensive cold storage facility including civil,

	electrical, and air conditioning & refrigeration works.
IMPLEMENTATION DETAILS:	
Project Planning:	Address the urgent need for advanced storage infrastructure for onions and other perishables in the Lasalgaon region.
Construction:	Comprehensive building of the facility including all necessary infrastructure and systems.
Hand over and Operation:	Facility handed over to Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited for operation and maintenance.
ACHIEVEMENTS:	
Completion of Facility:	Successfully constructed and handed over on 20.04.2022.
Utilization of Fund:	Efficiently utilized for the construction and establishment of the Multipurpose Cold Storage facility.
IMPACT:	
<p>The project created and continues positive impact on-</p> <ul style="list-style-type: none"> • Agricultural Infrastructure Development • Farmer Economic Empowerment • Post-harvest Loss Reduction • Market Price Stabilization • Community Resilience • Rural Economic Growth • Sustainable Agriculture Practices 	

FUTURE RECOMMENDATIONS:

- The full impact of the facility is yet to be realized
- Establish robust market linkages to ensure optimal utilization
- Implement farmer education programs on optimal use of cold storage facilities
- Explore value-addition services to enhance economic benefits
- Conduct regular impact assessments to guide future enhancements
- Implement a robust monitoring and evaluation system to track key performance indicators
- Initiate programs to train local youth in cold storage operations and management

2. INTRODUCTION

Corporate Social Responsibility (CSR) is a concept that emerged globally, but it gained significant attention and recognition in India in recent decades. India has played a crucial role in promoting and implementing CSR practices through legislative measures such as the Companies Act, 2013.

In India, CSR was made mandatory for companies meeting certain financial criteria through the Companies Act, 2013. Under the act, companies are required to spend at least 2% of their average net profits of the preceding three years on CSR activities. The Indian corporate sector has increasingly embraced CSR as a way to contribute to social and environmental causes while fulfilling their business objectives.

The Companies (Corporate Social Responsibility Policy) Amendment Rules, 2022, were introduced to amend the earlier CSR Rules of 2014. The key amendments introduced by new rules is related to the impact assessment of the CSR activities undertaken by companies-

- Companies with a CSR budget of INR 10 crore or more in any fiscal year and all projects with outlays of INR 1 crore or more must undertake an Impact Assessment by an independent agency.
- Impact Assessment must be conducted at least one year after programme implementation is complete.
- For multi-year programmes, Impact Assessment should be conducted after completion of the programme and a follow-up assessment after one year of programme completion.
- If programmes are renewed or scaled up after each financial year, separate Impact Assessments should be taken up every year.
- Impact assessment related expenditure may be booked as a CSR expense as long as it does not exceed 2% of the total CSR spending or INR 50 lakh, whichever is higher.
- The CSR impact assessment report will be annexed to the annual report on CSR.

CSR has become an integral part of many companies' business strategies, and is seen as a way to build brand reputation, attract and retain employees, and demonstrate a commitment to the well-being of society and the environment.

2.1 About Container Corporation of India Limited (CONCOR)

Container Corporation of India Limited (CONCOR) is a Navratna Public Sector Enterprise and a subsidiary of Indian Railways. It was incorporated in March 1988 and is headquartered in New Delhi, India. CONCOR primarily provides containerized transportation of goods by rail, road, and waterways. It also offers logistics, terminal management, and warehousing services across India.

CONCOR operates a network of 83 container terminals, covering major ports, inland container depots, and rail-linked terminals across the country and also provides its services in neighboring countries like Nepal, Bangladesh, and Bhutan. The company owns a fleet of over 3000 specialized containers and has a strong focus on using technology to enhance operational efficiency and customer service.

CONCOR, in its ongoing commitment to corporate social responsibility and rural development, has made a significant contribution to agricultural infrastructure through a landmark project in Lasalgaon, Nasik District, Maharashtra. This initiative, undertaken in collaboration with Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, a well-established cooperative society, was aimed at addressing critical storage needs for onions and other perishables, thereby enhancing the economic prospects of thousands of farmers in the region.

Through a comprehensive Memorandum of Understanding (MoU) between CONCOR and Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, CONCOR allocated a substantial sum of Rs. 5,67,76,682.85 towards this transformative project. The initiative facilitated the construction of a state-of-the-art Multipurpose Cold Storage facility, capable of storing significant quantities of agricultural produce. This endeavor directly impacts numerous farmers and agricultural stakeholders across Lasalgaon and its surrounding areas, enhancing their capabilities to manage post-harvest storage and potentially improve their market position.

Key beneficiaries of this project include over 6000 grower members of Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, as well as the broader farming community in the region. These stakeholders now have access to modern cold storage infrastructure, which is expected to significantly reduce post-harvest losses and provide greater control over the timing of crop sales.

The initiative not only addresses the immediate challenges faced by farmers in terms of storage but also equips the region with vital infrastructure for ongoing agricultural development. This aligns closely with Sustainable Development Goals (SDGs), particularly SDG 2: Zero Hunger and SDG 9: Industry, Innovation, and Infrastructure. The project reflects CONCOR's broader vision towards rural economic empowerment and sets a commendable precedent in CSR activities focused on agricultural development and farmer welfare.

By partnering with a local cooperative society and ensuring the facility's operation on a no-profit no-loss basis, CONCOR has demonstrated a commitment to creating sustainable, community-driven solutions. This approach not only enhances the project's immediate impact but also ensures its long-term viability and continued benefit to the local agricultural ecosystem.

2.2 CONCOR CSR Policy and its Initiatives

As a responsible corporate citizen, CONCOR has been committed to fulfilling its social responsibilities through various CSR initiatives. CONCOR's CSR efforts are aligned with its mission to be a socially responsible corporate citizen. These initiatives aim to create positive social and environmental impacts, particularly in areas such as agriculture, healthcare, education, rural development, sanitation, sports and environment conservation. By collaborating with communities and stakeholders, CONCOR works towards building a sustainable and inclusive future for all.

Highlighted Points of CONCOR's CSR Policy-

- CONCOR's CSR policy covers all activities that benefits different segments of society, excluding those related to normal business operations and solely for the company's employees and their families.
- The policy is subject to compliance with relevant regulations such as the Companies Act 2013 and DPE Guidelines.
- CONCOR's mission is to provide responsive, cost-effective, efficient, and reliable logistics solutions while maintaining profitability and growth.
- The company aims to be a socially responsible corporate citizen and follow high standards of ethics and transparency.

- CONCOR's CSR initiatives primarily focus on-



Eradicating hunger,
poverty and malnutrition



Promoting education and
employment skills



Advancing gender equality
and empowering women



Ensuring environmental
sustainability



Ensuring safety and well-being of
women, children and elderly individuals



Protecting national
heritage, arts & culture



Promoting Sports



Providing support to armed forces veterans,
war widows, and their dependents



Promoting Health

- CONCOR's CSR initiatives aim to earn community goodwill and reinforce its positive image.
- The company is committed to conducting business in an economically, socially, and environmentally sustainable manner and considers stakeholders such as employees, investors, shareholders, customers, business partners, civil society groups, and the environment and society at large.
- The company gives preference to local areas and regions around its operations and may also undertake CSR activities anywhere in India, with an indicative ratio of 80% and 20% between local and outside areas, respectively.

CONCOR has undertaken several CSR projects in the past, which have benefited thousands of people across the country.

2.3 CSR Project Impact Assessment Report

Impact assessment is an important tool for accessing the consequences of possible and actual programs and presents relevant evidence on the positive and negative effects of CSR intervention. The evaluation of CSR initiatives enables organizations to-

- Embrace and catalyze organizational change
- Leading to significant performance improvement by incorporating best practices,
- Emphasizing customer focus
- Leveraging external, value-added perspectives

The impact assessment of CSR projects funded by CONCOR aims to comprehensively evaluate the effectiveness and long-term sustainability of their initiatives and provide insights into their impact on the communities they serve. This study assesses various aspects, including-

- Projects' scope
- Target Objective
- Key indicators
- Mobilization
- Number of beneficiaries
- Systematic approach
- Project data and reports
- Internal monitoring
- Beneficiary feedback

In a significant move towards fulfilling its Corporate Social Responsibility (CSR), CONCOR embarked on a vital agricultural infrastructure initiative. CONCOR allocated a substantial sum of INR 5,50,55,476.26 through its CSR activities for the construction of a Multipurpose Cold Storage facility at Lasalgaon, Nasik District, Maharashtra. The initiative aimed at bolstering the agricultural infrastructure, thereby providing substantial aid to farmers in storing onions and other perishables.

The Memorandum of Understanding (MoU) for this critical project was signed on August 31, 2017, between CONCOR, represented by Mr. Anurag Mathur, Executive Director (MIS & CSR), and

Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited. The agreement underscored a collaboration that would significantly impact the local farming community. However, the project completion date set for May 19, 2020 and handover on 20.04.2022. Due to unforeseen circumstances, likely including the global pandemic, the project faced delays. Adjustments were made, and an extension for the Date of Completion (DOC) was obtained up to August 30, 2021, without incurring Liquidated Damages (LD). The actual completion cost of the project was INR 5,67,76,682.85, slightly higher than the original agreement cost.

To ensure effective project management, CONCOR appointed Satyasai Coldchain & Infracon Pvt. Ltd as the construction contractor. Additionally, Prime Hortiagro Projects Limited was engaged as the Project Management Consultant (PMC).

Upon completion, the facility was handed over on April 20, 2022, to Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, a cooperative society with over 6000 grower members. This society will maintain and operate the facility on a no-profit no-loss basis, ensuring that the benefits directly reach the farming community.

To assess the impact of this CSR project, CONCOR would likely entrust the task to an independent agency in accordance with their CSR policy. Such an assessment would provide comprehensive findings regarding the project's outcomes, effectiveness, and overall impact on the local agricultural ecosystem and farmer livelihoods.

3. SCOPE OF WORK

The primary objective of this CSR Impact Report for the fiscal years 2019-20 and 2020-21 is to conduct a comprehensive evaluation of CONCOR's landmark corporate social responsibility initiative in the agricultural sector. This initiative focused on the construction and implementation of a state-of-the-art Multipurpose Cold Storage facility in Lasalgaon, Nasik District, Maharashtra. The project, executed in partnership with Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, a local cooperative society with an 80-year legacy, aimed to address critical infrastructure gaps in post-harvest management for onions and other perishables. This ambitious undertaking sought to enhance the economic prospects of local farmers, reduce post-harvest losses, and contribute to the overall development of the agricultural ecosystem in the region.

Scope of work of the study includes the following:

- Examination of the alignment in project execution within the span of the agreement.
- Investigation into the direct and indirect impacts of the project—evaluation of whether the project's goals, primarily the construction of a comprehensive cold storage infrastructure encompassing civil works, electrical installations, and advanced air conditioning and refrigeration systems, have been achieved.
- Review of the project's financial expenditures compared to the planned budget.
- Verification of all relevant documents related to the CSR project, including MoUs, financial statements, and invoices for procurement of medical equipment.
- Evaluation of the cost-effectiveness of the project in terms of CSR expenditure towards health infrastructure improvement.
- Assessment of the project's contribution to reducing post-harvest losses and its potential for increasing farmer incomes.

This comprehensive analysis aims to provide deep insights into the effectiveness, efficiency, and long-term impact of CONCOR's CSR initiative in improving agricultural infrastructure and supporting rural economic development. The report will acknowledge the project's success in meeting its objectives of providing crucial post-harvest storage solutions, as evidenced by the

construction and utilization of the Multipurpose Cold Storage facility. Furthermore, it will explore how this infrastructure continues to benefit the farming community beyond its immediate implementation, contributing to sustainable agricultural practices and economic resilience in the region, thus contributing to Sustainable Development Goals (SDGs), particularly SDG 2: Zero Hunger, SDG 8: Decent Work and Economic Growth, and SDG 9: Industry, Innovation, and Infrastructure.

4. METHODOLOGY OF THE STUDY

The following step by step methodology and approach were adopted while conducting Impact study of CONCOR's CSR project for constructing a Multipurpose Cold Storage at Lasalgaon.

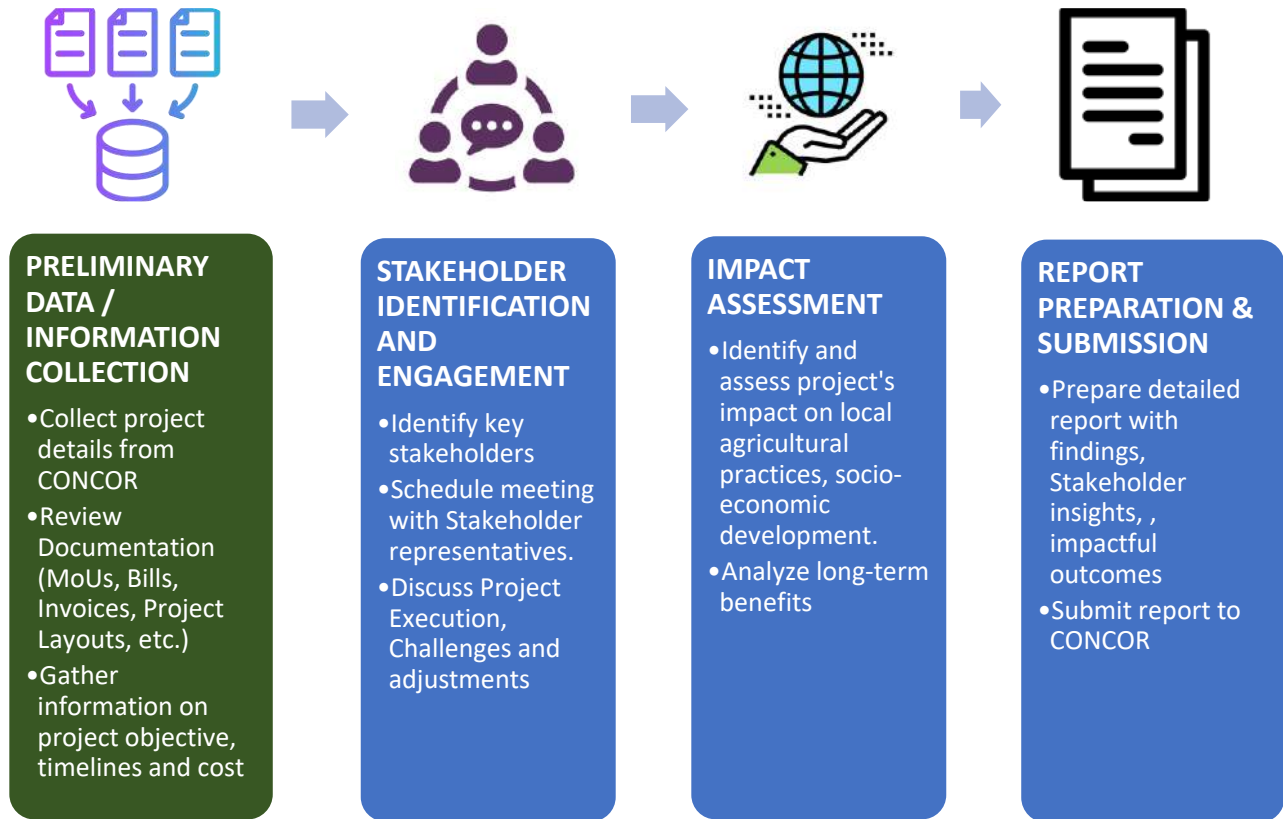


Figure 1: Methodology of the work of Impact Assessment of CSR Project

5. ASSESSMENT OF CSR PROJECT

5.1 CSR Project Overview

CONCOR extended its Corporate Social Responsibility (CSR) support to Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, a local cooperative society with an 80-year legacy, aiding in the construction of a state-of-the-art Multipurpose Cold Storage facility in Lasalgaon, Nasik District, Maharashtra. This ambitious project aimed to address critical infrastructure gaps in post-harvest management for onions and other perishables in the region. The initiative included the comprehensive construction of cold storage infrastructure, encompassing civil works, electrical installations, and advanced air conditioning and refrigeration systems.

The collaboration, formalized through a Memorandum of Understanding (MoU) of CONCOR, and Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, on 31st August 2017, targeted the enhancement of agricultural infrastructure to combat post-harvest losses effectively and support long-term economic stability for local farmers. The project's scope was meticulously tailored to meet the specific storage requirements of the Lasalgaon region, known for its significant onion production.

The project activities included:

PROJECT OVERVIEW



Promoting Agriculture & Infrastructure

- ❖ MoU signed on August 31, 2017, between CONCOR and Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited.
- ❖ A comprehensive cold storage facility was constructed, including civil, electrical, and air conditioning & refrigeration works.
- ❖ Location: Lasalgaon, Nasik District, Maharashtra
- ❖ The project encompassed the construction of a built-up structure covering 1,053 sq.m. (37.5m x 28.1m) within a plot measuring 2,190 sq.m. (57.5M X 38.1M). The facility includes:
 - Two Cold Rooms: Each with a capacity of 400 MT
 - Grading-Packing Area: For efficient handling of produce
 - Truck Parking Area: Measuring 450 sq.m. for smooth logistics operations
- ❖ Fund Outlay:
 - Allocated Fund by CONCOR: Rs. 5,50,55,476.26
 - Actual Completion Cost: Rs. 5,67,76,682.85
- ❖ Implementing Agencies:
 - Construction Contractor: M/s Satyasai Coldchain & Infracon Pvt. Ltd
 - Project Management Consultant: M/s Prime Hortiagro Projects Limited
- ❖ Actual Completion Date: 30.08.2021
- ❖ Facility Handover: The completed facility was handed over to Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited on 20.04.2022 for operation and maintenance.
- ❖ Project Aim: To enhance post-harvest management capabilities, benefiting local farmers and strengthening the agricultural supply chain in the Lasalgaon region.
- ❖ Key Features of the Facility:
 - Pre-Engineered Building (PEB) structure for durability and quick construction
 - Indirect room ventilation system under Dutch storage model for optimal preservation
 - 750 wooden bins for efficient onion storage
 - Modern equipment including bin filling line with box tipper, forklift (3 Ton capacity), electronic platform weighscale, and hand pallet trucks

5.2 Objective and Expected Outcome

The ambitious Corporate Social Responsibility (CSR) initiative undertaken by Container Corporation of India Limited (CONCOR) aimed to revolutionize agricultural infrastructure in Lasalgaon, Nasik District, Maharashtra. This project, centered around the construction of a state-of-the-art Multipurpose Cold Storage facility, was designed to address critical needs in the local agricultural ecosystem and significantly impact the livelihoods of thousands of farmers in the region.

The primary objectives of this CSR project aimed to:

- Construct and provide a modern Multipurpose Cold Storage facility capable of storing onions and other perishables, thereby directly enhancing farmers' ability to manage their produce effectively and reduce post-harvest losses.
- Strengthen the overall agricultural infrastructure in the region, enabling farmers to have greater control over the timing of their crop sales, potentially leading to improved market prices and economic outcomes.
- Instill a sense of empowerment and economic security within the local farming community by providing access to critical storage infrastructure, previously unavailable or inadequate.
- Encourage a collaborative framework between the public sector, corporate entities, and local cooperative societies, showcasing an effective model of partnership towards achieving rural development goals.
- Foster sustainable impact on the local agricultural economy by not only addressing immediate storage needs but also contributing to long-term enhancement of agricultural practices and market stability, aligning with broader goals of rural development and farmer welfare.

By focusing on these objectives, the project embarked on a mission to transform the agricultural capabilities of the Lasalgaon region, promoting economic resilience, food security, and community engagement through upgraded agricultural infrastructure. The initiative is poised to create a lasting legacy by providing critical storage facilities that benefit farmers, traders, and consumers alike, enabling the continuation of efforts to promote agricultural development and rural prosperity for

years to come. The partnership between CONCOR and Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited underlines the potent impact collaborative efforts can have on societal advancement, particularly in crucial areas such as agriculture and rural development.

5.3 Activities and Implementation

CONCOR has successfully utilized the allocated CSR funds for constructing the Multipurpose Cold Storage facility in Lasalgaon. The total project cost amounted to INR 5,67,76,682.85, which involved:

- Project Planning and Partnership
- Construction and Implementation
- Facility Handover

During the project lifecycle, CONCOR and its partners conducted the following key activities:

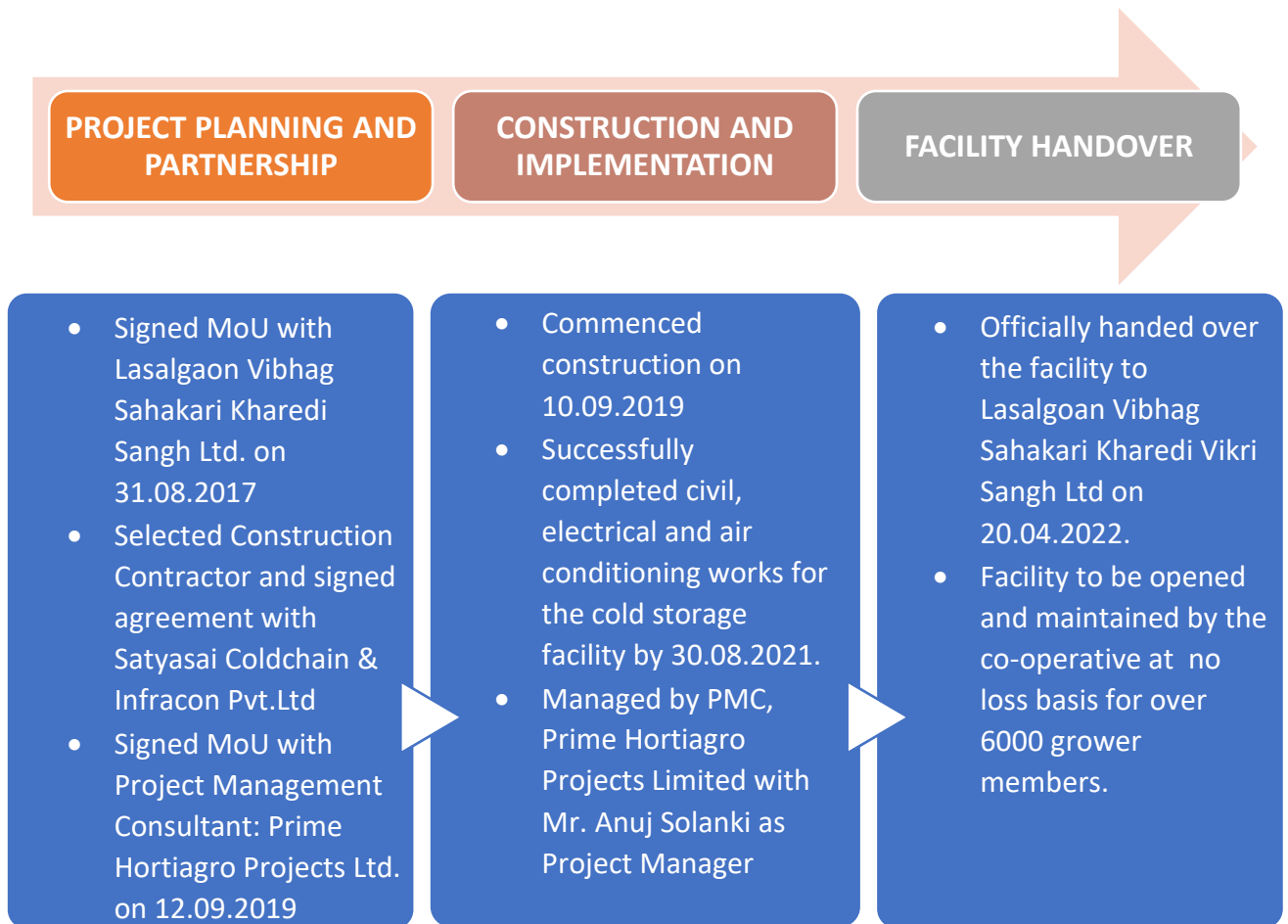


Figure 2: Methodology followed during Implementation Phase

5.4 Observations and Assessment of Completeness of Project

The PHDCCI team conducted a thorough evaluation of the Multipurpose Cold Storage CSR project implemented by CONCOR in Lasalgaon, Nasik District, Maharashtra. This evaluation included site visit to verify the construction of the cold storage facility, as well as a comprehensive review of project-related documents such as the initial proposal, signed MoU, construction agreements, invoices, and completion certificates. The following observations and completeness status of the project, based on the target objectives, are provided below:

Table 2: Completeness status of the project

S. No.	Target Activities	Status	Observations & Remarks
1.	Construction of Multipurpose Cold Storage	Completed	The 1,053 sq.m. facility has been built as per specifications, ready for operations.
2.	Utilization of CONCOR CSR funds	Completed	Funds effectively utilized. The original agreement cost was INR 5,50,55,476.26 with the actual completion cost being INR 5,67,76,682.85 indicating efficient fund management despite a slight increase.
3.	Partnership with Local Cooperative Society	Completed	Signed MoU with Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, for operation and maintenance of the facility
4.	Timely Project Completion	Completed	The project faced delays. Original completion date was 19.05.2020, but actual completion occurred on 30.08.2021. Extension for Date of Completion (DOC) was obtained without Liquidated Damages (LD).

S. No.	Target Activities	Status	Observations & Remarks
5.	Comprehensive Construction Work	Completed	The project included Civil, Electrical, and Air conditioning & Refrigeration works, ensuring a fully functional cold storage facility.
6.	Handover of Facility	Completed	The facility was successfully handed over to Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited on 20.04.2022 for operation and maintenance.
7.	Long-term Utilization of Facility	Ongoing	The cold storage is expected to benefit farmers by providing storage for onions and other perishables, potentially reducing post-harvest losses

5.5 Beneficiaries

PHDCCI team conducted site visits and semi-structured interviews with various stakeholders to gather insights and assess the realized benefits of the Multipurpose Cold Storage facility provided through CONCOR's CSR initiative in Lasalgaon, Nasik District, Maharashtra.

