

REPORT OF MID -TERM SOCIAL AUDIT REPORT

*Providing health support facilities to the under privileged people in the Backward
District of Uttarakhand*

**CORPORATE SOCIAL RESPONSIBILITY (CSR) PROJECTS PERIOD FROM
2013-2016**

Rail Vikas Nigam Limited CSR Project

December, 2014



Conducted by

National Corporate Social Responsibility Hub

Tata Institute of Social Sciences

Mumbai

Commissioned by

Rail Vikas Nigam Limited

National Corporate Social Responsibility Hub Research Team

Project Director

Dr B Venkatesh.

Research Team

Vishal Soni

Anil Kumar

Report Writing

Vishal Soni

Editing & Formatting

Anil Kumar

ACKNOWLEDGEMENT

For the project, we would like to express our deep gratitude to Ms. Gita Mishra, Director, Personnel, RVNL for her continuous support and guidance to the research team of NCSR Hub. We would also like to thank Mr D. Ghosh Roy, Executive Director (Mech) RVNL who shared his insights with the research team regarding the approach of CSR & Sustainability in the company and played the role of an anchor throughout the study.

We would also like to thank Mr. Anil Kr. Mahato, Coordinator CSR, RVNL, who was extremely supportive and shared his critical understanding about the future of CSR in RVNL.

Prof B. Venkatesh Kumar

Director,

Table of Contents

National Corporate Social Responsibility Hub Research Team..... 2

ACKNOWLEDGEMENT..... 3

1.1 National Corporate Social Responsibility Hub 5

1.2 RVNL 5

1.2.1 Strength of RVNL 6

1.2.2 Need for the Mid Term Social Audit..... 7

1.2.3 Aims and Objectives of RVNL CSR..... 7

1.2.4 Institutional structure of RVNL CSR Department 8

1.3 MoU between NCSR Hub and RVNL 9

2.1 HARIDWAR: 10

2.1.1 HEALTH FACILITIES IN HARIDWAR: 10

2.2 RAMAKRISHNA MISSION:..... 12

2.2.1 RAMAKRISHNA MISSION SEVASHRAMA, KANKHAL: 12

2.3 DESCRIPTION OF THE PROJECT: 13

2.3.1 Observations and current progress on construction: 15

2.3.2 Expected Outcomes: 15

2.4 Conclusion:..... 15

Chapter 1: Introduction

1.1 National Corporate Social Responsibility Hub

In the wake of rapid globalization and pressing ecological issues, the perception towards the role of corporate in the broader social paradigm is undergoing a sea change. In the recent years, society and the state have put forward an expectation before public sector corporate to integrate the social responsibility aspects in their business persuasion. This scenario not only affects large scale public sector undertakings, but also includes firms of small scale. The underlying assumption that Corporate Social Responsibility (CSR) is one way through which companies can demonstrate their commitments towards being socially responsible. In fact, CSR as an integral aspect of corporate has double edge effect in terms of creating goodwill to the company and acting as a social and economic intervention to bring about large scale change in the life of people from different walks. It is in this context, Tata Institute of Social Sciences (TISS), Mumbai and Department of Public Enterprises (DPE), Government of India have come to realize that there is a need to have centralized system where core functions of CSR including learning and knowledge dissemination take place.

1.2 RVNL

Rail Vikas Nigam Limited (RVNL) a Public Sector Undertaking of Ministry of Railways, was created in 2003 under the National Rail Vikas Yojana (NRVY) to implement capacity augmenting Railway projects viz. gauge conversion, newline, doubling or third line through budgetary and non-budgetary resources to remove bottlenecks on the Indian Railway network, and to facilitate port connectivity and multimodal corridors to the hinterland and fast track basis. With the assignment of metro works in Kolkata and construction of workshop projects, RVNL is emerging as a major provider of Rail Infrastructure projects in fast track mode.

Working on turnkey basis, RVNL undertakes project development and implementation and has been mandated to undertake resource mobilization directly or by creation of project specific SPVs or any other financing structure, appropriate for various kind of projects. RVNL is supporting Ministry of Railways in strengthening the policy and regulatory framework of PPPs

in the Railway Sector. RVNL has been registered as a company under Companies Act 1956 on 24.1.2003. It is a wholly owned Government company under the provisions of Section 617 of Companies Act. Certificate of Incorporation was obtained on 24.1.2003 .

1.2.1 Strength of RVNL

Strengths

- RVNL has successfully mobilized funds for the construction of new lines by creating projects specific SPVs with strategic stakeholders. Its large capital base can be leveraged to raise more funds as per its original mandate.
- MoR has delegated the authority to RVNL for sanctioning of estimates and awarding contracts without any financial limits enabling RVNL to implement projects faster.
- RVNL can award large value contracts; it has been able to attract the best infrastructure companies in India.
- It has developed expertise in undertaking all stages of project development from concept to commissioning.
- RVNL has successfully mobilized funds for the construction of new lines by creating project specific SPVs with strategic stakeholders. Its large capital base can be leveraged to raise more funds as per its original mandate.
- RVNL has developed the requisite skills and experience to follow ADB procedures and ensure Resettlement and Rehabilitation of Projects Affected Persons to implement socio-economic safeguards.
- It has introduced large-scale mechanization in all aspects of construction to achieve high quality output.
- It has refined its tendering processes and introduced innovative concepts like multi package tenders resulting in faster decision making and savings in overall costs.
- It has a sound and robust financial management system, allowing for effective monitoring and control of expenditure.
- It is a lean organization with qualified expert, technical manpower base.

1.2.2 Need for the Mid Term Social Audit

- Social audit is an independent evaluation of the performance of an organisation as it relates to the attainment of its social goals. It is an instrument of social accountability of an organisation. In other words social audit may be defined as an in-depth scrutiny and analysis of working of any public utility vis-à-vis its social relevance. Social auditing is a process that enables an organisation to assess and demonstrates its social, economical and environmental benefits. Tata iron and steel company (TISCO) Jamshedpur, implemented social audit in 1979 and is the first company in India to do so. Social Audit gained significance after the 73rd amendment of the constitution relating to the Panchayati raj institutions .

1.2.3 Aims and Objectives of RVNL CSR

- Corporate Social Responsibility is RVNL's commitment to its stakeholders to conduct business in an economically, socially and environmentally sustainable manner that is transparent and ethical. Stakeholders include employees, investors, shareholders, customers, business partners, clients, civil society groups, Government and non-government organizations, local communities, environment and society at large. CSR is essentially a way of conducting business responsibly and RVNL shall endeavor to conduct their business operations and activities in a socially responsible and sustainable manner at all times.
- CSR policy is aligned and integrated with RVNL's business goals, plans and strategies. The philosophy and spirit of CSR shall be embedded in the core values of the company, be imbibed by the employees at all levels and it shall permeate into all the activities, processes, operations and transactions of the enterprise.
- The CSR Policy addresses social, economic and environmental concerns and the selection of specific activities shall focus on the social, economic and environmental impact thereof. RVNL will strive to contribute to inclusive growth and sustainable development by taking up

development of backwards regions, empowerment of communities which have since long been socially marginalized, upliftment of underprivileged sections deprived of resources even for fulfilling their basic needs in health, nutrition, clothing, shelter, education, etc.

- In implementing the CSR Policy, RVNL will extend its reach and oversight to the entire supply-chain network to ensure that as far as possible the suppliers, vendors, service providers, clients, and partners are also committed to the same principles and standards of CSR