The beneficiaries consisted of stakeholders from various backgrounds, including:



FARMERS (Primary Beneficiaries)



CO-OPERATIVE SOCIETY



LOCAL AGRICULTURAL MARKET



LOCAL COMMUNITIES

The farmers, as primary beneficiaries, have gained access to a state-of-the-art Multipurpose Cold Storage facility, enhancing their capacity to store onions and other perishables, potentially reducing post-harvest losses and improving their market position.

Impact on beneficiaries:

FARMERS	CO-OPERATIVE SOCIETY	LOCAL AGRICULTURAL MARKET	LOCAL COMMUNITIES
<ul style="list-style-type: none"> Enhance price stability through strategic storage, reducing dependence on immediate post-harvest sales Potential for increased income by accessing wider market opportunities beyond peak harvest seasons 	<ul style="list-style-type: none"> Strengthen local ownership and sustainable operation of the facility. Aligns with society's ethos of no-profit no-loss, ensuring long-term community benefit 	<ul style="list-style-type: none"> More consistent supply of quality produce throughout the year, stabilizing market operations Enhance competitiveness of the local market by offering advanced storage solutions to traders and buyers 	<ul style="list-style-type: none"> Potential for new employment opportunities in facility operations and related services Overall economic boost through improved agricultural infrastructure and potentially higher farmer incomes

Table 3: Summary of Beneficiaries satisfaction

S. No.	Parameters	Satisfaction status	View Points
1.	Infrastructure Quality	Satisfactory	The state-of-the-art facility meets high standards of construction and equipment installation
2.	Capacity and Design	Satisfactory	The 800 MT storage capacity (2 x 400 MT chambers) is well-suited to local production volumes
3.	Location and Accessibility	Highly-Satisfied	Constructed at Lasalgaon Kharid Bikri Kendra Sangh Godown Area, Near Lasalgaon Railway Station. Strategic location in Lasalgaon serves the

S. No.	Parameters	Satisfaction status	View Points
			<p>heart of the onion-growing region</p> <p>The 450 sq.m. truck parking area ensures good logistical access</p>
4.	Market Linkage	Potential for Development	The full impact of the facility is yet to be realized. Provides the infrastructure for better market access. It will establish strong partnerships with various market players to ensure consistent demand
5.	Community Impact	Potential for Development	Potential for local job creation once fully operational. It will provide opportunity for boosting the local agricultural economy
6	Socio-economic Impact	Potential for Development	By supporting over 6000 grower members and the broader farming community, the project has the potential for significant socio-economic impact.

6 UN-SDG's ALIGNMENT

The CSR project initiated by CONCOR for the construction of a Multipurpose Cold Storage facility in Lasalgaon, Nasik District, Maharashtra, in partnership with Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, aligns significantly with several UN Sustainable Development Goals (SDGs). This alignment demonstrates the project's comprehensive approach to sustainable development, encompassing agricultural, social, economic, and environmental dimensions.

6.1 Agricultural and Food Security Goals Indicator

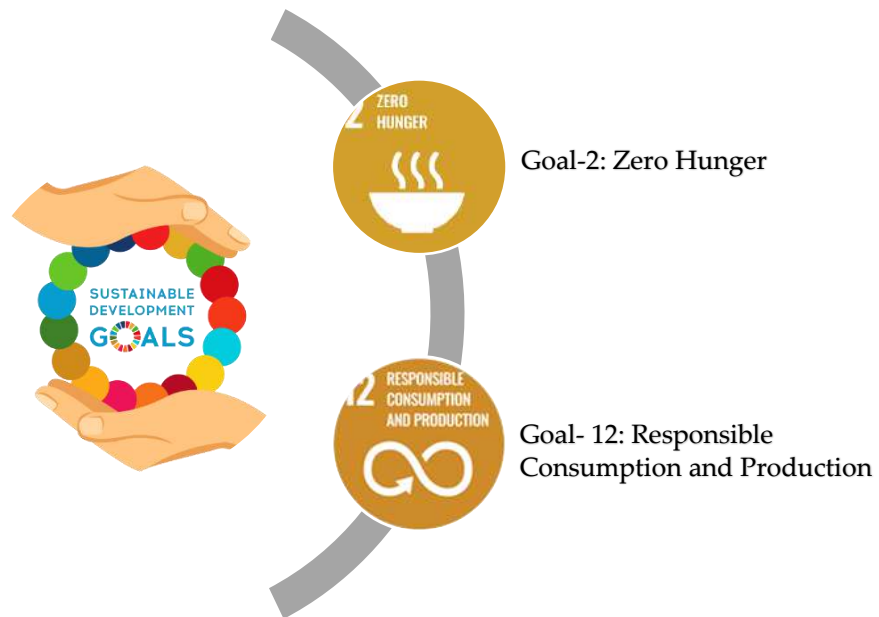


Figure 3: Agricultural and Food Security Goals

1. SDG 2: Zero hunger

- Enhancing food security by reducing post-harvest losses of onions and other perishables.
- Improving storage infrastructure to maintain the quality and extend the shelf life of agricultural produce.
- Supporting farmers' livelihoods by potentially increasing their income through better price realization.

2. SDG 12: Responsible Consumption and Production

- Promoting sustainable food storage practices.
- Reducing food waste through improved preservation techniques.
- Encouraging efficient use of resources in the agricultural supply chain.

6.2 Economic Development Goals Indicator



Figure 4: Economic Development Goals

1. SDG 8: Decent Work and Economic Growth

- Stimulating local economic growth by enhancing agricultural infrastructure
- Indirectly supporting employment in the agricultural sector and related industries
- Contributing to the operational efficiency of the local agricultural market.

2. SDG 9: Industrial, Innovation and Infrastructure

- Upgrading rural infrastructure with modern cold storage technology
- Enhancing the technological capacity of the agricultural sector in the region
- Promoting innovative solutions for post-harvest management

6.3 Social Equity Goals Indicator



Figure 5: Social Equity Goals

1. SDG 5: Gender Equality

- Ensuring equal access to storage facilities for women farmers
- Potentially enhancing the economic empowerment of women in agriculture
- Supporting gender-inclusive agricultural practices.

2. SDG 10: Reduced Inequalities

- Providing equal access to advanced storage facilities for all farmer members of the cooperative
- Potentially reducing income disparities among farmers by stabilizing market prices
- Empowering small-scale farmers through improved market access and bargaining power.

6.4 Environmental Sustainability Goals Indicator:



Figure 6: Environmental Sustainability Goals

1. SDG 13: Climate Action

- Implementing energy-efficient cooling systems in the cold storage facility
- Reducing the carbon footprint associated with food spoilage and transportation
- Promoting climate-resilient agricultural practices

6.5 Partnership and Governance Goals Indicator:



Figure 7: Partnership and Governance Goals

1. SDG 16: Peace, Justice and Strong Institutions

- Promoting transparency and accountability in project implementation and management.
- Strengthening institutional capacity of local agricultural cooperatives.
- Fostering trust and cooperation between corporate entities and rural communities.

2. SDG 17: Partnerships for the Goals

- Collaboration between CONCOR, Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, and other stakeholders.
- Demonstrating effective public-private-cooperative partnership in rural infrastructure development.
- Leveraging diverse expertise for comprehensive project implementation.

6.6 Cross-cutting Goals Indicator:



Figure 8: Cross-cutting Goals

1. SDG 1: No Poverty

- Indirectly contributing to poverty reduction by enhancing farmers' economic prospects.
- Providing infrastructure support to reduce vulnerabilities in the agricultural sector.
- Promoting sustainable livelihoods in rural areas.

2. SDG 11: Sustainable Cities and Communities

- Strengthening rural-urban linkages through improved agricultural infrastructure.
- Enhancing the resilience of local food systems.
- Contributing to balanced regional development.

7 ASSESSMENT OF IMPACT

The multipurpose cold storage facility at Lasalgaon, while currently in a state of readiness, presents significant potential for multidimensional impacts. This analysis reveals the following insights into the project's prospective effects:



INFRASTRUCTURE ENHANCEMENT

Quantitative Analysis

- Construction of a 1,053 sq.m. built-up structure housing two cold storage chambers of 400 MT each
- Development of a 450 sq.m. truck parking area

Qualitative Analysis

- Substantially strengthen the post-harvest infrastructure in a key onion-producing region when fully operational
- Potential for long-term improvement in agricultural supply chain efficiency
- Increase capacity to handle seasonal surges in onion production



ECONOMIC IMPACT

Quantitative Analysis

- Potential storage capacity for approximately 800 MT of onions, representing a significant portion of local production
- Direct financial investment of Rs. 5,67,76,682.85 into local infrastructure

Qualitative Analysis

- Prospective reduction in post-harvest losses, potentially leading to increase income for farmers
- Opportunity for price stabilization by allowing strategic storage and sales timing
- Potential for job creation in facility operations and related services



AGRICULTURAL SUSTAINABILITY AND FOOD SECURITY

Quantitative Analysis

- Increase storage capacity for onions and other perishables in the region
- Potential reduction in food waste due to improved preservation techniques

Qualitative Analysis

- Contribution to local and regional food security through extended availability of produce
- Promotion of sustainable agricultural practices through efficient post-harvest management system
- Potential for support for the stability of the local food supply chain



SOCIAL-ECONOMIC IMPACT

Quantitative Analysis

- Facility designed to serve over 6,000 farmer members of the local farmers and traders
- Potential for creating several direct and indirect employment opportunities

Qualitative Analysis

- Prospective improvement in farmers' bargaining power through better inventory management
- Potential for community empowerment through enhanced agricultural infrastructure
- Opportunity for reducing farmer distress by mitigating price fluctuations



MARKET DEVELOPMENT

Quantitative Analysis

- 800 MT storage capacity has the potential to influence local market dynamics significantly

Qualitative Analysis

- Opportunity for developing more stable and diverse market linkages
- Potential for enhancing the quality and consistency of onion supply to various markets

The project contributes to the long-term sustainability of agricultural practices in the region by providing advanced storage infrastructure that continues to serve farmers beyond the initial implementation phase. This initiative not only addresses immediate post-harvest challenges but also lays the foundation for sustained agricultural growth and rural economic development in the Lasalgaon area.

Table 4: Impact Study

S. No.	Parameters	Beneficiary View Point	Impact
AGRICULTURAL INFRASTRUCTURE BENEFITS			
1.	Enhanced storage infrastructure through provision of state-of-the-art Multipurpose Cold Storage facility	Yes	High
2.	Potential for reduction in post-harvest losses	Yes	High
3.	Potential for improving market access and price stability	Yes	High

S. No.	Parameters	Beneficiary View Point	Impact
4.	Support for specialized storage needs of various agricultural produce	Yes	Medium
ECONOMIC BENEFITS			
5.	Potential to reduce financial losses for farmers through better preservation of produce	Yes	High
6.	Indirect economic support to local communities through improved market access	Yes	Medium
7.	Potential to enhance operational efficiency and resource management in agricultural supply chain	Yes	Medium
SOCIAL AND COMMUNITY DEVELOPMENT			
8.	Improved access to advanced storage facilities for all cooperative members	Yes	High
9.	Strengthened public-private-cooperative partnerships in the agricultural sector	Yes	High
10.	Enhanced trust and collaboration between CONCOR, local cooperative, and farmers	Yes	Medium
11.	Increased community resilience and preparedness for agricultural market challenges	Yes	High

S. No.	Parameters	Beneficiary View Point	Impact
ENVIRONMENTAL CONSIDERATION			
12.	Potential reduction in food waste through efficient storage solutions	Yes	Medium
13.	Energy efficiency considerations in cold storage facility design and operation	Yes	Medium
14.	Promotion of sustainable agricultural practices	Yes	Medium

8. GIST REPORT

The CONCOR CSR project for constructing a Multipurpose Cold Storage facility in Lasalgaon, Nasik District, Maharashtra, in partnership with Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited, represents a significant investment in agricultural infrastructure. As we conclude this impact assessment, several key points emerge:

PROJECT EFFECTIVENESS

- Successfully constructed a state-of-the-art Multipurpose Cold Storage facility with a cost of INR 5,67,76,682.85
- The multipurpose cold storage facility at Lasalgaon provide potential enhancement for post-harvest management capacity for onions and other perishables in the region
- The 800 MT capacity infrastructure, with modern refrigeration and ventilation systems, is well-designed to meet local needs.

COMMUNITY IMPACT

- The project shows significant potential for positive community impact through-
 - Enhanced price stability for farmers
 - Improved market access, and
 - Prospective job creation in facility operations and related services.
 - Significantly improved accessibility to advanced storage facilities for over 6,000 farmer members

ALIGNMENT WITH SDG'S

- The project aligns well with SDGs, contributing to sustainable agricultural practices and rural development., particularly-
 - SDG 2 (Zero Hunger)
 - SDG 8 (Decent Work and Economic Growth)
 - SDG 9 (Industry, Innovation and Infrastructure)

BENEFICIARY SATISFACTION

- While the facility is yet to commence operations, the infrastructure quality, capacity, and design have been rated satisfactory by beneficiaries, with high expectations for its impact on the local agricultural economy. Beneficiaries would be-
 - Primary Beneficiary: Lasalgaon Vibhag Sahakari Kharedi Vikri Sangh Limited and its farmer members
 - Secondary Beneficiaries: Local agricultural community and related industries

PROJECT IMPACT ASSESSMENT

S. No.	Aspect	Impact Assessment	Key Observations
1.	Infrastructure Enhancement	High	State-of-the-art facility with 800 MT capacity
2.	Social Impact	Medium-High	Potential for improved farmer livelihoods and community development
3.	Economic Impact	High	During the construction phase, local community members gained employment opportunities in various capacities such as

S. No.	Aspect	Impact Assessment	Key Observations
			<p>construction workers, skilled laborers, and support staff.</p> <p>The project injected Rs. 5,67,76,682.85 into the local economy through its construction activities.</p> <p>The facility offers prospects for better price realization for farmers and reduced post-harvest losses, potentially increasing local agricultural income.</p>
4.	Environmental Impact	Medium	Potential for significant reduction in food waste
5.	Overall Project Effectiveness	High	Well-designed to address critical agricultural needs

AREAS FOR FUTURE FOCUS

- The full impact of the facility is yet to be realized
- Establish robust market linkages to ensure optimal utilization
- Implement farmer education programs on optimal use of cold storage facilities
- Explore value-addition services to enhance economic benefits
- Conduct regular impact assessments to guide future enhancements
- Implement a robust monitoring and evaluation system to track key performance indicators
- Initiate programs to train local youth in cold storage operations and management

.....

In conclusion, the CONCOR CSR project of constructing a multipurpose cold storage facility at Lasalgaon demonstrates a commendable effort in enhancing agricultural infrastructure and community resilience. While currently in a state of readiness, the project shows significant potential for long-term improvements in post-harvest management, farmer incomes, and overall agricultural sustainability in the region. Moving forward, focused efforts on operationalization and continuous stakeholder engagement will be essential to maximize the project's long-term benefits and potentially expand its reach to more communities in need.

9 ANNEXURE

The collection of documents has been done from 08/04/2024 to 09/08/2024 such as initial proposal, signed MoU, purchase orders, invoices, agreement copy and utilization certification followed with physical assessment of the site.

The completed work photographs of the project location:





CSR IMPACT ASSESSMENT REPORT

CSR Project: Providing Concentrators
& Ventilators to hospitals

Prepared For:
CONCOR

CONCOR Bhawan
C-3, Mathura Road
New Delhi-110076



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ACKNOWLEDGEMENT

The PHDCCI extends its profound gratitude to Container Corporation of India Limited (CONCOR) for providing the financial assistance through its CSR activity to Mahavir International, Delhi. This project, crucial for equipping various government and charitable hospitals with essential medical equipment to combat the COVID-19 pandemic, has significantly contributed to the healthcare infrastructure of our nation.

We express our heartfelt thanks to **Mr. Om Prakash (Sr. Manager, C&O, CONCOR)** and **Mr. Dheeraj Sharma (AO, CONCOR)** for his unwavering support and insightful guidance throughout the critical phases of this project's evaluation. His contributions were invaluable in navigating the complexities of the assignment, ensuring a smooth and effective execution.

Our gratitude also extends to the International Director CSR & Resource Mobilization, Mr. Ashok Kumar Jain, and the chairperson of the Delhi Centre, Sh. K. Narayan, from Mahavir International. Their dedication and active participation were instrumental in the effective deployment and management of the resources provided by CONCOR.

The PHDCCI acknowledges the collaboration and tireless dedication showcased by the team at Mahavir International, along with the healthcare professionals and administrative staff of the beneficiary hospitals. Their commendable efforts have made it possible to offer life-saving support to COVID-19 patients, as well as continued care beyond the pandemic period.

We must highlight the solidarity and commitment evidenced by all the parties involved, allowing for a comprehensive and successful execution of the project, reflecting the intended CSR goals of CONCOR.

PHD Chamber of Commerce and Industry



Dr. Ranjeet Mehta

Executive Director, PHDCCI

ABBREVIATIONS & ACRONYMS

CONCOR	Container Corporation of India Limited
COVID-19	Coronavirus Disease 2019
CSR	Corporate Social Responsibility
DPE	Department of Public Enterprises
FY	Financial Year
ICU	Intensive Care Unit
INR	Indian Rupee
MoU	Memorandum of Understanding
NGO	Non-Governmental Organization
PHDCCI	PHD Chamber of Commerce and Industry
SDG	Sustainable Development Goal
UN	United Nations

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ABOUT THIS REPORT

This report meticulously drafts the outcomes derived from the Impact Assessment of CSR Project exclusively funded by CONCOR for the crucial initiative aimed at enhancing medical infrastructure to combat the COVID-19 pandemic in India. This noble undertaking, conducted in collaboration with Mahavir International, Delhi, centered on equipping various government and charitable hospitals across different states with essential medical equipment, to not only address the immediate pandemic crisis but also to strengthen the healthcare systems for future challenges.

The essence of this CSR Project covers a comprehensive evaluation involving the project's scope, objectives, pivotal indicators of success, strategies for mobilization, beneficiary outreach, and a methodical approach that incorporates extensive project reports, diligent in-house monitoring, and valuable feedback from the end recipients. The premise of this documentation is to showcase the effective and significant impact generated by CONCOR's CSR activities on the healthcare sector, reflecting on the outcomes and highlighting potential opportunities for further growth and improvement in healthcare services.

The project design was meticulously planned to ensure an immediate and tangible impact in fighting COVID-19, focusing on the urgent requirement for medical equipment viz ICU ventilators and oxygen concentrators. The aim was to bolster the capabilities of hospitals to manage the increasing number of COVID-19 cases while ensuring the safety of healthcare workers and patients.

An integral part of the assessment included the analysis of the project's alignment with relevant Sustainable Development Goals (SDGs), including but not limited to 'Good Health and Well-being,' 'Reduced Inequalities,' and 'Partnerships for the Goals.' This alignment underscores the broader intent of CONCOR's CSR initiatives, which extend beyond immediate relief efforts to contribute to sustainable development and health equity.

The collaboration between CONCOR and Mahavir International, Delhi, through this project, represents a paradigm of effective partnership between the public sector and non-profit organizations in addressing national emergencies. The success of this initiative serves as a model for future collaborations, highlighting the importance of strategic planning, rigorous implementation,

and comprehensive impact assessments to quantify and understand the far-reaching benefits of CSR initiatives in healthcare and beyond.

CONCOR CSR Project	Support to Mahavir International for Covid-19 Relief Efforts	
PHDCCI Report Number	2024-25/ PHDCCI/S/W/036	
Date of Project Assessment at site	10/04/2024 - 24/05/2024	
Final report approved Date	27/08/2024	
FUNDED BY	IMPLEMENTATION PARTNER	IMPACT ASSESSMENT REPORT PREPARED BY
Container Corporation of India Limited (CONCOR)	Mahavir International, Delhi Mr. Ashok Kumar Jain (International Director CSR & Resource Mobilization) Sh. K. Narayan (Chairperson of the Delhi Centre) Mr. Jatin Shegal (Owner-Trusty)	PHD Chamber of Commerce and Industry (PHDCCI) PHDCCI Team composition: <ul style="list-style-type: none"> • Ms. Neelima P- Team Leader • Ms. Jyoti Pakhale-Team Member • Mr. Rahul Jayamurugan-Team Member • Mr. Mohit Kumar- Team Member

© Container Corporation of India Limited (CONCOR)

1 REPORT HIGHLIGHT

In a significant stride towards combating the challenges posed by the COVID-19 pandemic, CONCOR's esteemed CSR wing collaborated with Mahavir International, Delhi. This influential partnership was ignited with the noble aim of enhancing healthcare capabilities in government and charitable hospitals across multiple states in India. The focus of this CSR initiative was centered around the allocation and effective utilization of critical medical equipment, namely Oxygen Concentrators and ICU Ventilators.

The project was earmarked with a generous fund allocation of Rs. 197.50 Lakhs from CONCOR to Mahavir International, Delhi. The collaboration bore fruit in providing 150 Oxygen Concentrators (10 litres) and 5 ICU Ventilators, with a slight adjustment in the later stages to cater to the real-time requirements which concluded at 3 ICU Ventilators. This judicious deployment of resources underscored a prudent approach in addressing the pressing needs of healthcare facilities amidst an unprecedented health crisis.

The backbone of this initiative was formalized through a Memorandum of Understanding between CONCOR, represented by Mr. Santosh Sinha, Executive Director (Project & Services), and Mahavir International, represented by Mr. Ashok Kumar Jain, signed on 4th June, 2021. This partnership was geared towards utilizing Mahavir International's expertise in healthcare service to the less fortunate sections of society, a vision that aligns with Mahavir International's legacy since its inception in 1975.

Under the vigilant execution and oversight of Mahavir International's Delhi Centre, led by Sh. K. Narayan, the project saw the strategic dissemination of medical equipment across selected government and charitable hospitals in seven states. This meticulous distribution was tailored to meet the heterogenous healthcare demands across diverse geographical locales, thereby ensuring a broad and inclusive reach of the CSR initiative's benefits.

Each equipment placement was thoughtfully executed, bringing tangible benefits to hospitals like the Ram Lal Kundan Lal Orthopaedic Hospital & R. K Maternity Home in Delhi and the Government Victoria Hospital in Visakhapatnam, amongst others. The equipment has played a

pivotal role in alleviating the healthcare challenges posed by the pandemic, also laying a solid foundation for enduring health infrastructure capable of serving beyond the crisis.

Notable testimonies from healthcare professionals and beneficiaries underscored the life-saving impact of these interventions. Facilities equipped with these resources reported significant augmentation in their capacity to manage COVID-19 cases effectively. Moreover, the initiative stands as a testament to the sustained improvement in healthcare delivery, with medical personnel and patients continuing to reap benefits from the enhanced capabilities.

Reflecting on the broader implications, this CSR project by CONCOR, in conjunction with Mahavir International, transcends immediate pandemic relief efforts, echoing long-term health benefits and affirming steadfast commitment to community well-being.

Table 1: Summary of the Project

PROJECT DETAILS:	
Project Name:	CONCOR CSR Project
Title:	Support to Mahavir International for Covid-19 Relief Efforts
Duration:	FY 2021-22
Allocated Fund by CONCOR:	Rs. 197.50 Lakhs, with Rs. 134.85 Lakhs utilized
Location:	Tamil Nadu, Maharashtra, West Bengal, Visakhapatnam, Rajasthan, Madhya Pradesh, Delhi
OBJECTIVE AND SCOPE:	
Objective:	To provide medical equipment (Oxygen Concentrators & ICU Ventilators) for COVID-19 treatment.

Scope:	150 Oxygen Concentrators and 3 ICU Ventilators distributed among selected government and charitable hospitals across seven states.
IMPLEMENTATION DETAILS:	
Project Planning:	Address the urgent need for medical equipment in hospitals for COVID-19 patients care.
Procurement of medical equipment:	Direct procurement and supply of 150 Oxygen Concentrators and 3 ICU Ventilators based on the hospital requirements.
Installation at hospitals:	Equipment installed as per hospital needs, primarily in COVID wards and departments requiring urgent support.
ACHIEVEMENTS:	
Utilization of equipment at hospitals:	Medical equipment used for treating COVID-19 patients and beyond for various medical conditions.
Utilization of Fund:	Utilized for procurement, installation, and maintenance of medical equipment including transportation charges.
IMPACT:	
<p>The project created and continues positive impact on-</p> <ul style="list-style-type: none"> • Healthcare Development • Quality of Life • Community Resilience • Health and Well-being • Economic Relief • Capacity Building 	

- Pandemic Response

FUTURE RECOMMENDATIONS:

- **Enhance Equipment Management:** Implement comprehensive maintenance schedules and regular updates on equipment condition to ensure longevity and safety.
- **Expand Healthcare Programs:** Introduce diversified training programs and workshops to increase utilization of the medical equipment and enhance overall critical care capabilities.
- **Enhance Awareness and Outreach:** Utilize social media, community events, and collaborations with local media to educate the public about the availability of these critical care resources.
- **Strengthen Partnerships:** Develop partnerships with healthcare associations and educational institutions to expand the scope of medical services and training provided.
- **Sustainability Initiatives:** Promote sustainable practices in the day-to-day operations of the hospitals and in the use of the medical equipment.
- **Data Collection and Analysis:** Implement systems to track long-term patient outcomes and equipment utilization to measure the ongoing impact of the project.
- **Expansion Planning:** Consider expanding the project to reach more hospitals and underserved areas, based on the success and lessons learned from the current implementation.

2 INTRODUCTION

Corporate Social Responsibility (CSR) is a concept that emerged globally, but it gained significant attention and recognition in India in recent decades. India has played a crucial role in promoting and implementing CSR practices through legislative measures such as the Companies Act, 2013.

In India, CSR was made mandatory for companies meeting certain financial criteria through the Companies Act, 2013. Under the act, companies are required to spend at least 2% of their average net profits of the preceding three years on CSR activities. The Indian corporate sector has increasingly embraced CSR as a way to contribute to social and environmental causes while fulfilling their business objectives.

The Companies (Corporate Social Responsibility Policy) Amendment Rules, 2022, were introduced to amend the earlier CSR Rules of 2014. The key amendments introduced by new rules is related to the impact assessment of the CSR activities undertaken by companies-

- Companies with a CSR budget of INR 10 crore or more in any fiscal year and all projects with outlays of INR 1 crore or more must undertake an Impact Assessment by an independent agency.
- Impact Assessment must be conducted at least one year after programme implementation is complete.
- For multi-year programmes, Impact Assessment should be conducted after completion of the programme and a follow-up assessment after one year of programme completion.
- If programmes are renewed or scaled up after each financial year, separate Impact Assessments should be taken up every year.
- Impact assessment related expenditure may be booked as a CSR expense as long as it does not exceed 2% of the total CSR spending or INR 50 lakh, whichever is higher.
- The CSR impact assessment report will be annexed to the annual report on CSR.

CSR has become an integral part of many companies' business strategies, and is seen as a way to build brand reputation, attract and retain employees, and demonstrate a commitment to the well-being of society and the environment.

2.1 About Container Corporation of India Limited (CONCOR)

Container Corporation of India Limited (CONCOR) is a Navratna Public Sector Enterprise and a subsidiary of Indian Railways. It was incorporated in March 1988 and is headquartered in New Delhi, India. CONCOR primarily provides containerized transportation of goods by rail, road, and waterways. It also offers logistics, terminal management, and warehousing services across India.

CONCOR operates a network of 83 container terminals, covering major ports, inland container depots, and rail-linked terminals across the country and also provides its services in neighboring countries like Nepal, Bangladesh, and Bhutan. The company owns a fleet of over 3000 specialized containers and has a strong focus on using technology to enhance operational efficiency and customer service.

CONCOR, in its continuous effort, has notably contributed to healthcare during the COVID-19 pandemic in collaboration with Mahavir International. CONCOR contributed towards healthcare by providing crucial medical equipment to Government and Charitable hospitals across seven states. This initiative, part of CONCOR's CSR activities, was aimed at augmenting the healthcare infrastructure to effectively combat COVID-19.

Through an MoU between CONCOR and Mahavir International, CONCOR allocated Rs.197.50 Lakhs towards this cause. The project facilitated the distribution of 150 Oxygen Concentrators (10 litres each) and 3 ICU Ventilators across states like Tamil Nadu, Maharashtra, West Bengal, Visakhapatnam, Rajasthan, Madhya Pradesh, and Delhi. This endeavor directly impacted numerous hospitals, enhancing their capabilities to treat COVID-19 patients.

Key beneficiaries included hospitals such as the Rama Krishna Sarada Mission and Ram Lal Kundan Lal Orthopaedic Hospital & R K Maternity Home, among others. These institutions have made significant use of the medical equipment provided, evidencing the project's extensive impact.

The initiative not only addressed the immediate challenges posed by the pandemic but also equipped the hospitals with assets for ongoing healthcare delivery, aligning with Sustainable Development Goals (SDGs), particularly SDG 3: Good Health and Well-being. This reflects

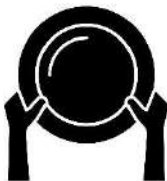
CONCOR's broader vision towards social betterment and sets a commendable precedent in CSR activities focused on health and well-being.

2.2 CONCOR CSR Policy and its Initiatives

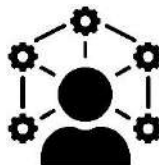
As a responsible corporate citizen, CONCOR has been committed to fulfilling its social responsibilities through various CSR initiatives. CONCOR's CSR efforts are aligned with its mission to be a socially responsible corporate citizen. These initiatives aim to create positive social and environmental impacts, particularly in areas such as healthcare, education, rural development, sanitation, sports and environment conservation. By collaborating with communities and stakeholders, CONCOR works towards building a sustainable and inclusive future for all.

Highlighted Points of CONCOR's CSR Policy-

- CONCOR's CSR policy covers all activities that benefits different segments of society, excluding those related to normal business operations and solely for the company's employees and their families.
- The policy is subject to compliance with relevant regulations such as the Companies Act 2013 and DPE Guidelines.
- CONCOR's mission is to provide responsive, cost-effective, efficient, and reliable logistics solutions while maintaining profitability and growth.
- The company aims to be a socially responsible corporate citizen and follow high standards of ethics and transparency.
- CONCOR's CSR initiatives primarily focus on-



Eradicating hunger,
poverty and malnutrition



Promoting education and
employment skills



Advancing gender equality
and empowering women



Ensuring environmental sustainability



Ensuring safety and well-being of women, children and elderly individuals



Protecting national heritage, arts & culture



Promoting Sports



Providing support to armed forces veterans, war widows, and their dependents



Promoting Health

- CONCOR's CSR initiatives aim to earn community goodwill and reinforce its positive image.
- The company is committed to conducting business in an economically, socially, and environmentally sustainable manner and considers stakeholders such as employees, investors, shareholders, customers, business partners, civil society groups, and the environment and society at large.
- The company gives preference to local areas and regions around its operations and may also undertake CSR activities anywhere in India, with an indicative ratio of 80% and 20% between local and outside areas, respectively.

CONCOR has undertaken several CSR projects in the past, which have benefited thousands of people across the country.

2.3 CSR Project Impact Assessment Report

Impact assessment is an important tool for accessing the consequences of possible and actual programs and presents relevant evidence on the positive and negative effects of CSR intervention.

The evaluation of CSR initiatives enables organizations to-

- Embrace and catalyze organizational change
- Leading to significant performance improvement by incorporating best practices,

- Emphasizing customer focus
- Leveraging external, value-added perspectives

The impact assessment of CSR projects funded by CONCOR aims to comprehensively evaluate the effectiveness and long-term sustainability of their initiatives and provide insights into their impact on the communities they serve. This study assesses various aspects, including-

- Projects' scope
- Target Objective
- Key indicators
- Mobilization
- Number of beneficiaries
- Systematic approach
- Project data and reports
- Internal monitoring
- Beneficiary feedback

It also identifies areas for improvement and provides recommendations for strengthening the performance of CSR initiatives.

In a significant move towards fulfilling its CSR, CONCOR embarked on a vital health care initiative. CONCOR allocated a generous sum of Rs.197.50 Lakhs through its CSR activities to Mahavir International, Delhi, for supplying 150 Oxygen Concentrators (10 litres) and ICU Ventilators to various government and charitable hospitals across India. The initiative aimed at bolstering the healthcare infrastructure amid the COVID-19 pandemic, thereby providing substantial aid in treating patients affected by the virus.

The memorandum of understanding (MoU) for this critical project was signed on June 4, 2021, between CONCOR, and Mahavir International. The agreement underscored a collaboration that lasted until March 31, 2022, with the project spanning the financial year 2021-22. An initial tranche of Rs. 50 Lakhs was released upon signing the MoU, followed by subsequent disbursements upon the submission of the invoice for the procurement of the medical equipment.

Despite the original proposition including the procurement of 5 ICU Ventilators, adjustments were made in January 2022 to provide 3 Ventilators instead, based on the assessed needs. This modification contributed to a spending of Rs. 134.85 Lakhs out of the allocated funds, evidencing a responsive and needs-based approach in the project execution.

To assess the impact of the CSR project, CONCOR entrusted the task to the PHD Chamber of Commerce and Industry (PHDCCI) in accordance with their CSR policy. The CSR impact assessment report provides comprehensive findings regarding project's outcomes, effectiveness and overall impact.

3. SCOPE OF WORK

The primary objective of this CSR Impact Report for the fiscal year 2021-22 is to evaluate CONCOR's corporate social responsibility initiative, with a particular focus on providing support to healthcare facilities during the Covid-19 pandemic. This was accomplished through a partnership with Mahavir International, Delhi, by supplying essential medical equipment to various Govt. Hospitals and Charitable hospitals across India. The main aim of this initiative was to enhance the healthcare services' capacity to treat Covid-19 patients and improve the overall health infrastructure, which continues to benefit the communities even beyond the pandemic.

Scope of work of the study includes the following:

- Examination of the alignment in project execution within the span of the agreement.
- Investigation into the direct and indirect impacts of the project—evaluation of whether the project's goals, primarily the provision and installation of 150 Oxygen Concentrators and ICU Ventilators, have been achieved.
- Review of the project's financial expenditures compared to the planned budget.
- Verification of all relevant documents related to the CSR project, including MoUs, financial statements, and invoices for procurement of medical equipment.
- Evaluation of the cost-effectiveness of the project in terms of CSR expenditure towards health infrastructure improvement.
- Collection and analysis of feedback from the beneficiary hospitals.
- Assessment of the project's broader impact on enhancing healthcare services' capability to address Covid-19 and other medical emergencies.

This comprehensive analysis aims to provide insights into the effectiveness and outcomes of CONCOR's CSR initiative in improving healthcare facilities across diverse regions. The report acknowledges the project's success in meeting its immediate objectives of supplying critical medical equipment essential for treating Covid-19 patients, as evident from the utilization of donated equipment like Oxygen Concentrators and ICU Ventilators across selected hospitals..

4 METHODOLOGY OF THE STUDY

The following step by step methodology and approach were adopted while conducting Impact study of CSR Project undertaken by CONCOR to support the Mahavir International in equipping various government and charitable hospitals with oxygen concentrators and ICU ventilators. The PHDCCI team initiated the study by visiting the hospitals in seven states from 10/04/2024 to 24/05/2024 for discussions and data/information collection, which was followed by a field assessment.



Figure 1: Methodology of the work of Impact Assessment of CSR Project

5. ASSESSMENT OF CSR PROJECT

5.1 CSR Project Overview

CONCOR extended its CSR support to Mahavir International, Delhi, aiding in the provision of vital medical equipment to various government and charitable hospitals across India. The package included 150 Oxygen Concentrators (10 litres) and initially proposed 5 ICU Ventilators, adjusted to 3 based on revised requirement assessment in January 2022. This adjustment led to a disparity between the allocated CSR funds of Rs.197.50 Lakhs and the utilized amount of Rs.134.85 Lakhs. The collaboration, officialized through an MoU signed by Mr. Santosh Sinha of CONCOR and Mr. Ashok Kumar Jain of Mahavir International on 4th June 2021, targeted the enhancement of healthcare infrastructure to combat COVID-19 effectively and support long-term healthcare needs. Hospitals in seven different states were selected for equipment distribution based on explicit needs, aiming to bridge the gap in medical care accessibility for the less privileged sections of the society.

The details of distribution of CONCOR CSR-Funded Medical Equipment to Allocated Hospitals across India are provided below:

Table 2: List of Allocated Hospitals and Equipment

S. No.	Hospital Name	Address	Oxygen Concentrators	ICU Ventilators
TAMIL NADU				
1	Sankara Rural Medical Centre	Shri Sankara Kripa Educational & Medical Trust, Enathur Road, Konerikuppam, Kancheepuram-631561	7	-
2	Sankara Multi-speciality Hospital	Shri Sankara Kripa Educational & Medical Trust, Enathur Road, Konerikuppam, Kancheepuram	16	-

S. No.	Hospital Name	Address	Oxygen Concentrators	ICU Ventilators
3	Saveetha Medical College & Hospitals	Saveetha Nagar, Thandalam, Chennai-600013	2	-
4	Govt. RSRM Lying-in-Hospital	Royapuram, Chennai-600013	3	-
5	Institute of Social Obstetrics & Government Kasturba Gandhi Hospital for women & Children and General Hospital	Chepauk, Triplicane, Chennai-600005	2	-
MAHARASHTRA				
6	Global Hospital and Research Centre	SV Road, Opp. Andheri Railway Station, Andheri West Mumbai	25	-
7	Dedicated Covid Health Centre Kalamoli Hospital	In front of Devale Lake, Next to Gokhale Hall Panel-410206	5	-
WEST BENGAL				
8	Rama Krishna Mission (Math Behrumath)	Belur PO, Belur Matha District, Howrah, WB-711202	2	-

S. No.	Hospital Name	Address	Oxygen Concentrators	ICU Ventilators
9	Mohananandha Brahma Chari Sishu Seva Pratisthan	57 A, Raj Bahaadur Road Behala, Kolkata-700034	2	-
10	Dibyayan Yoga Research Centre	151, NS Road, Kolkata-34 WB.	1	-
11	Mohanananda Cancer Diagnostic & Welfare Society	Rangamati Path, Bidhannagar, Durgapur-713212 WB.	4	-
12	Somsar Sri Ramakrishan Seva Mandir	42/139/1, New Ballygunge Road, Kasb, Kolkata-700039.	2	-
13	Vivekananda Swasthya Seva Sangh	RC-20/11 Raghunathapur, Kolkata – 700059.	2	-
14	Rama Krishna Sarada Mission	Matri Bhavan, 7A-Sree Mohan Lane, Kolkata-700026.	8	-
15	Institute of Child Health	11, Dr. Biresh Guha Street, Kolkata- 700017.	9	-
ANDHRA PRADESH				
16	Govt. Victoria Hospital,	22-54-1, Town Hall St. Chengal Rao Peta Port Area, Visakhapatnam,	10	-

S. No.	Hospital Name	Address	Oxygen Concentrators	ICU Ventilators
	Vishapatnam	Andhra Pradesh – 530001.		
17	Community Health Centre Government Hospital	Cheepurupalli, Vizhianagaram.	20	-
RAJASTHAN				
18	Metro MAS Heart Care & Multi-Speciality Hospital	Shipra Path, Near Technology Park, Mansarovar, Jaipur-302020.	20	-
MADHYA PRADESH				
19	Mahavir Covid Isolation Hospital	Gaykhuri, Balaghat, Madhya Pradesh.	10	-
DELHI				
20	Ram Lal Kundan Lal Orthopaedic Hospital & R K Maternity Home	Pandav Nagar, Opp. Mother Dairy, Patpar Ganj, Delhi-110092	-	3

The project activities included:

PROJECT OVERVIEW



Promoting Healthcare

- ❖ Project Initiation and Funding: MoU signed on June 4, 2021, between CONCOR and Mahavir International for FY 2021-22.
- ❖ Equipment Procurement and Distribution: 150 Oxygen Concentrators (10 litres) and 3 ICU Ventilators procured and distributed.
- ❖ Recipient Hospitals and Equipment Allocation: 20 hospitals across 7 states (Tamil Nadu, Maharashtra, West Bengal, Andhra Pradesh, Rajasthan, Madhya Pradesh, and Delhi).
- ❖ Utilization and Impact Assessment: Equipment used for COVID-19 patients and continues to serve for various respiratory illnesses.
- ❖ Provision under CONCOR CSR Project: Contribution of Rs 197.50 Lakhs and Utilized RS.134.85 Lakhs.
- ❖ Project Aim: To enhance the availability of critical medical equipment to Government and Charitable Hospitals across multiple States in India to combat Covid-19.
- ❖ Healthcare Facilities Impact: Enhanced critical care capacity, Improved Patient Care and Outcomes.
- ❖ CSR Contribution to SDG: Aligns with SDG 3 - Good Health and Well-Being, SDG 9 – Industry, Innovation & Infrastructure.
- ❖ Current Status: Successfully distributed the equipment: Expanded healthcare access and increased critical care capabilities.
- ❖ Long-term Benefits: Continued use of equipment beyond the pandemic, contributing to overall healthcare infrastructure improvement.

5.2 Objective and Expected Outcome

The collaborative endeavor by CONCOR aimed to revitalize the healthcare landscape amid the COVID-19 pandemic through a strategic partnership with Mahavir International, focusing on government and charitable hospitals across India. This initiative was designed to directly contribute to the healthcare infrastructure by providing essential medical equipment, thereby facilitating improved patient care and health outcomes.

The primary objectives of this CSR project aimed to:

- Supply advanced medical equipment, 150 Oxygen Concentrators and 3 ICU Ventilators, to needy hospitals, thereby directly enhancing their capability to provide critical care to patients, especially in the wake of the COVID-19 pandemic.
- Bolster the overall healthcare infrastructure by enabling hospitals to offer a higher standard of care, aligning with contemporary healthcare needs and ensuring preparedness for future health crises.
- Instill a sense of reliability and trust within local communities towards health institutions by significantly improving the quality and accessibility of healthcare services.
- Encourage a collaborative framework between the public sector and nonprofit organizations, showcasing an effective model of partnership towards achieving healthcare goals.
- Foster a sustainable impact on healthcare by not only addressing immediate health challenges but also contributing to the long-term enhancement of health and well-being, exemplifying a commitment to the Sustainable Development Goal of Good Health and Well-being (SDG 3).

By focusing on these objectives, the project embarked on a mission to transform the healthcare capabilities of targeted institutions, promoting health, well-being, and community engagement through upgraded healthcare services. The initiative is poised to create a lasting legacy by providing critical medical infrastructure that benefits patients and healthcare providers alike, enabling the continuation of efforts to promote health and welfare in the community for years to come. The partnership between CONCOR and Mahavir International underlines the potent impact collaborative efforts can have on societal advancement, particularly in areas as crucial as healthcare.

5.3 Activities and Implementation

Mahavir International has successfully utilized the allocated CSR funds from CONCOR for providing medical equipment to various hospitals across India. The total project cost amounts to Rs. 134.85 Lakhs, which involves:

- Procurement of 150 Oxygen Concentrators (10 litres)
- Procurement of 3 ICU Ventilators
- Distribution of equipment to hospitals in seven states

During the implementation phase, Mahavir International conducted the following activities:

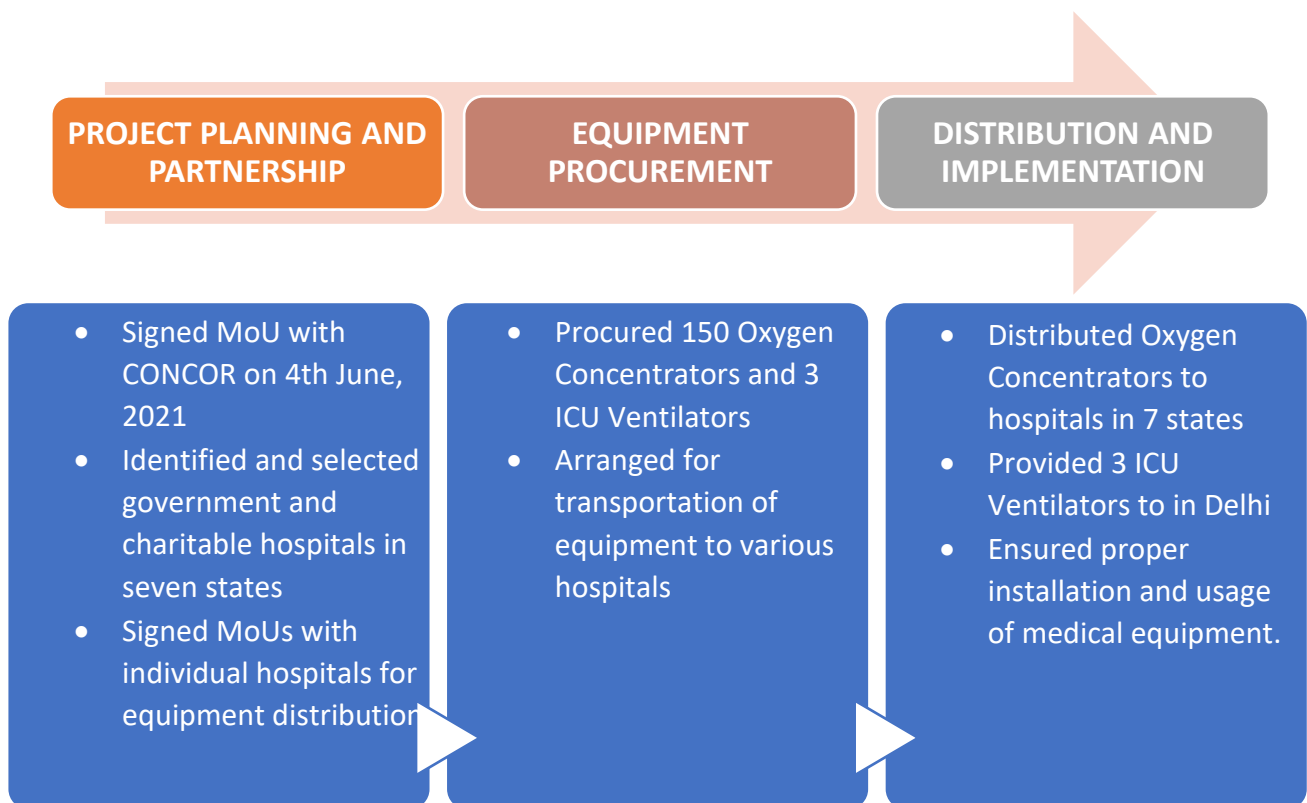


Figure 2: Methodology followed during Implementation Phase

5.4 Observations and Assessment of Completeness of Project

The PHDCCI team conducted site visits to verify the implementation of the CSR project at various hospitals where medical equipment was provided by Mahavir International with significant funding support from CONCOR. In addition, they reviewed various project-related documents such as the initial proposal, signed MoU, purchase orders, invoices, and utilization certification. The following observations and completeness status of the project, based on the target objectives, are provided below:

Table 3: Completeness status of the project

S. No.	Target Activities	Status	Observations & Remarks
1.	Procurement and Distribution of Medical Equipment	Completed	Successfully procured and distributed 150 Oxygen Concentrators (10 litres) and 3 ICU Ventilators to hospitals across seven states. Equipment is serving patients even after the pandemic.
2.	Utilization of CONCOR CSR funds	Completed	Funds effectively utilized. Out of Rs. 197.50 Lakhs allocated, Rs. 134.85 Lakhs were used due to reduced requirement of ICU Ventilators (3 instead of 5).
3.	Partnership with Hospitals	Completed	Signed MoUs with hospitals in Tamil Nadu, Maharashtra, West Bengal, Visakhapatnam, Rajasthan, Madhya Pradesh, and Delhi. Equipment distributed as per respective MoUs.

S. No.	Target Activities	Status	Observations & Remarks
4.	Training of Hospital Staff	Completed	All hospitals under the project have trained medical staff to operate the provided equipment.
5.	Long-term Utilization of Equipment	Ongoing	The medical equipment continues to serve patients even after the COVID-19 pandemic, demonstrating sustained impact.
6.	Cost Management for Patients	Ongoing	Patients using these equipments are not charged except for maintenance costs, ensuring accessibility to all.
7.	Project Timeline Adherence	Completed	MoU signed on 4th June, 2021, and the agreement was valid till 31st March, 2022. Project completed within the 2021-22 financial year.

5.5 Beneficiaries and their Interaction

PHDCCI team conducted site visits and semi-structured interviews with hospital staff and administrators to gather insights and assess the realized benefits of the medical equipment provided through CONCOR's CSR initiative.

The beneficiaries consisted of stakeholders from various backgrounds, including:



HOSPITALS (Primary Beneficiaries)



DOCTORS AND MEDICAL STAFF



PATIENTS



LOCAL COMMUNITIES

The questions were designed to explore the impact of the equipment, assess the developmental impact, and evaluate the current condition and usage.

The hospitals, as primary beneficiaries, have substantially upgraded medical facilities in the form of Oxygen Concentrators and ICU Ventilators, enhancing their capacity to treat patients.

Impact on beneficiaries:

HOSPITALS	DOCTORS AND MEDICAL STAFF	PATIENTS	LOCAL COMMUNITIES
<ul style="list-style-type: none"> Improved capacity to treat patients, especially during the COVID-19 pandemic Enhanced medical infrastructure for long-term use 	<ul style="list-style-type: none"> Access to crucial medical equipment for patient care Improved ability to manage critical cases 	<ul style="list-style-type: none"> Better access to oxygen therapy and critical care Improved chances of recovery 	<ul style="list-style-type: none"> Increased access to quality healthcare Reduced strain on healthcare systems during the pandemic

The interactions with beneficiaries have provided valuable insights and feedback, highlighting the positive impact and the potential of the project in benefiting hospitals, medical staff, patients, and the broader community. This positive outcome supports the alignment of CONCOR's CSR strategy with SDG 3 - ensuring healthy lives and promoting well-being at all ages.

Few Interactions:



Dr. Sumati, Director of Institute of Social Obstetrics & Government Kasturba Gandhi Hospital:

The two Oxygen Concentrators provided by CONCOR through Mahavir International have significantly enhanced our capacity to treat patients, especially during the peak of the COVID-19 pandemic. These machines continue to be vital in our daily operations, serving a wide range of patients beyond COVID-19 cases.



Dr. Nivedha (MD – OG), Govt. RSRM Lying-in-Hospital:

The three Oxygen Concentrators we received have been instrumental in our COVID-19 ward. They have particularly benefited pregnant women, a vulnerable group during the pandemic. The equipment's impact goes beyond the pandemic, improving our overall patient care capabilities.



Dr. A.V. Sharma (MS), Ram Lal Kundan Lal Orthopaedic Hospital & R K Maternity Home:

The three ICU Ventilators provided through CONCOR's CSR initiative have significantly upgraded our critical care facilities. Although received after the second COVID-19 wave, these ventilators continue to play a crucial role in our daily operations, serving 25-30 inpatients daily. This contribution has elevated our hospital's capacity to handle critical cases effectively.

Table 4: Summary of Beneficiaries satisfaction

S. No.	Parameters	Satisfaction status	View Points
1.	Distribution of Medical Equipment	Satisfied	The project successfully distributed 150 oxygen concentrators and 3 ICU ventilators across 7 states in India, reaching a diverse range of government and charitable hospitals. This wide-reaching distribution ensured that critical medical equipment was available where it was most needed during the COVID-19 pandemic, potentially saving numerous lives and alleviating pressure on the healthcare system.
2.	Financial Management	Satisfied	The project demonstrated prudent financial

S. No.	Parameters	Satisfaction status	View Points
	and Utilization		management, utilizing Rs. 134.85 Lakhs out of the allocated Rs. 197.50 Lakhs. The ability to adjust plans based on actual needs, such as reducing the number of ICU ventilators from 5 to 3, showcases flexibility and responsible use of resources.
3.	Collaboration and Partnership	Satisfied	The successful collaboration between CONCOR and Mahavir International, formalized through a well-structured MoU, exemplifies effective public-private partnership in addressing critical healthcare needs. This partnership model could serve as a template for future CSR initiatives in the country.
4.	Long-term Impact and Sustainability	Satisfied	While initially focused on COVID-19 treatment, the provided medical equipment continues to serve patients beyond the pandemic. This long-term utility ensures that the project's benefits extend far beyond its initial scope, providing sustained value to the healthcare facilities and their patients.
5.	Transparency and Accountability	Satisfied	Mahavir International's meticulous record-keeping, including MoUs with hospitals, acknowledgments of equipment receipt, procurement invoices, and fund utilization certificates, demonstrates a high level of

S. No.	Parameters	Satisfaction status	View Points
			transparency and accountability in project implementation.
6.	Socio-economic Impact	Satisfied	By supporting both government and charitable hospitals, the project ensures that its benefits reach a wide spectrum of society, including underprivileged communities. The provision of free treatment (except for maintenance costs) further enhances accessibility to quality healthcare.
7.	Alignment with National Health Priorities	Satisfied	The project's focus on providing critical care equipment aligns well with India's national health priorities, especially in light of the COVID-19 pandemic. It demonstrates how CSR initiatives can effectively support and complement government efforts in crisis situations.
8.	Contribution to Sustainable Development Goals (SDGs)	Satisfied	The project strongly aligns with SDG 3 - Good Health and Well-being. By enhancing the capacity of healthcare facilities to provide critical care, it contributes significantly to improving health outcomes and strengthening the resilience of local health systems.

6. UN-SDG's ALIGNMENT

The CSR project initiated by CONCOR in partnership with Mahavir International for providing Oxygen concentrators and ICU ventilators aligns significantly with several UN Sustainable Development Goals (SDGs). This alignment demonstrates the project's comprehensive approach to sustainable development, encompassing health, social, and economic dimensions.

6.1 Health and Well-being Goals Indicator

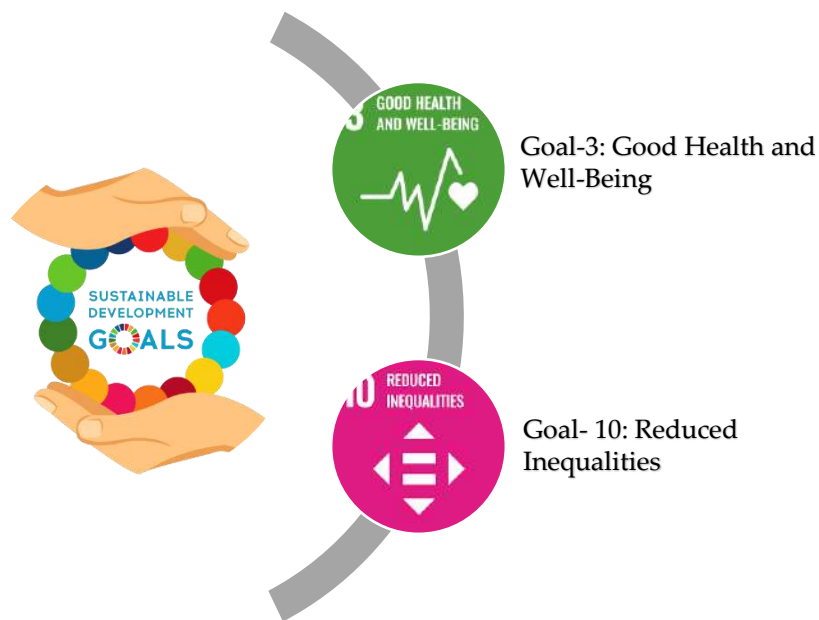


Figure 3: Health and Well-being Goals

1. SDG 3: Good Health and Well-being

- Providing critical medical equipment during the COVID-19 pandemic
- Supporting long-term healthcare infrastructure beyond the pandemic
- Enhancing the capacity of hospitals to provide quality care

2. SDG 10: Reduced Inequalities

- Distributing equipment to both government and charitable hospitals.
- Ensuring access to critical care across different states and regions
- Providing free treatment (except maintenance costs) to reduce financial barriers

6.2 Social Goals Indicator



Figure 4: Social Goals

1. SDG 5: Gender Equality

- Supporting maternal health through equipment in maternity hospitals.
- Ensuring equal access to critical care for all genders.

2. SDG 11: Sustainable Cities and Communities

- Strengthening healthcare infrastructure in various communities
- Enhancing the resilience of local health systems

6.3 Economic Goals Indicator



Figure 5: Economic Goals

1. SDG 8: Decent Work and Economic Growth

- Indirectly supporting employment in healthcare sector.
- Contributing to the operational efficiency of hospitals.

2. SDG 9: Industry, Innovation and Infrastructure

- Upgrading medical infrastructure with modern equipment.
- Enhancing the technological capacity of healthcare facilities.

6.4 Cross-cutting Goals:



Figure 6: Cross-cutting Goals

1. SDG 16: Peace, Justice and Strong Institutions

- Promoting transparency and accountability in project implementation
- Strengthening institutional capacity of healthcare facilities

2. SDG 17: Partnerships for the Goals

- Collaboration between CONCOR, Mahavir International, and hospitals
- Demonstrating effective public-private partnership in healthcare

7 ASSESSMENT OF IMPACT

The CONCOR CSR project in partnership with Mahavir International for providing oxygen concentrators and ICU ventilators has demonstrated significant multidimensional impacts. Analysis reveals following insights of the project:



HEALTHCARE INFRASTRUCTURE ENHANCEMENT

Quantitative Analysis

- Equipment distributed to 20 hospitals across 7 states
- Distribution of 150 oxygen concentrators across multiple states
- Provision of 3 ICU ventilators to 1 hospital in Delhi

Qualitative Analysis

- Strengthening of critical care capabilities in government and charitable hospitals
- Long-term improvement in healthcare infrastructure beyond the COVID-19 pandemic
- Increased capacity to handle respiratory illness and critical care needs



PANDEMIC RESPONSE AND SUPPORT

Quantitative Analysis

- At Rama Krishna Sarada Mission (Kolkata): 4,216 patients benefitted from oxygen concentrators between August 2021 and March 2024
- At Ram Lal Kundan Lal Orthopaedic Hospital (Delhi): 150-200 outpatients and 25-30 inpatients served daily with access to ICU ventilators

Qualitative Analysis

- Timely support to hospitals during the critical phases of the COVID-19 pandemic
- Alleviation of pressure on the healthcare system during crisis periods
- Enhanced preparedness for future health emergencies



HEALTHCARE ACCESS AND EQUALITY

Quantitative Analysis

- Equipment provided to both government and charitable hospitals
- Beneficiaries include diverse patient groups, including pregnant women and children

Qualitative Analysis

- Improved access to critical care equipment for underprivileged communities
- Reduction in healthcare disparities across different regions
- Support for maternal and child health through equipment in specialized hospitals



SOCIAL-ECONOMIC IMPACT

Quantitative Analysis

- Support provided to diverse healthcare facilities, including maternity hospitals and pediatric wards
- Direct financial support of Rs. 135.85 Lakhs to the healthcare sector
- Potential reduction in treatment costs for patients (only charged for maintenance)

Qualitative Analysis

- Contribution to maternal and child health
- Enhanced community resilience through improved healthcare infrastructure
- Promotion of health equity by supporting both government and charitable hospitals
- Indirect economic benefits through improved health outcomes
- Potential reduction in economic burden on families due to improved healthcare access
- Support for the operational efficiency of hospital



PARTNERSHIP AND COLLABORATION

Quantitative Analysis

- Collaboration with 20 hospitals across 7 states
- Partnership between CONCOR, Mahavir International, and healthcare institutions

Qualitative Analysis

- Demonstration of effective public-private partnership in addressing healthcare needs
- Strengthened relationships between corporate entities and healthcare providers
- Model for future collaborations in CSR and healthcare initiatives



SUSTAINABILITY AND LONG-TERM IMPACT

Quantitative Analysis

- Continued utilization of equipment beyond the COVID-19 pandemic
- Example: Rama Krishna Sarada Mission (Kolkata) benefited 1,649 patients between April 2023 and March 2024, well after the peak of the pandemic

Qualitative Analysis

- Lasting improvement in healthcare infrastructure
- Increased resilience of local health systems to handle future crises
- Sustained positive impact on community health and well-being



TRANSPARENCY AND ACCOUNTABILITY

Quantitative Analysis

- Maintenance of comprehensive documentation including MoUs, acknowledgments, and fund utilization certificates

Qualitative Analysis

- Establishment of a model for transparent and accountable CSR project implementation
- Enhanced trust between corporate donors, implementing agencies, and beneficiary institutions

The project contributes to the long-term sustainability of healthcare facilities by providing medical equipment that continues to serve patients beyond the initial COVID-19 pandemic response.

Table 5: Impact Study

S.No.	Parameters	Beneficiary View Point	Impact
HEALTHCARE BENEFITS			
1.	Enhanced critical care capacity through provision of oxygen concentrators and ICU ventilators	Yes	High
2.	Improved ability to treat COVID-19 patients and those with severe respiratory illnesses	Yes	High
3.	Long-term augmentation of healthcare infrastructure beyond the pandemic	Yes	High
4.	Support for specialized care, including maternal and paediatric health	Yes	Medium

S.No.	Parameters	Beneficiary View Point	Impact
5.	Increased hospital readiness for medical emergencies and future health crises	Yes	High
ECONOMIC BENEFITS			
6.	Reduced financial burden on patients through provision of free treatment (excluding maintenance costs)	Yes	High
7.	Indirect economic support to local communities through improved healthcare access	Yes	Medium
8.	Enhanced operational efficiency and resource management in hospitals	Yes	Medium
9.	Potential reduction in economic losses due to improved health outcomes	Yes	Low
SOCIAL AND COMMUNITY DEVELOPMENT			
10.	Improved healthcare accessibility for underprivileged and marginalized communities	Yes	High
11.	Strengthened public-private partnerships in the healthcare sector	Yes	Medium
12.	Enhanced trust and collaboration between corporate donors, NGOs, and healthcare institutions	Yes	Medium
13.	Increased community resilience and preparedness for	Yes	High

S.No.	Parameters	Beneficiary View Point	Impact
	health emergencies		
14.	Support for government initiatives in healthcare improvement	Yes	Medium
CAPACITY BUILDING AND SKILL DEVELOPMENT			
15.	Skill enhancement of healthcare professionals in operating advanced medical equipment	Yes	High
16.	Improved hospital capacity for managing critical care patients	Yes	High
SUSTAINABILITY AND LONG-TERM IMPACT			
17.	Continued utilization of equipment beyond the initial COVID-19 response	Yes	High
18.	Increased preparedness for future pandemics and health crises	Yes	High
19.	Model for sustainable and impactful CSR initiatives in healthcare	Yes	Medium
20.	Long-term improvement in community health indicators	Yes	Medium
TRANSPARENCY AND ACCOUNTABILITY			
21.	Implementation of robust documentation and reporting processes	Yes	Medium

S.No.	Parameters	Beneficiary View Point	Impact
22.	Enhanced accountability in CSR fund utilization	Yes	High
23.	Transparent communication of project outcomes to stakeholders	Yes	Medium

The impact study of CONCOR's CSR project with Mahavir International shows significant positive outcomes. By providing 150 oxygen concentrators and 3 ICU ventilators to hospitals across 7 states, the initiative enhanced critical care capacity, particularly during the COVID-19 pandemic. The project's benefits extend beyond the initial crisis, improving long-term healthcare infrastructure, reducing patient financial burdens, and fostering effective public-private partnerships. This aligns with CONCOR's sustainable development mission, benefiting stakeholders and strengthening healthcare systems.

8 GIST REPORT

The CONCOR CSR project in partnership with Mahavir International for providing oxygen concentrators and ICU ventilators represents a significant investment in healthcare infrastructure across multiple states in India. As we conclude this impact assessment, several key points emerge:

PROJECT EFFECTIVENESS

- Successfully distributed 150 oxygen concentrators across 20 hospitals in 7 states
- Provided 3 ICU ventilators to a hospital in Delhi
- Implemented the project effectively despite challenges posed by the COVID-19 pandemic
- Enhanced critical care capacity in both government and charitable hospitals

COMMUNITY IMPACT

- Significantly improved accessibility to critical care equipment for patients
- Increased hospitals' capacity to handle respiratory illnesses and emergencies
- Continued utilization of equipment beyond the COVID-19 pandemic, benefiting patients with various medical conditions
- Reduced financial burden on patients through provision of free treatment (except maintenance costs)

ALIGNMENT WITH SDG'S

- Strong alignment with SDG 3 (Good Health and Well-being)
- Contribution to strengthening healthcare systems and improving access to quality care
- Support for crisis response and long-term health infrastructure development

BENEFICIARY SATISFACTION

- Primary Beneficiary: 20 hospitals across 7 states
- Secondary Beneficiaries: Thousands of patients, including COVID-19 cases and those with other respiratory illnesses
- Feedback from stakeholders indicates high satisfaction with the equipment provided and its impact on patient care

PROJECT IMPACT ASSESSMENT

S. No.	Aspect	Impact Assessment	Key Observations
1.	Healthcare Infrastructure Enhancement	High	Significant improvement in critical care capacity across multiple hospitals
2.	Social Impact	High	Improved access to healthcare, particularly for underprivileged communities
3.	Economic Impact	Medium	Reduction in patient financial burden, potential long-term economic benefits
4.	Pandemic Response	High	Crucial support during COVID-19 crisis, with lasting benefits
5.	Community Resilience	Medium-High	Enhanced preparedness for future health emergencies
6.	Alignment with SDGs	High	Strong alignment with health-related SDGs

S. No.	Aspect	Impact Assessment	Key Observations
7.	Overall Project Effectiveness	High	Substantial impact on healthcare infrastructure with clear long-term benefits

AREAS FOR FUTURE FOCUS

- Consider expanding the project to reach more hospitals and healthcare facilities
- Develop a sustainable model for equipment maintenance and replacement
- Collaborate with healthcare bodies and other corporations to scale the impact of such initiatives
- Explore partnerships for ongoing training and capacity building in critical care
- Incorporate data collection and analysis to measure long-term health outcomes.

.....

In conclusion, the CONCOR CSR project with Mahavir International demonstrates a commendable effort in enhancing healthcare infrastructure and community resilience across multiple states in India. The project's immediate impact during the COVID-19 pandemic and its potential for long-term improvements in healthcare delivery are significant. This initiative serves as a model for how corporate social responsibility can effectively contribute to sustainable community development, particularly in the realm of public health infrastructure. Moving forward continued support and strategic planning will be essential to maximize the project's long-term benefits and potentially expand its reach to more communities in need.

9 ANNEXURE

The collection of documents has been done from 10/04/2024 to 16/05/2024 such as initial proposal, signed MoU, purchase orders, invoices, agreement copy and utilization certification followed with physical assessment of the site.

The completed work photographs of the project location:



ICU Ventilators - Ram Lal Kundan Lal Orthopaedic Hospital & R K Maternity, Delhi



Global Hospital and Research Centre, Andheri West - Mumbai (24.05.2024)



Institute of Social Obstetrics & Government Kasturba Gandhi Hospital for Women & Children and General Hospital, Chennai (10.04.2024)



Govt. RSRM Lying-in-Hospital, Royapuram, Chennai (10.04.2024)



Rama Krishna Sarada Mission, Matri Bhavan, Kolkata (06.05.2024)



Mohananda Brahma Chari Sishu Seva Pratishtan, Kolkata (06.05.2024)

Figure 7: Photographs of the site



CSR IMPACT ASSESSMENT REPORT

CSR Project: Upgradation of Nurul
Amin Stadium, Nagaon, Assam

Prepared For:
CONCOR

CONCOR Bhawan
C-3, Mathura Road
New Delhi-110076



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ACKNOWLEDGEMENT

The PHDCCI extends its profound gratitude to Container Corporation of India Limited (CONCOR) for providing the opportunity to carry out the Impact Assessment of CSR Projects spanning from FY 2018-2022. This task held significant importance, and being entrusted with it is a recognition we sincerely cherish.


We express our heartfelt thanks to **Mr. Om Prakash (Sr. Manager, C&O, CONCOR)** and **Mr. Dheeraj Sharma (AO, CONCOR)** for his unwavering support and insightful guidance throughout the critical phases of this project's evaluation. His contributions were invaluable in navigating the complexities of the assignment, ensuring a smooth and effective execution.

Our gratitude also reaches out to the **Honorary General Secretary Mr. Tapan Das**, and other distinguished members of the Nowgong Sports Association for their enthusiastic participation and indispensable support in the impact study of the Nurul Amin Stadium upgradation project.

The PHDCCI Audit Team wishes to acknowledge the extra mile gone by the CSR Project team, the Administration, and the associated personnel of the Nowgong Sports Association. Their active engagement and wholehearted support during the field studies were pivotal in driving this study to its successful fruition.

It is with great esteem that we mention the collective efforts, the fervor, and the dedication demonstrated by all the stakeholders involved. Such robust support facilitated a thorough and effective assessment, underscoring the profound impact of the CSR initiative undertaken by CONCOR in collaboration with the Nowgong Sports Association. Together, their endeavours are not only upgrading essential sports infrastructure but also nurturing health, well-being, and sportsmanship among the youth of Nagaon, Assam.

PHD Chamber of Commerce and Industry



Dr. Ranjeet Mehta

Executive Director, PHDCCI

ABBREVIATIONS & ACRONYMS

AO	Administrative Officer
CONCOR	Container Corporation of India Limited
COVID-19	Coronavirus Disease 2019
CSR	Corporate Social Responsibility
DPE	Department of Public Enterprises
FY	Financial Year
INR	Indian Rupee
MoU	Memorandum of Understanding
NGO	Non-Governmental Organization
PHDCCI	PHD Chamber of Commerce and Industry
SDG	Sustainable Development Goal
STP	Sewage Treatment Plant
UN	United Nations

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ABOUT THIS REPORT

This report is an earnest endeavor by PHDCCI to present the outcomes of an Impact Assessment of CSR Projects funded by CONCOR for the upgradation of Nurul Amin Stadium in Nagaon, Assam. This initiative is facilitated by the funds provided to Nowgong Sports Association, which aims to foster enhanced facilities for sports in the region.

The impact assessment of this CSR Project encompasses the project's scope, objectives, critical indicators, mobilization strategies, beneficiary count, and a structured approach that includes project reports, in-house monitoring, and input from the recipients. The documentation serves to illuminate the impact brought about by CONCOR's CSR endeavors upon the local communities and underlines the potential avenues for further advancements.

CONCOR CSR Project	Support to Nowgong Sports Association for the Upgradation of Nurul Amin Stadium, Nagaon, Assam	
PHDCCI Report Number	2024-25/ PHDCCI/S/W/035	
Date of Project Assessment at site	16/05/2024	
Final report approved Date	27/08/2024	
FUNDED BY	IMPLEMENTATION PARTNER	IMPACT ASSESSMENT REPORT PREPARED BY
Container Corporation of India Limited (CONCOR)	Nowgong Sports Association Mr. Tapan Das (Honorary General Secretary)	PHD Chamber of Commerce and Industry (PHDCCI) PHDCCI Team composition: <ul style="list-style-type: none"> • Ms. Neelima P- Team Leader • Ms. Jyoti Pakhale-Team Member • Mr. Rahul Jayamurugan-Team Member • Mr. Mohit Kumar- Team Member

1 REPORT HIGHLIGHT

The CSR initiative undertaken by CONCOR in association with Nowgong Sports Association was geared toward the enhancement of the Nurul Amin Stadium in Nagaon, Assam. This endeavor was primarily aimed at the construction and upgrade of the stadium. The emphasis was on the ground and first floors; these spaces were to be developed to meet the growing needs of the sports association and to accommodate athletes and coaches who visit the stadium for tournaments.

The project has successfully accomplished the erection of the foundational structure for the ground and first floors (second and third floors were externally funded). Critical functional areas like the first-floor toilets and a septic tank with an underground sewage treatment plant have been completed. This progress lays down the essential components of the stadium's upgrade, providing enhanced facilities to Nowgong Sports Association.

The upgraded structure is set to have a ripple effect on a diverse group of stakeholders. During the construction phase, contractors and laborers have benefited from employment opportunities. Post-completion, the enhanced facilities will benefit a multitude of players and coaches who frequent the stadium annually. With improved accommodations and sanitary facilities, the stadium will be able to host its beneficiaries more effectively, catering to approximately 2,500 - 5,000 athletes, along with their coaching staff each year.

The revitalized stadium is also poised to serve the broader community of sports enthusiasts. The association conducts an average of 12 tournaments annually, attracting spectators ranging from 20,000 to 30,000 individuals. Furthermore, the facility is open to anyone interested in using the sports facilities, fostering accessibility and inclusion in sports for people from various walks of life.

The success of the CSR project can be attributed to the strategic allocation of funds by CONCOR, as well as the dedication shown by both the benefactor and beneficiary in bringing this vision to fruition. Eventhough challenges arise due to the COVID-19 pandemic leading to extensions of the memorandum of understanding, the parties involved remained committed to the goal.

The dedication to elevating the status of the Nurul Amin Stadium as a notable venue for sports in Assam showcases the intent to foster a legacy of sporting excellence. The support from CONCOR in

this CSR project is pivotal in harnessing the potential of sports to unite cultures, inspire youth, and strengthen community ties.

Table 1: Summary of the Project

PROJECT DETAILS:	
Project Name:	CONCOR CSR Project
Title:	Support to Nowgong Sports Association for the Upgradation of Nurul Amin Stadium, Nagaon, Assam
Duration:	FY 2018-22
Allocated Fund by CONCOR:	INR 2,00,00,000/-
Location:	Nagaon, Assam
OBJECTIVE AND SCOPE:	
Objective:	Upgrade and enhance the infrastructure of Nurul Amin Stadium to provide better facilities for sports events.
Scope:	Construction of two floors including player accommodations, office, kitchen, toilets, and an underground STP to support increased tournament hosting and daily sports activities.
IMPLEMENTATION DETAILS:	
Project Planning:	Detailed planning with emphasis on architectural integrity, structural safety, and functionality to accommodate sports events.
Procurement:	Strategic sourcing of quality construction materials and services to ensure the durability and safety of the facilities.

Construction:	Construction of the structural work of ground and first floors, successful construction of first floor toilets, and the septic tank with STP.
ACHIEVEMENTS:	
Structural Work:	Successful completion of the ground and first floors' structural work and successful construction of first floor toilets, and the septic tank with STP.
Utilization of Fund:	Effective utilization of CONCOR CSR funds for the designated scope of the project
IMPACT:	
<p>The project will create positive impact on-</p> <ul style="list-style-type: none"> • Sports Development • Quality of life • Community Engagement • Health and Well-being • Economic Development • Environmental Sustainability • Skill development 	
FUTURE RECOMMENDATIONS:	
<ul style="list-style-type: none"> • Enhance Facility Management: Implement comprehensive maintenance schedules and regular updates on facility condition to ensure longevity and safety. • Expand Sports and Training Programs: Introduce diversified training programs and workshops to increase utilization of the facility. • Enhance Awareness and Outreach: Utilize social media, community events, and collaborations with local media. 	

- Strengthen Partnerships: Develop partnerships with sports associations and educational institutions to expand the scope of events and activities hosted.
- Sustainability Initiatives: Promote sustainable practices in day-to-day operations of the stadium and during hosted events.

2 INTRODUCTION

Corporate Social Responsibility (CSR) is a concept that emerged globally, but it gained significant attention and recognition in India in recent decades. India has played a crucial role in promoting and implementing CSR practices through legislative measures such as the Companies Act, 2013.

In India, CSR was made mandatory for companies meeting certain financial criteria through the Companies Act, 2013. Under the act, companies are required to spend at least 2% of their average net profits of the preceding three years on CSR activities. The Indian corporate sector has increasingly embraced CSR as a way to contribute to social and environmental causes while fulfilling their business objectives.

The Companies (Corporate Social Responsibility Policy) Amendment Rules, 2022, were introduced to amend the earlier CSR Rules of 2014. The key amendments introduced by new rules is related to the impact assessment of the CSR activities undertaken by companies-

- Companies with a CSR budget of INR 10 crore or more in any fiscal year and all projects with outlays of INR 1 crore or more must undertake an Impact Assessment by an independent agency.
- Impact Assessment must be conducted at least one year after programme implementation is complete.
- For multi-year programmes, Impact Assessment should be conducted after completion of the programme and a follow-up assessment after one year of programme completion.
- If programmes are renewed or scaled up after each financial year, separate Impact Assessments should be taken up every year.
- Impact assessment related expenditure may be booked as a CSR expense as long as it does not exceed 2% of the total CSR spending or INR 50 lakh, whichever is higher.
- The CSR impact assessment report will be annexed to the annual report on CSR.

CSR has become an integral part of many companies' business strategies, and is seen as a way to build brand reputation, attract and retain employees, and demonstrate a commitment to the well-being of society and the environment.

2.1 About Container Corporation of India Limited (CONCOR)

Container Corporation of India Limited (CONCOR) is a Navratna Public Sector Enterprise and a subsidiary of Indian Railways. It was incorporated in March 1988 and is headquartered in New Delhi, India. CONCOR primarily provides containerized transportation of goods by rail, road, and waterways. It also offers logistics, terminal management, and warehousing services across India.

CONCOR operates a network of 83 container terminals, covering major ports, inland container depots, and rail-linked terminals across the country and also provides its services in neighboring countries like Nepal, Bangladesh, and Bhutan. The company owns a fleet of over 3000 specialized containers and has a strong focus on using technology to enhance operational efficiency and customer service.

In alignment with its commitment to corporate social responsibility, CONCOR has contributed significantly to the improvement of sports infrastructure through its CSR initiatives. A prime example is the support extended to the Nowgong Sports Association for the upgradation of Nurul Amin Stadium in Nagaon, Assam. This engagement is a testament to CONCOR's dedication to nurturing sports, encouraging community cohesion, and fostering regional development, ultimately contributing to the overall social upliftment and prosperity of the Indian society while promoting physical well-being and sportsmanship among the youth.

2.2 CONCOR CSR Policy and its Initiatives

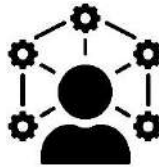
As a responsible corporate citizen, CONCOR has been committed to fulfilling its social responsibilities through various CSR initiatives. CONCOR's CSR efforts are aligned with its mission to be a socially responsible corporate citizen. These initiatives aim to create positive social and environmental impacts, particularly in areas such as healthcare, education, rural development, sanitation, sports and environment conservation. By collaborating with communities and stakeholders, CONCOR works towards building a sustainable and inclusive future for all.

Highlighted Points of CONCOR's CSR Policy-

- CONCOR's CSR policy covers all activities that benefits different segments of society, excluding those related to normal business operations and solely for the company's employees and their families.
- The policy is subject to compliance with relevant regulations such as the Companies Act 2013 and DPE Guidelines.
- CONCOR's mission is to provide responsive, cost-effective, efficient, and reliable logistics solutions while maintaining profitability and growth.
- The company aims to be a socially responsible corporate citizen and follow high standards of ethics and transparency.
- CONCOR's CSR initiatives primarily focus on-



Eradicating hunger, poverty and malnutrition



Promoting education and employment skills



Advancing gender equality and empowering women



Ensuring environmental sustainability



Ensuring safety and well-being of women, children and elderly individuals



Protecting national heritage, arts & culture



Promoting Sports



Providing support to armed forces veterans, war widows, and their dependents

- CONCOR's CSR initiatives aim to earn community goodwill and reinforce its positive image.
- The company is committed to conducting business in an economically, socially, and environmentally sustainable manner and considers stakeholders such as employees, investors, shareholders, customers, business partners, civil society groups, and the environment and society at large.
- The company gives preference to local areas and regions around its operations and may also undertake CSR activities anywhere in India, with an indicative ratio of 80% and 20% between local and outside areas, respectively.

CONCOR has undertaken several CSR projects in the past, which have benefited thousands of people across the country.

2.3 CSR Project Impact Assessment Report

Impact assessment is an important tool for accessing the consequences of possible and actual programs and presents relevant evidence on the positive and negative effects of CSR intervention.

The evaluation of CSR initiatives enables organizations to-

- Embrace and catalyze organizational change
- Leading to significant performance improvement by incorporating best practices,
- Emphasizing customer focus
- Leveraging external, value-added perspectives

The impact assessment of CSR projects funded by CONCOR aims to comprehensively evaluate the effectiveness and long-term sustainability of their initiatives and provide insights into their impact on the communities they serve. This study assesses various aspects, including-

- Projects' scope
- Target Objective
- Key indicators
- Mobilization
- Number of beneficiaries
- Systematic approach

- Project data and reports
- Internal monitoring
- Beneficiary feedback

It also identifies areas for improvement and provides recommendations for strengthening the performance of CSR initiatives.

In line with the memorandum of understanding (MoU) signed, the Nowgong Sports Association received a grant of INR 2,00,00,000/- from CONCOR for the refurbishment and extension of Nurul Amin Stadium for the fiscal years 2018-2019 and 2019-2020, aimed at upgrading the stadium in Nagaon, Assam. The project, however, faced challenges by the COVID-19 pandemic, thereby extending the timeline and financial involvement until March 2022. Despite these setbacks, CONCOR's funding facilitated significant progress, including the erection of two floors, underlining CONCOR's continuous commitment to fostering community development and elevating local sporting infrastructure.

To assess the impact of the CSR project, CONCOR entrusted the task to the PHD Chamber of Commerce and Industry (PHDCCI) in accordance with their CSR policy. The CSR impact assessment report provides comprehensive findings regarding project's outcomes, effectiveness and overall impact.

3 SCOPE OF WORK

The primary objective of this CSR Impact Report is to assess the corporate social responsibility initiative of CONCOR during the fiscal years 2018-19, 2019-20, 2020-21, and 2021-22, specifically focusing on the enhancement and development of the Nurul Amin Stadium in Nagaon, Assam in association with the Nowgong Sports Association. This report aims to discern the broader impact of the project on the beneficiary sports community and the surrounding populace.

Scope of work of the study includes the following:

- Examination of the consistency in project implementation across the extended timeline.
- Investigation into the direct and indirect impacts of the project—evaluation of whether the project's goals, primarily the construction and upgrading of stadium facilities including accommodation and sanitation units, have been met.
- Review of the project's financial expenditures.
- Verification of all pertinent documents connected to the CSR project, including MoUs, financial statements, invoices, and construction blueprints.
- Evaluation of the cost-effectiveness of the project.
- Collection and analysis of feedback from the target beneficiaries.
- Assessment of the overarching impact of the project on both the target beneficiaries and the broader community benefits.

Through this comprehensive analysis, the CSR impact report will provide valuable insights into the effectiveness and outcomes of the infrastructural and community-focused enhancements facilitated by CONCOR's hefty financial involvement and will serve to outline the progress towards the determined objectives despite facing fiscal and pandemic-induced challenges.

4 METHODOLOGY OF THE STUDY

The following step by step methodology and approach were adopted while conducting Impact study of CSR Project undertaken by CONCOR for the upgradation of Nurul Amin Stadium. The PHDCCI team initiated the study by visiting the Nurul Amin Stadium in Assam on 16/05/2024 for discussions and data/information collection, which was followed by a field assessment.



Figure 1: Methodology of the work of Impact Assessment of CSR Project


5 ASSESSMENT OF CSR PROJECT

5.1 CSR Project Overview

CONCOR, as part of its CSR initiatives, has contributed Rs 2 crore to the Nowgong Sports Association to enhance the Nurul Amin Stadium in Nagaon, Assam. This stadium has been a hub for sports since June 11, 1941 and has been instrumental in nurturing sports talent across the state. The project aims to foster physical well-being and promote communal harmony through sports.

The CSR project involves the construction of a six-floor structure spanning 5877 sq.m., which will include amenities such as rooms for players and coaches, office spaces, kitchens, toilets, and an eco-friendly septic tank with an underground Sewage Treatment Plant (STP). The MoU for the project was originally signed for FY 2018-19 and FY 2019-20 but was extended due to the COVID-19 pandemic.

The project activities included:



Nurul Amin Stadium

PROJECT OVERVIEW

- ❖ Location of Stadium: Nagaon, Assam.
- ❖ Construction under CONCOR CSR Project: Contribution of Rs 2 crore for stadium upgrading.
- ❖ Completed Constructions: Ground and first floors partially, toilets on first floor, septic tank with STP.
- ❖ Ground Area: 5877 sq.m.
- ❖ Project Aim: Enhance stadium facilities for sports and community well-being.
- ❖ Sports Facilities Impact: Supports tournaments for various sports.
- ❖ CSR Contribution to SDG: Aligns with SDG 3 - Good Health and Well-Being.
- ❖ Current Status: Construction halted due to insufficient funds; seeking further CONCOR support for completion.

5.2 Objective and Expected Outcome

The objective of the project initiated by CONCOR was to support the Nowgong Sports Association in upgrading the Nurul Amin Stadium in Nagaon, Assam, thereby facilitating the development of sports infrastructure in the region. This effort aimed not only at fostering sports excellence but also at promoting health, well-being, and community engagement through sports.

The expected outcomes of the project include:

- Provide enhanced facilities equipped with modern amenities to accommodate players, coaches, and sports enthusiasts engaging in various sports activities at the stadium.
- Foster a sense of pride and enthusiasm among local and visiting athletes, encouraging participation in sports and contributing to the nurturing of sporting talent at the grassroots level.
- Improve accessibility and convenience for sports people and supporters, making sports participation more inclusive and reaching out to a broader audience.
- Serve as a hub for sports activities including tournaments, training sessions, and workshops, promoting the exchange of skills and knowledge in the sports domain.
- Offer dedicated spaces for effective training, management, and health care of athletes, furthering the professional development of sports in the region.
- Create a lasting impact by providing sustainable infrastructure for the Nowgong Sports Association, enabling continued efforts in promoting sports, health, and well-being in the long run.

By focusing on these outcomes, the CSR project aligns with the broader goals of enhancing good health and well-being (SDG - 3), thereby making a substantial contribution to the development of sports and the promotion of a healthy lifestyle within the community.

5.3 Activities and Implementation

Nowgong Sports Association has successfully utilized the allocated CSR funds from CONCOR for the structural development of the ground and first floors in the Nurul Amin Stadium. The total project cost, amounts to an estimated budget of INR 2 Crores which involves –

- Combined expenses of structural work and finishing of these two floors
- Construction of the first-floor toilets
- Septic tank with the underground Sewage Treatment Plant (STP)

The completion of the unfinished portions of ground and first floors requires additional financial resources for the interior design, fixtures, furnishings, and other essential elements to fully realize the project vision.

During the implementation phase, Nowgong Sports Association conducted the following activities:

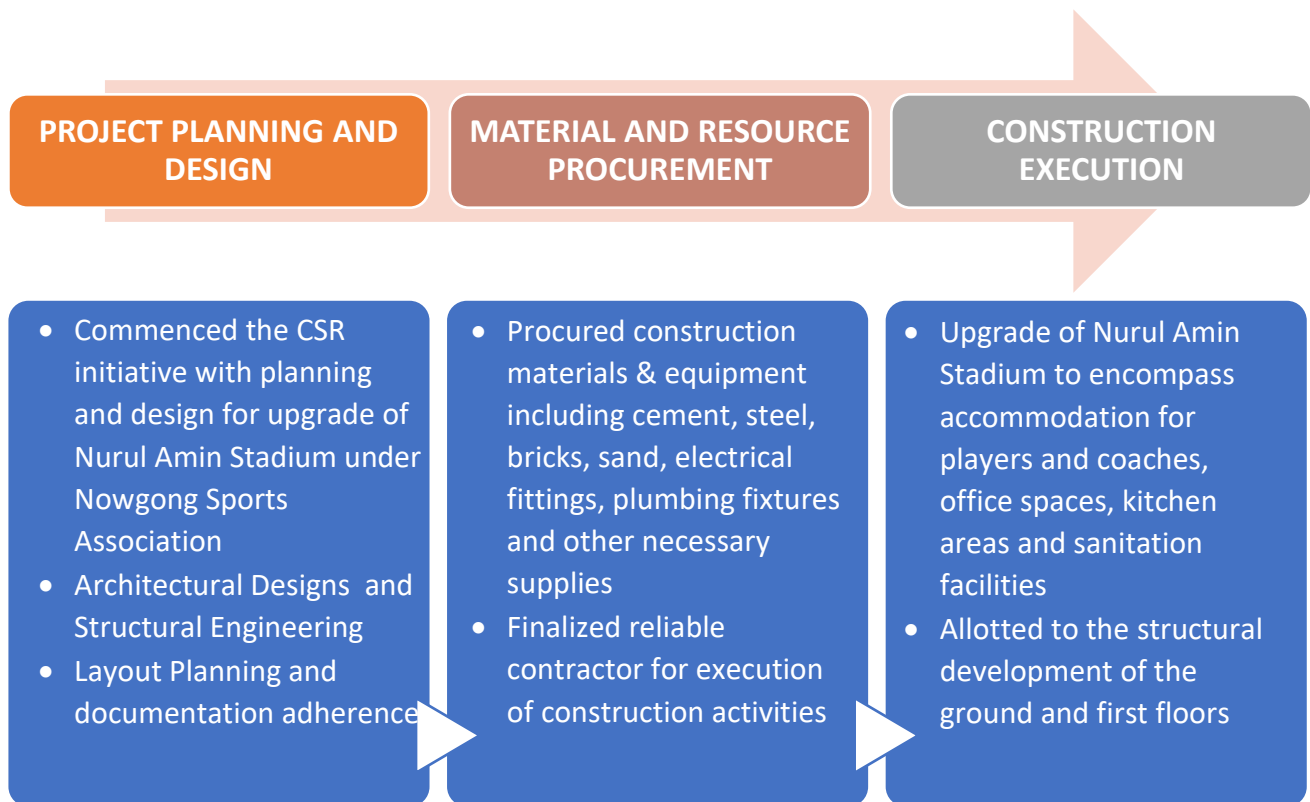


Figure 2: Methodology followed during Implementation Phase

5.4 Observations and Assessment of Completeness of Project

The PHDCCI team conducted a site visit on 16th May, 2024 to verify the implementation of the CSR project at the Nurul Amin Stadium in Nagaon, Assam, spearheaded by Nowgong Sports Association with significant funding support from CONCOR. In addition, reviewed various project-related documents such as the initial proposal, signed MoU, purchase orders, tendering documents, invoices, agreement copy and utilization certification. The following observations and completeness status of the project, based on the target objectives, are provided below:

Table 2: Completeness status of the project

S. No.	Target Activities	Status	Observations & Remarks
1.	Structural Upgradation and Construction Work at Nurul Amin Stadium	In-progress	Achieved considerable milestones in construction, including pilings and the structure up to the third floor (ground and first floors were constructed using CONCOR's funds).
			Structural integrity in line with the architectural and project objectives, though partial completion with ongoing requirements.
			Finishing work pending and outside current CONCOR CSR project scope.
2.	Procurement of construction materials and resources	In-progress	Sourcing high-quality materials (cement, steel, bricks, fixtures) ensuring the durability of the stadium. Construction is halted due to insufficient funds.

S. No.	Target Activities	Status	Observations & Remarks
3.	Utilization of CONCOR CSR funds	Completed	<p>Funds effectively utilized for foundational and structural work up to the first floor, including sewage treatment plant installations.</p> <p>The financial management and utilization of funds have been done in accordance with the project's requirements and agreed scope.</p>

It should be noted that the finishing work of the floors and the building is still ongoing (halted as of 16.05.2024 due to insufficient funds) and is beyond the scope of the CONCOR CSR project for the fiscal years 2018-2022.

5.5 Beneficiaries and their Interaction

PHDCCI team conducted interactive sessions and semi-structured interviews with volunteers associated with Nowgong Sports Association to gather insights and assess the realized benefits.

The beneficiaries consisted of stakeholders from various backgrounds, including:



NOWGONG SPORTS ASSOCIATION
(Primary Beneficiary)



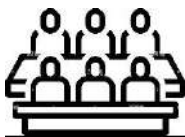
CONTRACTORS



LABORERS



PLAYERS AND COACHES



SPECTATORS AND ATTENDEES

(Different genders, ages and cultural backgrounds)

The questions were designed to explore the backgrounds of the beneficiaries, assess the developmental impact, and evaluate their current condition.

Nowgong Sports Association, as the primary beneficiary, will have substantially upgraded facilities in the form of the improved Nurul Amin Stadium, with enhanced facilities on the initial two floors, facilitating their activities and operations. The association is actively engaged in managing a wide range of sports activities.

The stadium regularly accommodates:

- 2500 - 5000 players annually, along with coaches
- Significant viewership ranging between 20,000 to 30,000 annually

The players and coaches use the stadium facilities for daily practices and tournaments, which are held on average 12 times a year.

During the construction phase, contractors and laborers engaged for the project directly benefited from the CSR initiative:

- Contractors secured contracts for the construction tasks at the stadium, providing them with valuable business opportunities.
- Laborers gained employment and earned wages during the project duration, contributing to their livelihood and economic well-being.

Upon the expected completion of all planned construction work at Nurul Amin Stadium, the direct beneficiaries of the project will be:

SPORTS PLAYERS AND COACHES	NOWGONG SPORTS ASSOCIATION MEMBERS	LOCAL COMMUNITY AND ECONOMY	STUDENTS AND YOUTH OF NAGAON
<p>Enhance facilities will provide-</p> <ul style="list-style-type: none"> • Improve training facilities • Better accommodation • Enhance performance 	<p>Improve facilities helps in-</p> <ul style="list-style-type: none"> • Streamline Event organization • Enhance management capabilities • Beneficial for staff & administration 	<p>Upgraded stadium will draw-</p> <ul style="list-style-type: none"> • Attraction of major sports events like Ranji Trophy matches, Independence Day Football Cup • Boost local businesses and tourism 	<p>Improve facilities will-</p> <ul style="list-style-type: none"> • Access to state-of-the-art training facilities • Promotion of sports as a key aspect of healthy living • Increase opportunities for local youth

The interactions with beneficiaries have provided valuable insights and feedback, highlighting the positive impact and the potential of the project in benefiting contractors, laborers, sports players, Nowgong Sports Association members, and the broader community. This positive outcome supports the alignment of CONCOR's CSR strategy with SDG 3 - ensuring healthy lives and promoting well-being at all ages.

Few Interactions:



Mr. Tapan Das, Honorary General Secretary of Nowgong Sports Association:

The Nurul Amin Stadium has been a cornerstone of Nagaon's sports culture, nurturing talent and hosting significant events since its inception. With CONCOR's generous contribution, we are in the process of writing a new chapter for the stadium, enhancing our infrastructure to meet the burgeoning needs of our athletes and spectators.

I am incredibly thankful for the partnership with CONCOR, as it is not just an investment in bricks and mortar but an investment in the health, well-being, and future of our community. The upgrade of our facilities signifies sustained efforts to promote excellence in sports and contributes to the well-being of thousands who regard this stadium as their second home. CONCOR's support has been pivotal, and we look forward to witnessing the myriad benefits this project will bring once completed.



Mr. Ashok, Engineering Supervisor:

As an Engineering Supervisor overseeing the upgrade of Nurul Amin Stadium, I can assert that CONCOR's support has been instrumental in driving this project forward. The enhancements, particularly the addition of new facilities like the player accommodations and modern sanitation systems, are a testament to the tremendous potential this stadium holds for shaping the future of sports in Assam.

I take immense pride in being part of this transformative journey. Witnessing firsthand the meticulous planning and execution fueled by CONCOR's CSR initiative has reinforced my belief in the positive impact that thoughtful contributions can make to community projects. Once complete, these facilities will doubtlessly elevate the stadium's capacity to host national and international events, making it a hub of sports excellence.

Table 3: Summary of Beneficiaries satisfaction

S. No.	Parameters	Satisfaction status	View Points
1.	Upgradation of Nurul Amin Stadium for Nowgong Sports Association	Satisfied	The project has significantly benefited the local community by providing employment opportunities during the construction phase, indicating the socio-economic advantages stemming from the involvement of contractors and laborers.
			The anticipated completion of the project marks a critical milestone for Nowgong Sports Association, offering a state-of-the-art sports facility that will enrich the sporting landscape of Nagaon, Assam.
2.	Sports Infrastructure and Facilities	Satisfied	The enhancement and addition of facilities within the stadium promise to open a plethora of possibilities for sporting events, tournaments, and local community engagement, fostering a vibrant atmosphere for sports development.
3.	Athlete and Coach Accommodations	Satisfied	The completion of the accommodation facilities within the stadium will significantly improve the experience for athletes and coaches, providing them with a conducive environment for rest and preparation, crucial for their performance and well-being.

S. No.	Parameters	Satisfaction status	View Points
4.	Community Engagement and Well-being	Satisfied	By offering a versatile venue for sports events, the project not only promotes physical well-being but also enhances social cohesion and interaction among the residents of Nagaon, contributing to the overall societal health and vibrancy.
5.	Contribution to Sustainable Development Goals (SDGs)	Satisfied	The project aligns with SDG 3 - Good Health and Well-being, through promoting sports as a medium for physical activity, community health, and well-being. The facility's inclusive design and accessible sports programs are pivotal in fostering a healthier, more active community.

6 UN-SDG's ALIGNMENT

The CSR project for upgrading the Nurul Amin Stadium, initiated by CONCOR in partnership with Nowgong Sports Association, aligns significantly with several UN Sustainable Development Goals (SDGs). This alignment demonstrates the project's comprehensive approach to sustainable development, encompassing social, economic, and environmental dimensions.

6.1 Social Goals Indicator

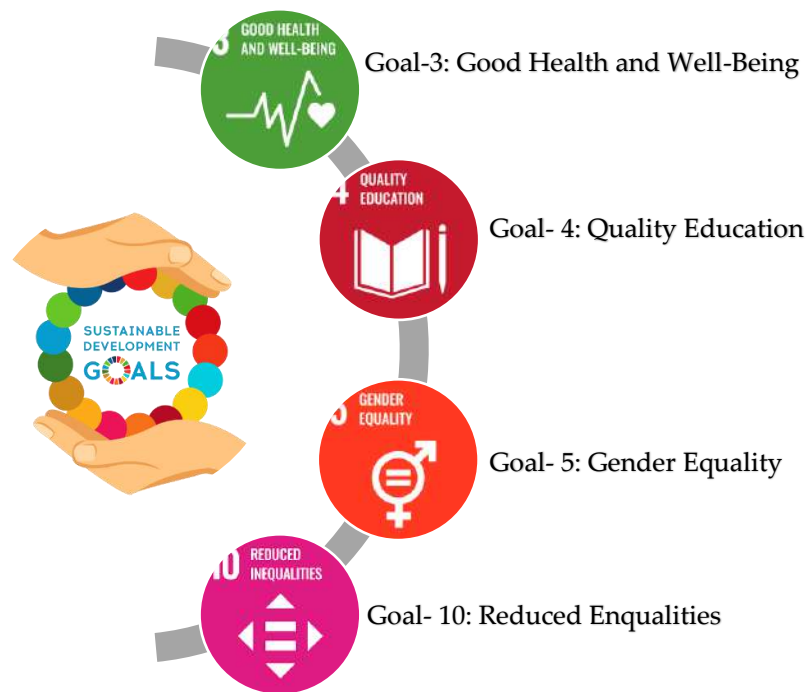


Figure 3: Social Goals

1. SDG 3: Good Health and Well-being

- Promoting sports and physical activity
- Providing better facilities for health and fitness

2. SDG 4: Quality Education

- Indirectly supporting sports education and skill development

3. SDG 5: Gender Equality

- Providing equal access to sports facilities for all genders

4. SDG 10: Reduced Inequalities

- Offering equal opportunities for diverse groups in sports

6.2 Economic Goals Indicator



Figure 4: Economic Goals

1. SDG 8: Decent Work and Economic Growth

- Creating employment during construction
- Boosting local economy through increased tourism and events

2. SDG 9: Industry, Innovation and Infrastructure

- Developing and upgrading sports infrastructure

3. SDG 11: Sustainable Cities and Communities

- Improving community infrastructure and public spaces
- Enhancing the city's capacity to host major events

6.3 Environment Goals Indicator



Figure 5: Environment Goals

1. SDG 6: Clean Water and Sanitation

- Implemented eco-friendly septic tank and underground Sewage Treatment Plant (STP)

2. SDG 12: Responsible Consumption and Production

- Used sustainable materials and practices in construction

3. SDG 13: Climate Action

- Incorporated energy-efficient designs in the new infrastructure

6.4 Cross-cutting Goal:



SDG 17: Partnerships for the Goals

- Collaboration between CONCOR, Nowgong Sports Association, and local community

7 ASSESSMENT OF IMPACT

The CONCOR CSR project for the upgrade of Nurul Amin Stadium has demonstrated significant multidimensional impacts. Analysis reveals following insights of the project:



SOCIO-ECONOMIC IMPACT

Quantitative Analysis

- Employment opportunities provided to 41 individuals (1 contractor, 40 laborers) over 4 years (2018-2022)

Qualitative Analysis

- Indirect employment through increased economic activity in the region
- Skill Development - Enhanced construction skills for local workforce
- Improved project management capabilities for the Nowgong Sports Association



INFRASTRUCTURE DEVELOPMENT

Quantitative Analysis

- Two floors construction with ground area spanning 5877 sq.m.
- Facilities for player, coaches, offices and amenities
- Eco-friendly septic tank and underground Sewage Treatment Plant (STP) installed

Qualitative Analysis

- Establishment of a premier sports facility in Assam
- Benchmark setting for future sports infrastructure projects



PROMOTION OF SPORTS AND PHYSICAL EDUCATION

Quantitative Analysis

- Annual Capacity: 2500-5000 players and coaches
- Spectator Capacity: 20,000-30,000 annually
- Average of 12 tournaments hosted per year

Qualitative Analysis

- Creation of a hub for aspiring athletes
- Enhanced training and competition spaces
- Support for growth and development of regional sports



CULTURAL INTEGRATION THROUGH SPORTS

Quantitative Analysis

- Hosting of major events like Ranji Trophy matches
- Annual Independence Day Football Cup

Qualitative Analysis

- Promotion of sports as a medium for cultural exchange
- Strengthening of communal ties
- Celebration of Assam's rich traditions



ECONOMIC BOOST TO LOCAL COMMUNITY

Quantitative Analysis

- Potential increase in local business revenue (post-completion of the construction)

Qualitative Analysis

- Increased sports tourism
- Growth opportunities for local businesses



ENVIRONMENTAL CONSIDERATIONS

Quantitative Analysis

- Installation of 1 septic tank and 1 underground STP

Qualitative Analysis

- Implementation of eco-friendly waste management solutions

The project contributes to the long-term sustainability of Nurul Amin Stadium’s activities by providing a permanent infrastructure.

Table 4: Impact Study

S.No.	Parameters	Beneficiary View Point	Impact
ECONOMIC BENEFITS			
1.	Improved livelihoods and economic well-being of contractors and labours during constructional phase	Yes	High
2.	Job creation through ongoing construction and maintenance work	Yes	High
3.	Increased visitor footfall and economic uplift for the region	Yes	Medium
4.	Enhanced sports infrastructure and facilities	Yes	High

S.No.	Parameters	Beneficiary View Point	Impact
5.	Boost to local businesses and sports-related industries	Yes	Medium
SOCIAL AND COMMUNITY DEVELOPMENT			
6.	Increased opportunities for sports and physical education	Yes	High
7.	Better accommodation and amenities for players/coaches	Yes	High
8.	Access to well-maintained sports facilities for local population	Yes	Medium
9.	Accessibility and inclusivity in sports participation	Yes	Medium
10.	Promotion of sports talents from the region	Yes	High
11.	Strengthened reputation and reach of Nowgong Sports Association	Yes	Medium
12.	Cultural integration and community bonding through sports events	Yes	Medium
HEALTH AND WELLNESS			
13.	Promotion of physical activity and healthy lifestyles	Yes	High
14.	Improved mental health through sports engagement	Yes	Medium

S.No.	Parameters	Beneficiary View Point	Impact
15.	Enhanced community well-being and social cohesion	Yes	Medium
ENVIRONMENTAL BENEFITS			
16.	Eco-friendly waste management	Yes	Medium
17.	Energy-efficient infrastructure	Yes	Low

The impact study on CONCOR's CSR initiative to upgrade the Nurul Amin Stadium illustrates a wide-ranging positive influence, underscoring the project's role in augmenting health, enhancing access to sports, fostering community involvement, advancing skill development, promoting sustainable processes, and revitalizing local sports culture. This initiative aligns with CONCOR's mission to contribute to sustainable development while directly benefiting all stakeholders involved.

8 GIST REPORT

The CONCOR CSR project for the upgradation of Nurul Amin Stadium represents a significant investment in the sports infrastructure of Nagaon, Assam. As we conclude this impact assessment, several key points emerge:

PROJECT EFFECTIVENESS

- The project has successfully laid the groundwork
- The partial completion of the ground and first floors has laid a solid foundation for a modern sports facility, completing crucial structural elements and sanitation infrastructure, including first-floor toilets.
- The eco-friendly septic tank and underground Sewage Treatment Plant installed.
- Despite challenges posed by the COVID-19 pandemic, substantial progress has been made, demonstrating resilience and adaptability in project management.
- Short-term employment generation during the construction phase.
- Potential for long-term economic growth through increased sports tourism and related activities.

COMMUNITY IMPACT

- The stadium upgrade has already begun to serve as a catalyst for local sports development and community engagement.
- Enhanced accessibility to quality sports facilities for local athletes and enthusiasts.
- Increased potential for hosting major sporting events, fostering community pride and cohesion.
- The project has created both direct (employment) and indirect (sports tourism) economic benefits for the local community.

ALIGNMENT WITH SDG'S

- The initiative strongly aligns with multiple UN Sustainable Development Goals, particularly in areas of health, economic growth, and sustainable communities.
- The project primarily aligns with SDG 3 (Good Health and Well-being) and SDG 11 (Sustainable Cities and Communities) by promoting sports and physical activity while enhancing community infrastructure.

BENEFICIARY SATISFACTION

- Primary Beneficiary: Nowgong Sports Association
- Secondary Beneficiary:
 - 2500-5000 players and coaches annually
 - 20,000-30,000 spectators annually
 - Local contractors and laborers
- Feedback from stakeholders, including the Nowgong Sports Association and local athletes, indicates high satisfaction with the improvements made so far.
- There's a palpable sense of anticipation for the project's full completion and its potential to transform local sports culture.

PROJECT IMPACT ASSESSMENT

S. No.	Aspect	Impact Assessment	Key Observations
1.	Infrastructure Development	High	Significant progress in structural work and essential facilities
2.	Social Impact	Medium-High	Improved access to sports facilities, potential for community bonding
3.	Economic Impact	Medium	Job creation during construction, potential for sports tourism growth
4.	Environmental considerations	Medium	Implementation of eco-friendly STP, scope for more sustainable practices
5.	Health and Wellness	High	Promotion of physical activity, potential for improved community health
6.	Community Engagement	Medium-High	Positive reception, with potential for increased involvement
7.	Alignment with SDGs	High	Strong alignment with multiple SDGs including health, economic, and social goals
8.	Overall Project Effectiveness	Medium-High	Substantial progress despite challenges, with clear path for future development

AREAS FOR FUTURE FOCUS

- Securing additional funding to complete interior work and furnishings remains a priority
- Developing a sustainable operational model for the stadium will be crucial for long-term impact
- Collaborate with sports bodies and other corporations to scale the impact of such initiatives across the region
- Expanding partnerships and programs can help maximize the facility's utilization and community benefit.
- Incorporate renewable energy solutions, such as solar panels, and water conservation measures in future phases of development.

.....

In conclusion, the CONCOR CSR project for Nurul Amin Stadium demonstrates a commendable effort in enhancing sports infrastructure and community well-being in Nagaon. While the project has faced challenges and requires additional resources for completion, its current progress and potential for long-term impact are significant. The initiative serves as a model for how corporate social responsibility can effectively contribute to sustainable community development, particularly in the realm of sports and public health infrastructure. Moving forward, continued support and strategic planning will be essential to fully realize the project's vision and maximize its benefits for the local community.

9 ANNEXURE

The collection of documents has been done on 16/05/2024 such as initial proposal, signed MoU, purchase orders, invoices, agreement copy and utilization certification followed with physical assessment of the site.

The completed work photographs (taken on 16.05.2024) of the project location:

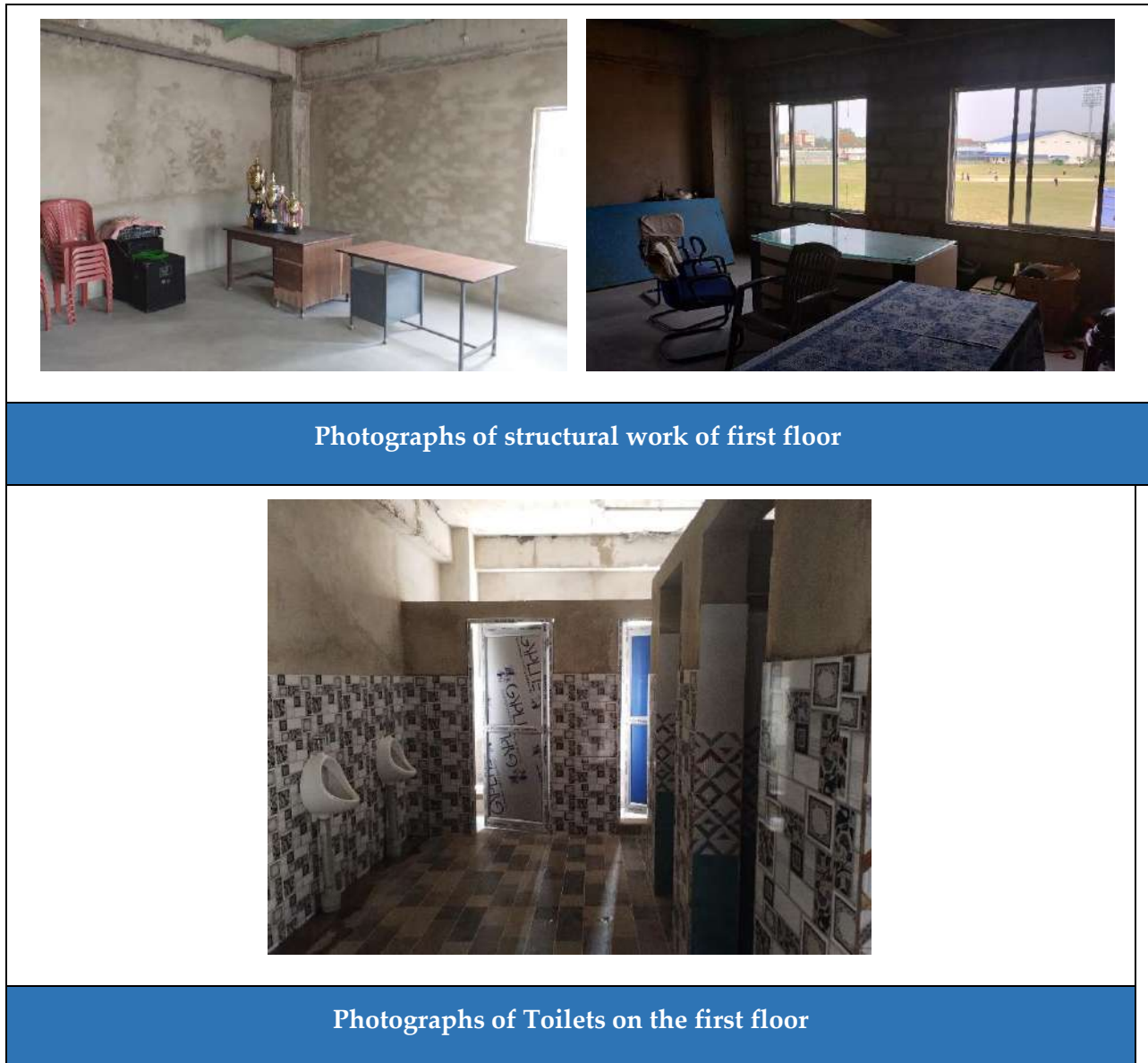


Figure 6: Photographs of the site



CSR IMPACT ASSESSMENT REPORT

CSR Project: Development of Sports facilities for ECOR, Visakhapatnam

Prepared For:
CONCOR

CONCOR Bhawan
C-3, Mathura Road
New Delhi-110076



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ACKNOWLEDGEMENT

The PHDCCI extends its sincere appreciation to Container Corporation of India Limited (CONCOR) for their generous financial support through their Corporate Social Responsibility (CSR) initiative. This project, aimed at developing sports facilities for the Waltair Division of East Coast Railway in Visakhapatnam, has made a significant contribution to enhancing the quality of life and well-being of railway employees, their families, and the local community.

We express our heartfelt thanks to **Mr. Om Prakash (Sr. Manager, C&O, CONCOR)** and **Mr. Dheeraj Sharma (AO, CONCOR)** for his unwavering support and insightful guidance throughout the critical phases of this project's evaluation. Our appreciation also extends to Shri M. David Ralf, DRM (Engineering) / Waltair, Office of the Divisional Railway Manager, Waltair Division of East Coast Railway, for his active involvement and dedication throughout the project's implementation.

The PHDCCI acknowledges the remarkable efforts of all parties involved in this project, including the teams from CONCOR and the Waltair Division of East Coast Railway. Their collective commitment and hard work have resulted in the successful construction of a state-of-the-art squash court, a modern gymnasium, and a functional canteen.

Finally, we recognize the efforts of the maintenance staff, including the housekeeping personnel at the squash court and gymnasium, as well as the sports officers and general secretary overseeing the gymnasium operations. The PHDCCI is grateful to all who have contributed to this impactful CSR initiative and looks forward to its positive influence on the railway community and the citizens of Visakhapatnam.

PHD Chamber of Commerce and Industry



Dr. Ranjeet Mehta

Executive Director, PHDCCI

ABBREVIATIONS & ACRONYMS

AC	Air Conditioner
CONCOR	Container Corporation of India Limited
CFS	Container Freight Stations
CSR	Corporate Social Responsibility
DPE	Department of Public Enterprises
DRM	Divisional Railway Manager
FY	Financial Year
ICD	Inland Container Depots
INR	Indian Rupee
MoU	Memorandum of Understanding
PHDCCI	PHD Chamber of Commerce and Industry
SDG	Sustainable Development Goal
UN	United Nations
m	meter
sqm	square meter

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ABOUT THIS REPORT

This comprehensive report meticulously outlines the outcomes and impact assessment of a Corporate Social Responsibility (CSR) project exclusively funded by Container Corporation of India Limited (CONCOR). The initiative focused on developing sports facilities, including a gymnasium, canteen, and squash court, at the sports complex in Visakhapatnam for the Waltair Division of East Coast Railway. This visionary project, undertaken in collaboration with the Office of the Divisional Railway Manager, aimed to address the need for improved sports infrastructure, thereby significantly benefiting railway employees and their families.

The essence of this CSR Project encompasses a thorough evaluation of various aspects, including the project's scope, objectives, key performance indicators, implementation strategies, beneficiary outreach, and a methodical approach incorporating extensive project reports, diligent in-house monitoring, and invaluable feedback from end-users. This documentation serves to highlight the substantial and far-reaching impact of CONCOR's CSR activities on the development of sports facilities, reflecting on the outcomes and identifying potential avenues for further enhancement of sports infrastructure and services for the local community.

The project design was carefully crafted to ensure immediate and long-term benefits for railway employees and the broader community, focusing on the urgent requirement for modern sports facilities. The primary aim was to bolster the capabilities of the Waltair Division to provide quality sports infrastructure, promote physical fitness, and potentially increase employee satisfaction and community engagement.

An integral part of the assessment included analyzing the project's alignment with relevant Sustainable Development Goals (SDGs), including but not limited to 'Good Health and Well-being,' 'Sustainable Cities and Communities,' and 'Partnerships for the Goals.' This alignment underscores the broader intent of CONCOR's CSR initiatives, which extend beyond immediate infrastructure development to contribute to sustainable community development and employee welfare.

The collaboration between CONCOR and the Waltair Division of East Coast Railway represents a paradigm of effective partnership between public sector entities in addressing critical infrastructural

needs. The success of this initiative serves as a model for future collaborations, highlighting the importance of strategic planning, rigorous implementation, and comprehensive impact assessments to quantify and understand the far-reaching benefits of CSR initiatives in sports and community development.

CONCOR CSR Project	Development of Sports Facilities at Visakhapatnam for Waltair Division of East Coast Railway	
PHDCCI Report Number	2024-25/ PHDCCI/S/W/037	
Date of Project Assessment at site	17/07/2024	
Final report approved Date	27/08/2024	
FUNDED BY	IMPLEMENTATION PARTNER	IMPACT ASSESSMENT REPORT PREPARED BY
Container Corporation of India Limited (CONCOR)	Office of the Divisional Railway Manager, Waltair Division of East Coast Railway Mr. M. David Ralf (DRM (Engineering))	PHD Chamber of Commerce and Industry (PHDCCI) PHDCCI Team composition: <ul style="list-style-type: none"> • Ms. Neelima P- Team Leader • Ms. Jyoti Pakhale-Team Member • Mr. Rahul Jayamurugan-Team Member • Mr. Mohit Kumar- Team Member

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1 REPORT HIGHLIGHT

In a significant move towards enhancing sports infrastructure and promoting the well-being of railway employees and local communities, CONCOR's esteemed Corporate Social Responsibility (CSR) wing initiated a transformative project in collaboration with the Waltair Division of East Coast Railway. This influential partnership was forged with the noble aim of developing sports facilities, including a gymnasium, canteen, and squash court, at the sports complex in Visakhapatnam. The focus of this CSR initiative centered around addressing the critical need for improved sports infrastructure, thereby enhancing the quality of life for railway employees and their families.

The project was initially earmarked with a fund allocation of INR 97,33,463 from CONCOR, which was later revised to INR 1,23,53,079, showcasing the corporation's commitment to community development. This visionary collaboration resulted in the construction of a state-of-the-art squash court, a well-equipped gymnasium, and a canteen facility. The project's scope was meticulously tailored to meet the specific needs of the Waltair Division and the local community.

The backbone of this initiative was formalized through a Memorandum of Understanding (MoU) between CONCOR, and the Office of the Divisional Railway Manager, Waltair Division of East Coast Railway, signed on 26th February 2019. This partnership was geared towards leveraging the railway's existing infrastructure to create modern sports facilities, aligning perfectly with CONCOR's vision of sustainable community development. Under the vigilant execution and oversight of the Waltair Division, the construction saw meticulous planning and implementation. The project timeline was set in FY 2018-19 & 2019-20.

Each aspect of the facilities' construction was thoughtfully executed, bringing tangible benefits to the railway community and local citizens. The squash court, gymnasium, and canteen, with their state-of-the-art infrastructure, are poised to play a pivotal role in promoting physical fitness, employee satisfaction, and community engagement in the region.

Notable observations from the impact assessment conducted by PHDCCI underscored the transformative impact of this intervention. The gymnasium, serves railway staff daily, represents a

significant leap in sports infrastructure in the region. Moreover, the initiative stands as a testament to the sustained improvement in employee welfare, with railway staff continuing to reap benefits from the enhanced sports facilities.

Reflecting on the broader implications, this CSR project by CONCOR, in conjunction with the Waltair Division of East Coast Railway, transcends immediate infrastructure development efforts, echoing long-term health benefits and affirming a steadfast commitment to community well-being and employee welfare.

Table 1: Summary of the Project

PROJECT DETAILS:	
Project Name:	CONCOR CSR Project
Title:	Development of Sports Facilities at Visakhapatnam for Waltair Division of East Coast Railway
Duration:	FY 2018-19 & 2019-20
Allocated Fund by CONCOR:	Initially INR 97,33,463; Revised to INR 1,23,53,079
Location:	Visakhapatnam, Andhra Pradesh.
OBJECTIVE AND SCOPE:	
Objective:	To develop sports facilities including a gymnasium, canteen, and squash court at the sports complex in Visakhapatnam.
Scope:	Construction of a squash court, gymnasium, and canteen facility.

IMPLEMENTATION DETAILS:	
Project Planning:	Address the need for improved sports infrastructure for railway employees, their families, and local citizens.
Construction:	Comprehensive building of the facilities including all necessary infrastructure and equipment.
ACHIEVEMENTS:	
Utilization of Fund:	Efficiently utilized for the construction and establishment of the sports facilities.
IMPACT:	
<p>The project created and continues positive impact on-</p> <ul style="list-style-type: none"> • Sports Infrastructure Development • Employee Health and Wellness • Community Engagement • Employee Satisfaction • Promotion of Sports Culture 	
FUTURE RECOMMENDATIONS:	
<ul style="list-style-type: none"> • Enhance Facility Management: Implement comprehensive maintenance schedules for all facilities. • Expand Usage: Promote wider usage of the gymnasium and squash court among railway staff and their families. • Enhance Awareness and Outreach: Utilize employee meetings and community events to promote the use of these facilities. • Improve Canteen Utilization: Develop strategies to increase regular usage of the canteen facility. 	

- Sustainability Initiatives: Implement energy-efficient technologies in the operation of these facilities.
- Data Collection and Analysis: Implement systems to track facility usage, user satisfaction, and health outcomes to measure the ongoing impact of the project.
- Signage Installation: Erect signboards indicating CONCOR's funding of these facilities.

2 INTRODUCTION

Corporate Social Responsibility (CSR) is a concept that emerged globally, but it gained significant attention and recognition in India in recent decades. India has played a crucial role in promoting and implementing CSR practices through legislative measures such as the Companies Act, 2013.

In India, CSR was made mandatory for companies meeting certain financial criteria through the Companies Act, 2013. Under the act, companies are required to spend at least 2% of their average net profits of the preceding three years on CSR activities. The Indian corporate sector has increasingly embraced CSR as a way to contribute to social and environmental causes while fulfilling their business objectives.

The Companies (Corporate Social Responsibility Policy) Amendment Rules, 2022, were introduced to amend the earlier CSR Rules of 2014. The key amendments introduced by new rules is related to the impact assessment of the CSR activities undertaken by companies-

- Companies with a CSR budget of INR 10 crore or more in any fiscal year and all projects with outlays of INR 1 crore or more must undertake an Impact Assessment by an independent agency.
- Impact Assessment must be conducted at least one year after programme implementation is complete.
- For multi-year programmes, Impact Assessment should be conducted after completion of the programme and a follow-up assessment after one year of programme completion.
- If programmes are renewed or scaled up after each financial year, separate Impact Assessments should be taken up every year.
- Impact assessment related expenditure may be booked as a CSR expense as long as it does not exceed 2% of the total CSR spending or INR 50 lakh, whichever is higher.
- The CSR impact assessment report will be annexed to the annual report on CSR.

CSR has become an integral part of many companies' business strategies, and is seen as a way to build brand reputation, attract and retain employees, and demonstrate a commitment to the well-being of society and the environment.

2.1 About Container Corporation of India Limited (CONCOR)

Container Corporation of India Limited (CONCOR) is a distinguished Navratna Public Sector Enterprise and a subsidiary of Indian Railways. Established in March 1988 with its headquarters in New Delhi, CONCOR has emerged as a market leader in inland transport of containers. The company boasts an extensive network of 72 Inland Container Depots (ICDs) and Container Freight Stations (CFS) across India, making it the largest such network in the country.

CONCOR's core business revolves around providing containerized transportation of goods via rail, but it has diversified its operations to include management of ports, air cargo complexes, and the establishment of cold-chain facilities. This expansion demonstrates CONCOR's commitment to offering comprehensive logistics solutions to meet the evolving needs of its customers.

As a socially responsible corporation, CONCOR has embraced its Corporate Social Responsibility (CSR) commitments as stipulated in the Company's Act 2013. The company actively engages in projects that promote healthcare, education for marginalized sections of society, environmental sustainability, and initiatives that benefit both internal and external stakeholders in the vicinity of its commercial operations.

One notable CSR initiative undertaken by CONCOR was in response to a request from the Waltair Division of East Coast Railway. This project involved the development of sports facilities, including a gymnasium, canteen, and squash court, at a sports complex in Visakhapatnam.

This project exemplifies CONCOR's commitment to enhancing the quality of life for railway employees, their families, and the broader community. By investing in sports infrastructure, CONCOR is not only promoting physical well-being but also contributing to the social fabric of the region.

2.2 CONCOR CSR Policy and its Initiatives

As a responsible corporate citizen, CONCOR has been committed to fulfilling its social responsibilities through various CSR initiatives. CONCOR's CSR efforts are aligned with its mission to be a socially responsible corporate citizen. These initiatives aim to create positive social and environmental impacts, particularly in areas such as agriculture, healthcare, education, rural development, sanitation, sports and environment conservation. By collaborating with communities and stakeholders, CONCOR works towards building a sustainable and inclusive future for all.

Highlighted Points of CONCOR's CSR Policy-

- CONCOR's CSR policy covers all activities that benefits different segments of society, excluding those related to normal business operations and solely for the company's employees and their families.
- The policy is subject to compliance with relevant regulations such as the Companies Act 2013 and DPE Guidelines.
- CONCOR's mission is to provide responsive, cost-effective, efficient, and reliable logistics solutions while maintaining profitability and growth.
- The company aims to be a socially responsible corporate citizen and follow high standards of ethics and transparency.
- CONCOR's CSR initiatives primarily focus on-



Eradicating hunger, poverty and malnutrition



Promoting education and employment skills



Advancing gender equality and empowering women



Ensuring environmental sustainability



Ensuring safety and well-being of women, children and elderly individuals



Protecting national heritage, arts & culture



Promoting Sports



Providing support to armed forces veterans,
war widows, and their dependents



Promoting Health

- CONCOR's CSR initiatives aim to earn community goodwill and reinforce its positive image.
- The company is committed to conducting business in an economically, socially, and environmentally sustainable manner and considers stakeholders such as employees, investors, shareholders, customers, business partners, civil society groups, and the environment and society at large.
- The company gives preference to local areas and regions around its operations and may also undertake CSR activities anywhere in India, with an indicative ratio of 80% and 20% between local and outside areas, respectively.

CONCOR has undertaken several CSR projects in the past, which have benefited thousands of people across the country. The Visakhapatnam sports facilities project serves as an excellent example of CONCOR's CSR policy in action. This initiative demonstrates the company's commitment to local community development and its responsiveness to stakeholder needs.

2.3 CSR Project Impact Assessment Report

Impact assessment is an important tool for accessing the consequences of possible and actual programs and presents relevant evidence on the positive and negative effects of CSR intervention.

The evaluation of CSR initiatives enables organizations to-

- Embrace and catalyze organizational change
- Leading to significant performance improvement by incorporating best practices,
- Emphasizing customer focus
- Leveraging external, value-added perspectives

The impact assessment of CSR projects funded by CONCOR aims to comprehensively evaluate the effectiveness and long-term sustainability of their initiatives and provide insights into their impact on the communities they serve. This study assesses various aspects, including-

- Projects' scope
- Target Objective
- Key indicators
- Mobilization
- Number of beneficiaries
- Systematic approach
- Project data and reports
- Internal monitoring
- Beneficiary feedback

It also identifies areas for improvement and provides recommendations for strengthening the performance of CSR initiatives.

In a significant move towards fulfilling its Corporate Social Responsibility (CSR), CONCOR embarked on a vital sports infrastructure initiative in Visakhapatnam. CONCOR initially allocated a sum of INR 97,33,463, later revised to INR 1,23,53,079, for the development of sports facilities at the Waltair Division of East Coast Railway. The initiative aimed at enhancing the sports infrastructure, thereby providing substantial benefits to railway employees, their families, and citizens of Visakhapatnam.

The Memorandum of Understanding (MoU) for this critical project was signed on February 26, 2019, between CONCOR, and the Office of the Divisional Railway Manager, Waltair Division of East Coast Railway. The agreement underscored a collaboration that would significantly impact the local community and railway employees. The project was implemented over the fiscal years 2018-19 and 2019-20.

The project scope included the construction of three main facilities:

1. A squash court at Sevanagar colony (74.295 sqm)
2. A new first floor complex as a gymnasium at Visakhapatnam (224 sqm)
3. A canteen near the cricket stadium (90 sqm)

To assess the impact of this CSR project, CONCOR entrusted the task to the PHDCCI, in accordance with their CSR policy. The CSR impact assessment provides comprehensive findings regarding project's outcomes, effectiveness and overall impact.

3 SCOPE OF WORK

The primary objective of this CSR Impact Report is to conduct a comprehensive evaluation of CONCOR's significant corporate social responsibility initiative in the sports and recreation sector. This initiative focused on the development and implementation of state-of-the-art sports facilities, including a squash court, gymnasium, and canteen, at the sports complex in Visakhapatnam. The project, executed in partnership with the Waltair Division of East Coast Railway, aimed to address critical infrastructure gaps in sports and recreational facilities for railway employees, their families, and the citizens of Visakhapatnam. This ambitious undertaking sought to enhance the quality of life for the local community, promote physical fitness and well-being, and contribute to the overall development of sports infrastructure in the region.

Scope of work of the study includes the following:

- Examination of the alignment in project execution within the span of the agreement.
- Investigation into the direct and indirect impacts of the project—evaluation of whether the project's goals, primarily the construction of comprehensive sports facilities encompassing a squash court, gymnasium, and canteen, have been achieved.
- Review of the project's financial expenditures compared to the planned budget, considering the revised allocation.
- Verification of all relevant documents related to the CSR project, including MoUs, financial statements, and invoices for procurement of sports equipment and construction materials.
- Evaluation of the cost-effectiveness of the project in terms of CSR expenditure towards sports infrastructure improvement.
- Collection and analysis of feedback from the beneficiaries.
- Assessment of the project's contribution in promoting physical fitness, employee satisfaction, and community engagement, as well as its potential for enhancing the overall well-being of railway employees and local citizens.

This comprehensive analysis aims to provide deep insights into the effectiveness, efficiency, and long-term impact of CONCOR's CSR initiative in improving sports infrastructure and supporting community development. The report will acknowledge the project's success in meeting its

objectives of providing crucial sports and recreational facilities, as evidenced by the construction and utilization of the squash court, gymnasium, and canteen. Furthermore, it will explore how this infrastructure continues to benefit the railway community and local citizens beyond its immediate implementation, contributing to sustainable health practices and social well-being in the region.

The study will also assess the project's alignment with Sustainable Development Goals (SDGs), particularly SDG 3: Good Health and Well-being, SDG 11: Sustainable Cities and Communities, and SDG 17: Partnerships for the Goals. By evaluating the project's impact on these global objectives, the report will highlight CONCOR's commitment to holistic community development and its role in fostering public-private partnerships for social good.

Additionally, the scope of work includes an examination of the project's implementation timeline, considering the original planned duration and any extensions or modifications that may have occurred. The study will also assess the handover process of the completed facilities to the Waltair Division of East Coast Railway and evaluate the effectiveness of the current management and maintenance practices

4 METHODOLOGY OF THE STUDY

PHDCCI has been entrusted to carry out the Corporate Social Responsibility Impact Assessment for CONCOR's CSR project supporting the development of sports facilities at Waltair Division of East Coast Railway, Visakhapatnam. The PHDCCI team adopted a comprehensive step-by-step methodology to conduct this impact study. The approach included:

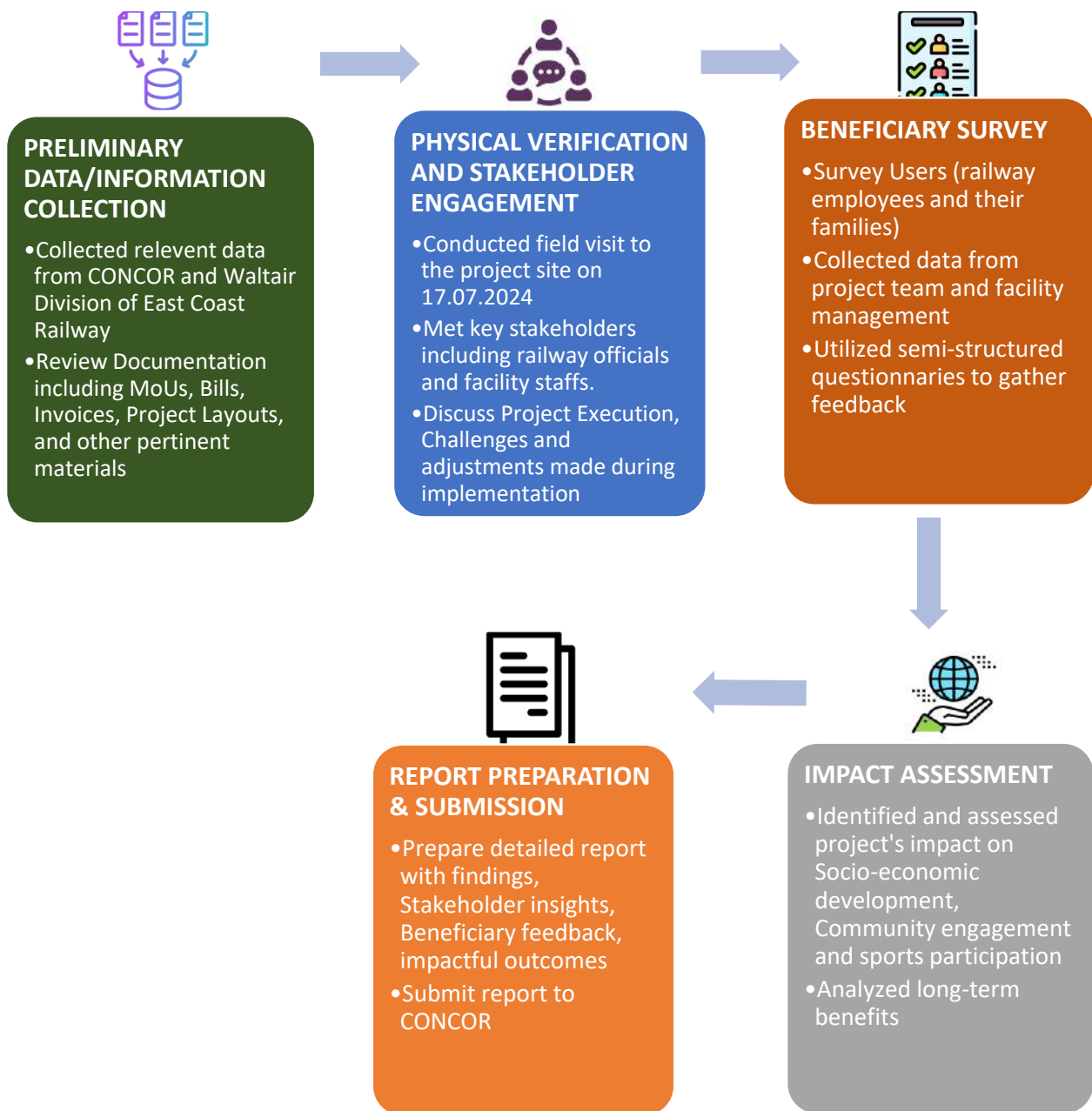


Figure 1: Methodology of the work of Impact Assessment of CSR Project

5 ASSESSMENT OF CSR PROJECT

5.1 CSR Project Overview

CONCOR extended its Corporate Social Responsibility (CSR) support to the Waltair Division of East Coast Railway, aiding in the development of sports facilities at the sports complex in Visakhapatnam, Andhra Pradesh. This ambitious project aimed to address critical infrastructure gaps in recreational and fitness amenities for railway employees, their families, and local citizens. The initiative included the comprehensive construction of sports infrastructure, encompassing a squash court, gymnasium, and canteen facility.

The collaboration, formalized through a Memorandum of Understanding (MoU) signed by Shri. K. Sambasiva Rao, Chief General Manager, South Central Region, Secunderabad of CONCOR, and Shri. M. David Ralf, DRM (Engineering) / Waltair, Office of the Divisional Railway Manager, Waltair Division of East Coast Railway, on 26th February 2019, targeted the enhancement of sports infrastructure to combat sedentary lifestyles effectively and support long-term health and well-being for railway employees and local community members. The project's scope was meticulously tailored to meet the specific recreational requirements of the Visakhapatnam region, known for its significant railway presence.

The assessment, conducted on July 17, 2024, revealed the following

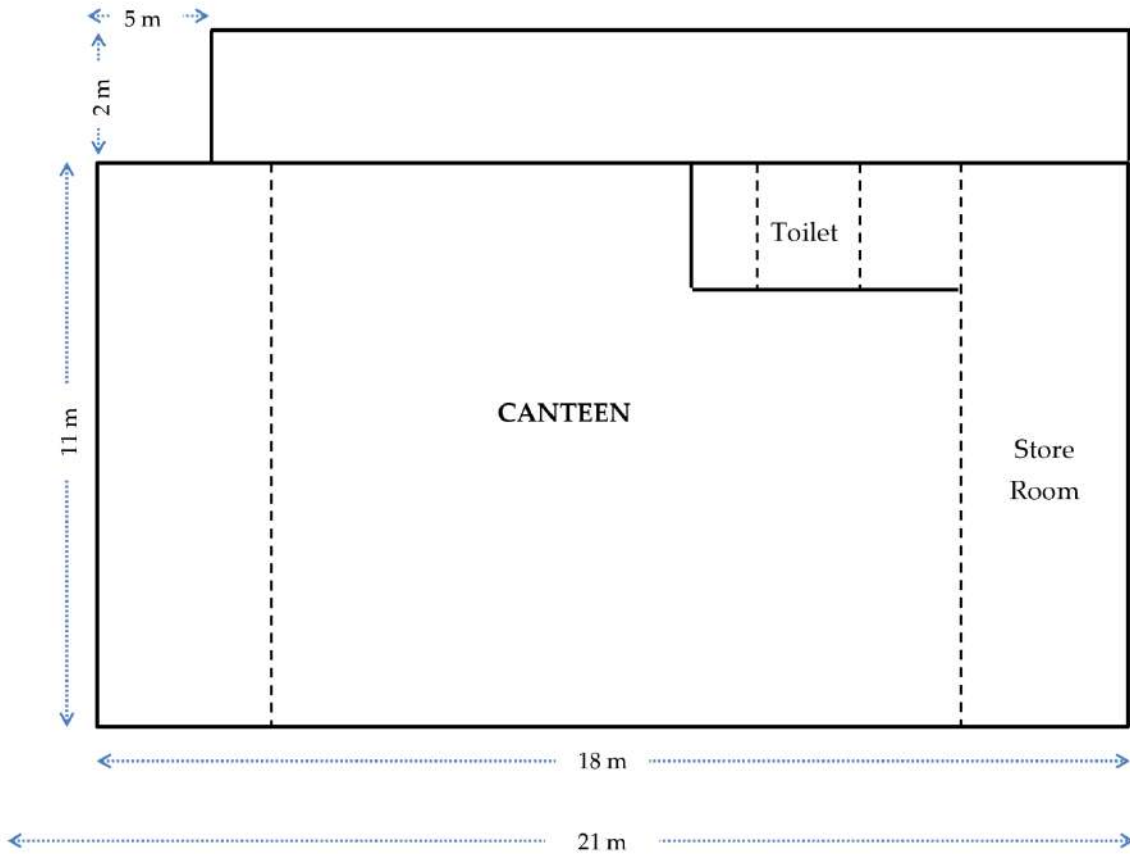


Figure 2: Site Layout of Canteen

CANTEEN NEAR CRICKET STADIUM

- Located near the cricket stadium
- Covers an area (size: 15m x 6m = 90sqm)
- Currently used only once a year during the Indian Railway Men Boxing Camp
- Last camp: 15.06.2024 to 14.07.2024
- Issues identified: Lack of seating arrangement, no housekeeping, broken false ceiling, unsafe electrical wiring (posing a safety concern), presence of scrap materials, and broken floor in some areas

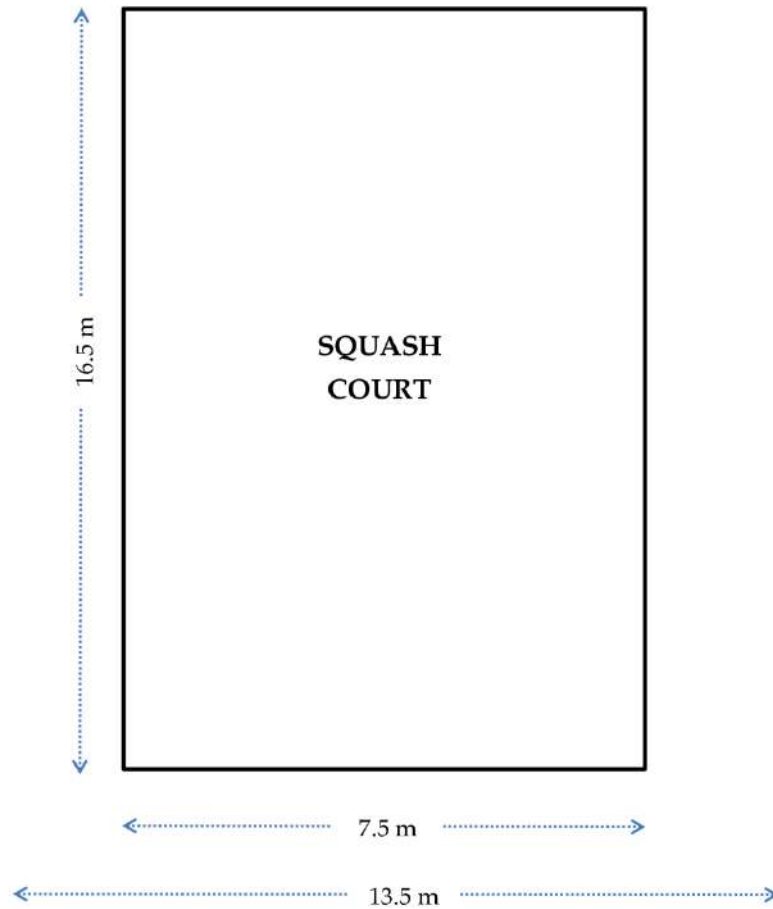


Figure 3: Site Layout of Squash Court

SQUASH COURT AT SEVANA HAR

- Newly constructed in an open area
- Covers an area (size: 9.75m x 7.62m = 74.295sqm)
- Well-furnished with 3 Air Conditioners, 27 LED lights, and 6 benches
- Two housekeeping staff employed for maintenance
- Issues identified: Currently, not in use and playing instruments were not available

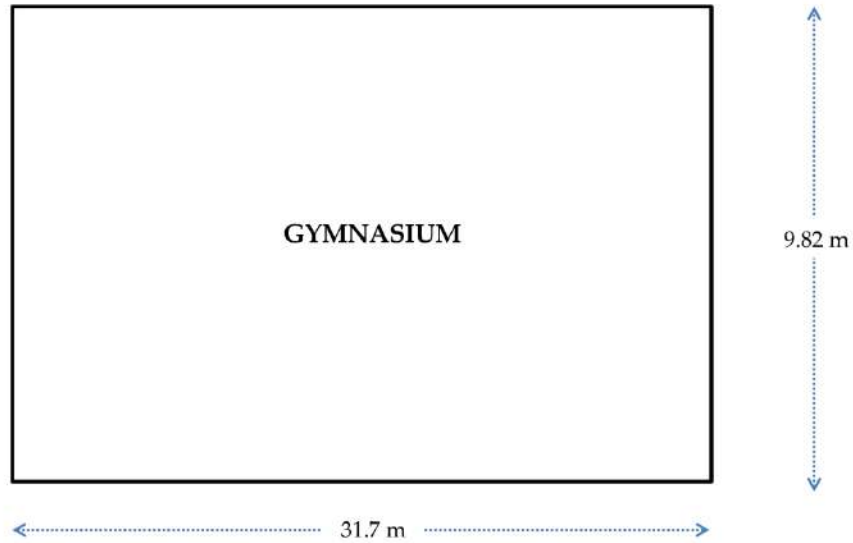


Figure 4: Site Layout of Gymnasium

GYMNASIUM AT VISAKHAPATNAM

- Constructed on the first floor adjacent to the cricket stadium
- Covers an area (size: 23m x 9.72m = 224sqm)
- Open exclusively for Railway office staff, with no membership fee
- Operating hours: 5 AM to 9 AM and 6 PM to 8 PM daily
- Well-maintained with amenities including 2 split AC (1.5 TR), 2 TV, LED lights, and proper flooring
- Staffed by 2 main staff and 2 housekeeping personnel
- Management: General Secretary – Mr. Reddy Shrinivas; Sports Officer – Mr. Pravit Bate; Joint Sports Officer – Mr. B. Avinash

The project activities included:

PROJECT OVERVIEW



Promoting Sports
& Infrastructure

- ❖ MoU signed on February 26, 2019, between CONCOR and Waltair Division of East Coast Railway.
- ❖ Construction and Implementation: Development of sports facilities including a gymnasium, canteen, and squash court at the sports complex in Visakhapatnam.
- ❖ Project Timeline and Cost:
 - Initial MoU Signing Date: February 26, 2019
 - MoU Amendment Date: September 24, 2019
 - Original Project Cost: INR 97,33,463
 - Amended Project Cost: INR 1,23,53,079
 - Fiscal Year: 2018-19 & 2019-20
- ❖ Implementing Agencies:
 - CONCOR Representative: Mr K. Sambasiva Rao, Chief General Manager, South Central Region, Secunderabad
 - East Coast Railway Representative: Mr M. David Ralf, DRM (Engineering) / Waltair
- ❖ Facilities Details:
 - Squash Court at Sevanagar colony (Size: 9.75 m x 7.62 m = 74.295 sqm)
 - First floor complex as gymnasium at Visakhapatnam (Size: 23 m x 9.72 m = 224 sqm)
 - Canteen near cricket stadium (Size: 15 m x 6 m = 90 sqm)
- ❖ Project Aim: To develop sports facilities for railway employees, their families, and citizens of Visakhapatnam.
- ❖ Community Impact: Providing access to modern sports facilities, promoting health and well-being among railway employees and local residents.
- ❖ CSR Contribution to SDG: Aligns with SDG 3: Good Health and Well-being, SDG 11: Sustainable Cities and Communities, and SDG 17: Partnerships for the Goals
- ❖ Current Status: Facilities constructed and partially operational
- ❖ Long-term Benefits: Contributing to overall improvement of sports infrastructure and promoting a healthy lifestyle in the community.
- ❖ Capacity Building:
 - Employment of maintenance staff for the new facilities
 - Appointment of sports officers to oversee the gymnasium operations.

5.2 Objective and Expected Outcome

The ambitious Corporate Social Responsibility (CSR) initiative undertaken by Container Corporation of India Limited (CONCOR) aimed to revolutionize sports infrastructure in Visakhapatnam, Andhra Pradesh. This project, centered around the construction of state-of-the-art sports facilities, was designed to address critical needs in the local community and significantly impact the quality of life for thousands of railway employees and citizens in the region.

The primary objectives of this CSR project aimed to:

- Construct and provide modern sports facilities including a squash court, gymnasium, and canteen, thereby directly enhancing the community's ability to engage in physical activities and maintain their health effectively.
- Strengthen the overall recreational infrastructure in the region, enabling railway employees and local citizens to have greater access to quality fitness amenities, potentially leading to improved health outcomes and employee satisfaction.
- Instill a sense of well-being and community engagement within the local railway community by providing access to critical sports infrastructure, previously unavailable or inadequate.
- Encourage a collaborative framework between public sector entities, showcasing an effective model of partnership towards achieving urban development goals.
- Foster sustainable impact on the local community by not only addressing immediate recreational needs but also contributing to long-term enhancement of health practices and employee welfare, aligning with broader goals of urban development and community well-being.

By focusing on these objectives, the project embarked on a mission to transform the recreational capabilities of the Visakhapatnam region, promoting physical fitness, employee satisfaction, and community engagement through upgraded sports infrastructure. The initiative is poised to create a lasting legacy by providing critical fitness facilities that benefit railway employees, their families, and local citizens alike, enabling the continuation of efforts to promote health and urban prosperity for years to come. The partnership between CONCOR and the Waltair Division of East Coast

Railway underlines the potent impact collaborative efforts can have on societal advancement, particularly in crucial areas such as employee welfare and community development.

5.3 Activities and Implementation

CONCOR has successfully utilized the allocated CSR funds for constructing the sports facilities in Visakhapatnam. The total project cost amounted to INR 1,23,53,079, which involved:

- Project Planning and Partnership
- Construction and Implementation
- Post-Implementation Assessment

During the project lifecycle, CONCOR and its partners conducted the following key activities:

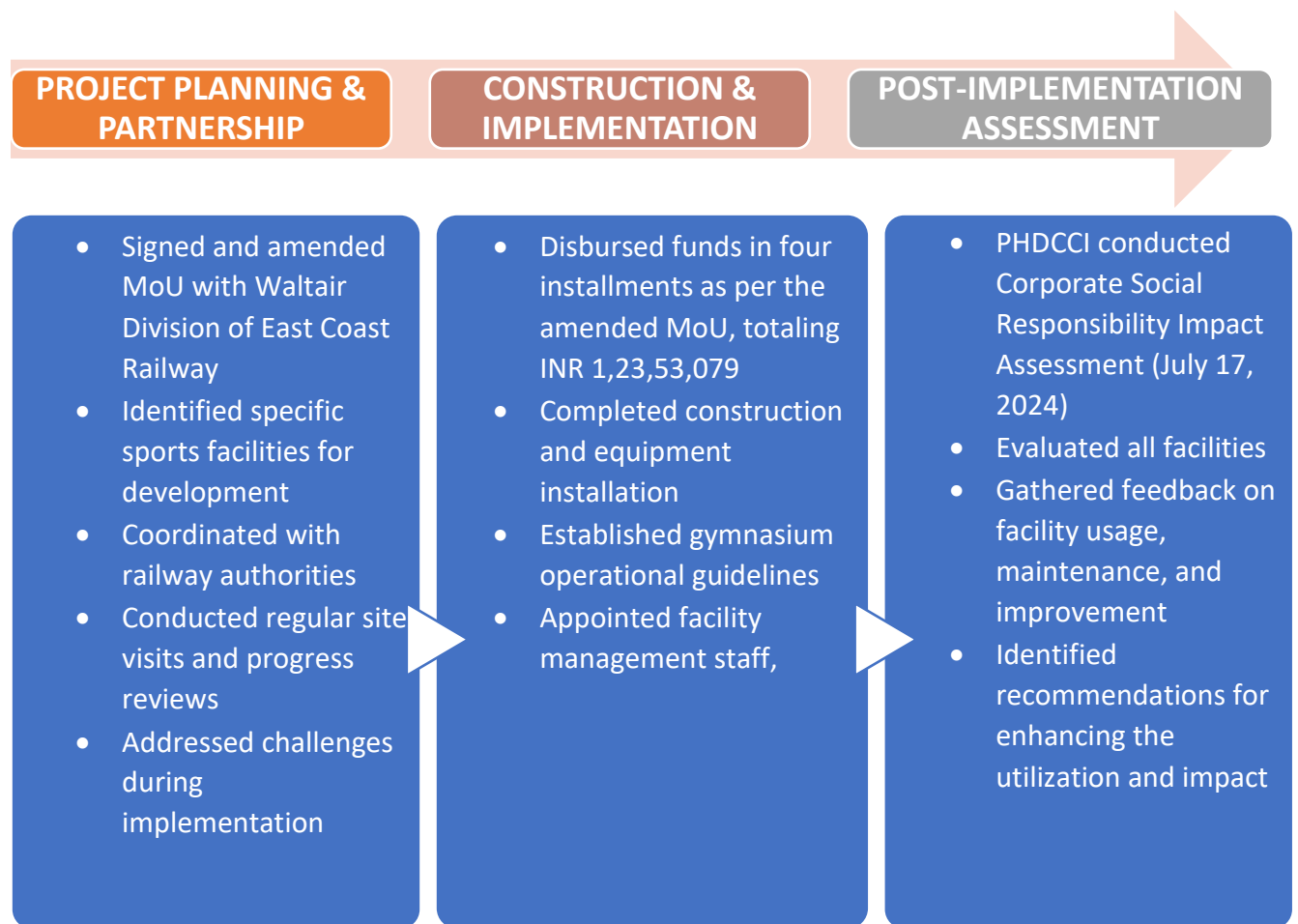


Figure 5: Methodology followed during Implementation Phase

5.4 Observations and Assessment of Completeness of Project

The PHDCCI team conducted a thorough evaluation of the sports facilities CSR project implemented by CONCOR in Visakhapatnam, Andhra Pradesh. This evaluation included site visits to verify the construction of the sports facilities, as well as a comprehensive review of project-related documents such as the initial proposal, signed MoU, construction agreements, invoices, and completion certificates. The following observations and completeness status of the project, based on the target objectives, are provided below:

Table 2: Completeness status of the project

S. No.	Target Activities	Status	Observations & Remarks
1.	Construction of Sports Facilities	Completed	Successfully constructed a squash court, gymnasium, and canteen at the sports complex in Visakhapatnam. The facilities are now operational and serving the railway employees and local citizens.
2.	Utilization of CONCOR CSR funds	Completed	Funds effectively utilized. The original agreement cost was INR 97,33,463 with the revised cost being INR 1,23,53,079 indicating efficient fund management despite an increase.
3.	Partnership with East Coast Railway	Completed	Signed MoU with Waltair Division of East Coast Railway

S. No.	Target Activities	Status	Observations & Remarks
4.	Timely Project Completion	Completed	The project was implemented over the fiscal years 2018-19 and 2019-20.
5.	Comprehensive Construction Work	Completed	The project included construction of a squash court, gymnasium, and canteen, ensuring fully functional sports facilities
6.	Long-term Utilization of Facilities	Ongoing	The facility is actively used by railway staff daily, promoting health and well-being among employees and have potential for increased usage
7.	Cost Management for Users	Ongoing	As per the agreement, the facilities are to be operated on a no-profit basis, ensuring accessibility and affordability for railway employees and their families

S. No.	Target Activities	Status	Observations & Remarks
8.	Project Timeline Adherence	Completed	The project was completed within the planned fiscal years, indicating good timeline management.
9.	Community Impact	Ongoing	The facilities are expected to benefit railway employees, their families, and local citizens by providing access to quality sports infrastructure, potentially improving overall health and well-being in the community

5.5 Beneficiaries and their Interaction

The PHDCCI team conducted a comprehensive site visit on July 17, 2024, to assess the impact of CONCOR's CSR initiative in developing sports facilities for the Waltair Division of East Coast Railway in Visakhapatnam. The assessment involved semi-structured interviews with various stakeholders and beneficiaries to gather insights and evaluate the realized benefits of the newly constructed facilities.

The beneficiaries consisted of stakeholders from diverse backgrounds, including:



RAILWAY EMPLOYEES
(Primary Beneficiaries)



SPORTS OFFICERS AND FACILITY
MANAGEMENT



FAMILIES OF RAILWAY EMPLOYEES

The assessment questions were designed to explore the impact of the newly developed sports facilities, evaluate their current condition and usage, and assess the overall developmental impact on the beneficiaries.

The Waltair Division of East Coast Railway, as the primary beneficiary, has significantly upgraded its sports infrastructure with the addition of a state-of-the-art squash court, a modern gymnasium,

and a canteen facility. These improvements have enhanced their capacity to promote physical fitness and well-being among railway employees and their families.

Impact on beneficiaries:

RAILWAY EMPLOYEES	SPORTS OFFICERS AND FACILITY MANAGEMENT	FAMILIES OF RAILWAY EMPLOYEES
<ul style="list-style-type: none"> • Access to a new, well-equipped gymnasium for daily use • Availability of a modern squash court for sports activities • Improved work-life balance for railway employees through accessible recreational facilities • Improved opportunities for physical fitness and recreation 	<ul style="list-style-type: none"> • New roles and responsibilities in managing the sports facilities • Employment opportunities for maintenance and housekeeping staff 	<ul style="list-style-type: none"> • Improved access to high-quality sports facilities for daily use • Enhanced opportunities for physical fitness and health maintenance

The interactions with beneficiaries have provided valuable insights and feedback, highlighting both the positive impact and areas for improvement in the project. This assessment supports the alignment of CONCOR's CSR strategy with promoting health and well-being among its stakeholders

Few Interactions:

👏

Reddy Shrinivas, General Secretary of the Gym:

The new gymnasium has been a fantastic addition to our facilities. We're seeing daily usage by railway staff, which is encouraging. The modern equipment and air-conditioned environment make it a pleasant space for workouts. We're maintaining a proper register to track usage, and there's no membership fee, making it accessible to all railway staff.



Pravit Bate, Sports Officer and Senior Div. Mechanical Engineer, Waltair:

The development of these sports facilities, especially the gymnasium, has significantly enhanced our ability to promote physical fitness among our employees. The gym's extended hours, from 5 AM to 9 AM and 6 PM to 8 PM daily, allow staff to work out according to their schedules. We're seeing a positive impact on employee morale and health awareness



B. Avinash, Joint Sports Officer and Div. Electrical Engineer, Waltair:

While the gymnasium is being well-utilized, we see great potential in increasing the usage of the squash court and canteen. The squash court, in particular, is a unique addition that could attract more users with proper promotion and perhaps some introductory sessions. We're working on strategies to encourage broader participation across all the new facilities

Table 3: Summary of Beneficiaries satisfaction

S. No.	Parameters	Satisfaction status	View Points
1.	Construction of Sports Facilities	Partially Satisfied	The project successfully constructed a squash court, gymnasium, and canteen in Visakhapatnam for the Waltair Division of East Coast Railway. However, full impact of the facility is yet to be realized.
2.	Financial Management and Utilization	Satisfied	The project demonstrated flexibility in financial management, with an increase in budget from the initial INR 97,33,463 to INR 1,23,53,079 to accommodate CPWD SOR rates. This shows CONCOR's commitment to completing the project despite cost escalations.
3.	Collaboration and Partnership	Satisfied	The collaboration between CONCOR and Waltair Division of East Coast Railway demonstrates an effective partnership between corporate and government entities. The signing and amending of the MoU show a willingness to adapt to changing circumstances.
4.	Long-term Impact and Sustainability	Partially Satisfied	While the gymnasium is being regularly used, the squash court and canteen face utilization challenges. This raises concerns about the long-term impact and sustainability of all facilities.

S. No.	Parameters	Satisfaction status	View Points
5.	Transparency and Accountability	Satisfied	The detailed MoU, including specific fund disbursement schedules and facility specifications, demonstrates transparency in project implementation.
6	Capacity Building in Sports	Partially Satisfied	The gymnasium is contributing to capacity building in sports for railway staff. However, the underutilization of the squash court limits its potential impact on sports development
7	Socio-economic Impact	Moderately Satisfied	The facilities, particularly the gymnasium, are benefiting railway staff. However, the limited use of the squash court and canteen reduces the overall socio-economic impact of the project.
8	Alignment with Employee Welfare	Satisfied	The project aligns well with employee welfare initiatives, providing sports and recreational facilities for railway staff and their families.
9	Contribution to Community Development	Partially Satisfied	While the facilities have the potential to benefit the broader community, current usage seems limited primarily to railway staff, reducing the wider community impact
10	Maintenance and	Partially Satisfied	The gymnasium is well-maintained, but

S. No.	Parameters	Satisfaction status	View Points
	Upkeep		the canteen faces significant maintenance issues. The squash court, while well-furnished, lacks playing instruments. This inconsistency in maintenance affects overall satisfaction.

This summary reflects the mixed outcomes of the project, highlighting areas of success and those needing improvement. It's important to note that while some aspects of the project have been successful, there are significant areas where utilization and maintenance could be improved to maximize the impact of CONCOR's CSR investment.

6. UN-SDG's ALIGNMENT

The CSR project initiated by CONCOR for the development of sports facilities, including a squash court, gymnasium, and canteen, at the Waltair Division of East Coast Railway in Visakhapatnam, aligns significantly with several UN Sustainable Development Goals (SDGs). This alignment demonstrates the project's comprehensive approach to sustainable development, encompassing health, social, economic, and community dimensions.

6.1 Health and Well-being Goals Indicator

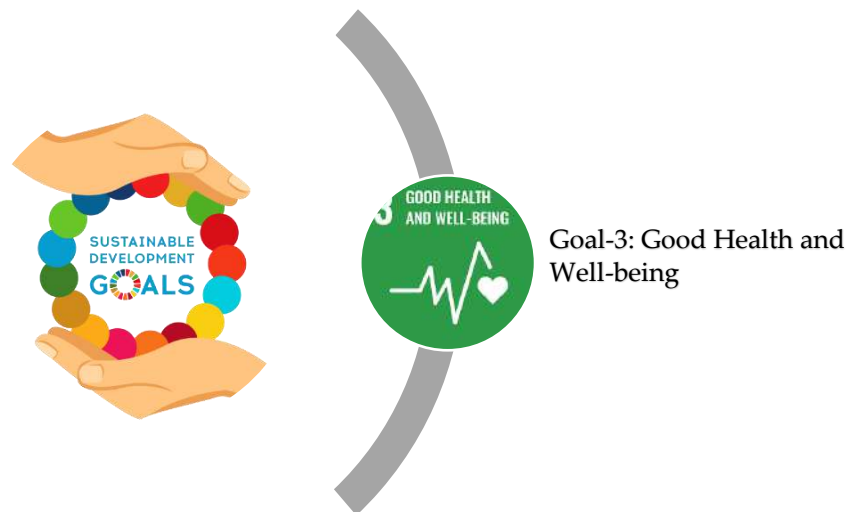


Figure 6: Health and Well-being Goals

1. SDG 3: Good Health and Well-being

- Promoting physical fitness and active lifestyles among railway employees and local citizens
- Providing access to quality sports infrastructure, encouraging regular exercise and health maintenance
- Supporting mental well-being through recreational activities and social interaction.

6.2 Economic and Infrastructure Development Goals Indicator



Figure 7: Economic and Infrastructure Development Goals

1. SDG 8: Decent Work and Economic Growth

- Indirectly supporting employment in the sports and recreation sector
- Enhancing employee satisfaction and productivity through improved work-life balance
- Contributing to the overall economic well-being of the railway community.

2. SDG 9: Industrial, Innovation and Infrastructure

- Upgrading urban infrastructure with modern sports facilities
- Enhancing the technological capacity of the railway division through state-of-the-art gym equipment
- Promoting innovative solutions for employee welfare and community engagement

6.3 Social Equity and Community Development Goals Indicator



Figure 8: Social Equity and Community Development Goals

1. SDG10: Reduced Inequalities

- Providing equal access to sports facilities for all railway employees and their families
- Potentially reducing health disparities by offering affordable fitness options
- Empowering employees across various job roles through equal access to recreational facilities.

2. SDG 11: Sustainable Cities and Communities

- Contributing to the development of sustainable urban infrastructure
- Enhancing community cohesion through shared recreational spaces
- Improving the overall quality of life in Visakhapatnam through better sports amenities.

6.4 Partnership and Governance Goals Indicator:



Figure 9: Partnership and Governance Goals

1. SDG 16: Peace, Justice and Strong Institutions

- Promoting transparency and accountability in project implementation and management.
- Strengthening institutional capacity of the railway division in managing community facilities
- Fostering trust and cooperation between different public sector entities.

2. SDG 17: Partnerships for the Goals

- Collaboration between CONCOR and the Waltair Division of East Coast Railway
- Demonstrating effective public-public partnership in urban infrastructure development
- Leveraging diverse expertise for comprehensive project implementation and management.

6.5 Cross-cutting Goals Indicator:

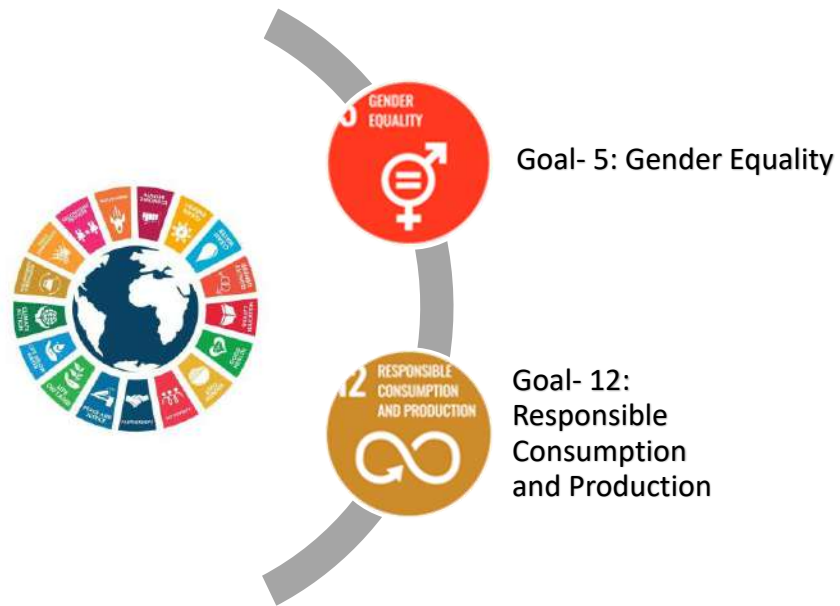


Figure 10: Cross-cutting Goals

1. SDG 5: Gender Equality

- Ensuring equal access to sports facilities for women employees and family members.
- Potentially enhancing the participation of women in sports and fitness activities.
- Supporting gender-inclusive recreational practices within the railway community.

2. SDG 12: Responsible Consumption and Production

- Implementing energy-efficient systems in the sports facilities
- Promoting sustainable practices in the operation and maintenance of the gym and squash court
- Encouraging responsible use of resources in recreational activities.

This comprehensive alignment with multiple SDGs underscores the far-reaching impact of CONCOR's CSR initiative. By investing in sports infrastructure, the project not only addresses immediate recreational needs but also contributes to broader goals of sustainable development, community well-being, and social equity.

7 ASSESSMENT OF IMPACT

The CONCOR CSR project for developing sports facilities at the Waltair Division of East Coast Railway in Visakhapatnam, in partnership with the Office of the Divisional Railway Manager, has demonstrated significant multidimensional impacts. Analysis reveals the following insights of the project:



SPORTS INFRASTRUCTURE ENHANCEMENT

Quantitative Analysis

- Construction of one state-of-the-art squash court (74.295 sqm)
- Development of a new first floor complex as a gymnasium (224 sqm)
- Provision of a canteen near the cricket stadium (90 sqm)
- Project cost: INR 1,23,53,079 (revised allocation)

Qualitative Analysis

- Significant improvement in sports and recreational infrastructure for railway employees and local citizens
- Long-term enhancement of fitness and wellness capabilities in the Visakhapatnam region
- Increased capacity to promote physical activity and healthy lifestyles among the railway community



HEALTH PROMOTION AND COMMUNITY ENGAGEMENT

Quantitative Analysis

- Increased capacity for regular physical activity through the provision of modern gym equipment
- Potential reduction in health-related issues due to improved fitness opportunities

Qualitative Analysis

- Contribution to local community health through extended availability of sports facilities
- Promotion of active lifestyles through accessible and well-equipped recreational spaces
- Support for the stability of employee health and productivity



EMPLOYEE WELFARE AND COMMUNITY SUPPORT

Quantitative Analysis

- Daily utilization of gymnasium by railway staff
- Potential benefit to thousands of railway employees and their families

Qualitative Analysis

- Empowerment of employees through improved access to quality sports facilities
- Alleviation of stress and promotion of work-life balance
- Enhanced ability to maintain physical fitness and overall well-being



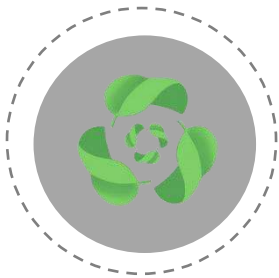
SOCIAL-ECONOMIC IMPACT

Quantitative Analysis

- Direct financial investment of INR 1,23,53,079 in urban sports infrastructure
- Potential decrease in healthcare costs due to improved fitness and well-being of employees

Qualitative Analysis

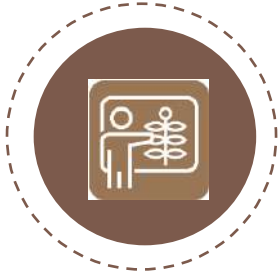
- Contribution to urban development through improved sports infrastructure
- Enhanced community resilience through strengthened social bonds and recreational opportunities
- Promotion of equity by providing access to advanced sports facilities for all railway employees and their families
- Indirect economic benefits through improved employee health, productivity, and job satisfaction



SUSTAINABILITY AND LONG-TERM IMPACT

Qualitative Analysis

- Facility designed for long-term operation, potentially serving the community for decades
- Lasting improvement in sports infrastructure in the Visakhapatnam region
- Increased resilience of local community to health challenges through regular physical activity
- Sustained positive impact on employee well-being and community engagement



CAPACITY BUILDING IN SPORTS AND FITNESS

Qualitative Analysis

- Potential for training programs for optimal utilization of the sports facilities
- Knowledge transfer in modern fitness techniques and equipment usage
- Enhanced skills of railway staff in utilizing advanced sports infrastructure
- Improved overall capacity of the community to engage in regular physical activity
- Long-term benefits in terms of health practices and lifestyle management

The project contributes to the long-term sustainability of employee welfare and community health in the region by providing advanced sports infrastructure that continues to serve railway staff and local citizens beyond the initial implementation phase. This initiative not only addresses immediate recreational needs but also lays the foundation for sustained improvement in physical fitness, employee satisfaction, and urban quality of life in the Visakhapatnam area.

Table 4: Impact Study

S. No.	Parameters	Beneficiary View Point	Impact
SPORT INFRASTRUCTURE BENEFITS			
1.	Enhanced sports facilities through provision of state-of-the-art squash court, gymnasium, and canteen	Yes	High
2.	Improved access to quality fitness equipment and recreational spaces	Yes	High
3.	Long-term augmentation of sports infrastructure in the Visakhapatnam region	Yes	High
4.	Support for diverse fitness needs of railway employees and local citizens	Yes	Medium
5.	Increased community readiness for health and wellness activities	Yes	High
ECONOMIC BENEFITS			
6.	Potential reduction in healthcare costs through improved employee fitness	Yes	Medium
7.	Indirect economic support to local communities through enhanced quality of life	Yes	Medium
8.	Enhanced operational efficiency and employee productivity through better work-life balance	Yes	Medium

S. No.	Parameters	Beneficiary View Point	Impact
9.	Potential increase in employee satisfaction and retention	Yes	High
10.	Contribution to overall urban development and infrastructure	Yes	Medium
SOCIAL AND COMMUNITY DEVELOPMENT			
11.	Improved access to advanced sports facilities for all railway employees and families	Yes	High
12.	Strengthened public-public partnerships in community development	Yes	High
13.	Enhanced trust and collaboration between CONCOR and East Coast Railway	Yes	Medium
14.	Increased community resilience and preparedness for health challenges	Yes	High
15.	Support for government initiatives in urban infrastructure development	Yes	Medium
CAPACITY BUILDING AND SKILL DEVELOPMENT			
16.	Skill enhancement of railway staff in utilizing modern fitness equipment	Yes	High
17.	Improved capacity for maintaining physical fitness and overall well-being	Yes	High

S. No.	Parameters	Beneficiary View Point	Impact
18.	Knowledge transfer and best practices sharing in fitness and health management	Yes	Medium
19.	Enhanced project management and implementation skills for railway partners	Yes	Medium
SUSTAINABILITY AND LONG-TERM IMPACT			
20.	Continued utilization of the facilities beyond initial implementation	Yes	High
21.	Increased preparedness for future health and wellness challenge	Yes	High
22.	Model for sustainable and impactful CSR initiatives in sports infrastructure	Yes	Medium
23.	Long-term improvement in employee health and community engagement	Yes	High
TRANSPARENCY AND ACCOUNTABILITY			
24.	Implementation of robust documentation and reporting processes throughout project lifecycle	Yes	Medium
25.	Enhanced accountability in CSR fund utilization and project execution	Yes	High
26.	Transparent communication of project outcomes to stakeholders	Yes	Medium

S. No.	Parameters	Beneficiary View Point	Impact
ENVIRONMENTAL CONSIDERATION			
27.	Potential reduction in energy consumption through efficient facility design	Yes	Medium
28.	Energy efficiency considerations in gymnasium and squash court operation	Yes	Medium
29.	Promotion of sustainable urban development practices	Yes	Medium

The impact study of CONCOR's CSR project for developing sports facilities at the Waltair Division of East Coast Railway in Visakhapatnam shows significant positive outcomes. By investing INR 1,23,53,079 in state-of-the-art sports infrastructure, including a squash court, gymnasium, and canteen, the initiative has substantially enhanced recreational capabilities for railway employees and local citizens. The project's benefits extend beyond immediate fitness needs, improving long-term community infrastructure, potentially increasing employee satisfaction and productivity, and fostering effective public-public partnerships. This aligns with CONCOR's sustainable development mission, benefiting stakeholders and strengthening community health and well-being. The daily utilization of the facility by railway staff demonstrates the immediate positive impact, with potential for increased usage of all facilities in the future.

8 GIST REPORT

The CONCOR CSR project in partnership with the Waltair Division of East Coast Railway for developing sports facilities in Visakhapatnam represents a significant investment in community infrastructure. As we conclude this impact assessment, several key points emerge:

PROJECT EFFECTIVENESS

- Successfully constructed a squash court, gymnasium, and canteen at the sports complex
- Implemented the project effectively despite challenges, including a budget revision from INR 97,33,463 to INR 1,23,53,079
- Enhanced sports and recreational capacity for railway employees, their families, and local citizens
- Contributed to the overall well-being and quality of life in the community

COMMUNITY IMPACT

- Significantly improved accessibility to quality sports facilities for railway employees and local citizens
- Increased capacity for promoting physical fitness and healthy lifestyles
- Continued utilization of facilities beyond initial implementation, benefiting a wide range of users
- Potential for reducing health-related issues through promotion of regular physical activity

ALIGNMENT WITH SDG'S

- The project contributes to SDG 3 (Good Health and Well-being), SDG 11 (Sustainable Cities and Communities), and SDG 17 (Partnerships for the Goals) through the development of sports facilities and collaboration with the railway division.

BENEFICIARY SATISFACTION

- Primary Beneficiaries: Railway employees and their families
- Secondary Beneficiaries: Local citizens of Visakhapatnam
- Feedback from stakeholders indicates high satisfaction with the gymnasium, with railway staff using it daily
- Potential for increased satisfaction once utilization of the squash court and canteen is optimized

PROJECT IMPACT ASSESSMENT

S. No.	Aspect	Impact Assessment	Key Observations
1.	Sports Infrastructure Enhancement	High	Significant improvement in sports facilities with the construction of a squash court, gymnasium, and canteen
2.	Social Impact	Medium-High	Improved access to recreational facilities, particularly for railway employees and their families
3.	Economic Welfare	High	Potential for improved physical and mental well-being of railway staff
4.	Community Engagement	Medium	Enhanced opportunities for community interaction and social cohesion
5.	Health Promotion	Medium-High	Facilities provide avenues for regular physical activity and health maintenance

S. No.	Aspect	Impact Assessment	Key Observations
6.	Community Development	Medium	Contribution to overall urban infrastructure and quality of life in Visakhapatnam
7.	Alignment with SDGs	High	Strong alignment with health and sustainable communities-related SDGs
8.	Overall Project Effectiveness	Medium	Substantial impact on sports infrastructure with clear long-term benefits, though some facilities are underutilized

AREAS FOR FUTURE FOCUS

- Develop strategies to increase utilization of the squash court and canteen facilities
- Implement a sustainable model for equipment maintenance and facility upkeep
- Collaborate with local sports bodies to organize events and promote wider usage of the facilities
- Explore partnerships for ongoing training and capacity building in sports and fitness
- Incorporate data collection and analysis to measure long-term health outcomes and facility usage
- Consider expanding similar projects to other railway divisions or communities
- Erect signboards indicating CONCOR's funding to increase visibility of the CSR initiative.

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In conclusion, the CONCOR CSR project with the Waltair Division of East Coast Railway demonstrates a commendable effort in enhancing sports infrastructure and community well-being in Visakhapatnam. The project's immediate impact on providing quality recreational facilities and its potential for long-term improvements in employee welfare and community health are significant. This initiative serves as a model for how corporate social responsibility can effectively

contribute to sustainable community development, particularly in the realm of sports and recreational infrastructure. Moving forward, continued support and strategic planning will be essential to maximize the project's long-term benefits, optimize facility utilization, and potentially expand its reach to more communities in need. By addressing the recommendations for future focus, CONCOR can further enhance the impact of this valuable contribution to the Visakhapatnam community and set a benchmark for similar initiatives in other regions.

9 ANNEXURE

The collection of documents such as initial proposal, signed MoU, purchase orders, invoices, agreement copy and utilization certification followed with physical assessment of the site on 17.07.2024.

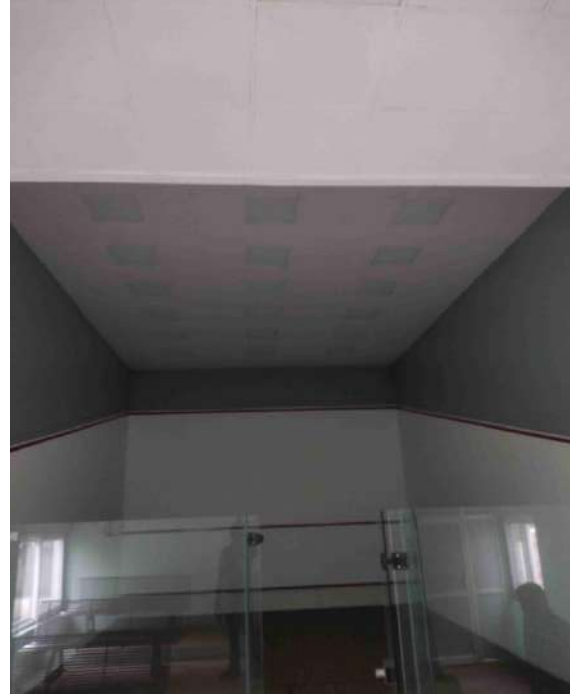
The completed work photographs of the project location:



Canteen, Waltair Division of East Coast Railway



Gymnasium, Waltair Division of East Coast Railway



Squash Court, Waltair Division of East Coast Railway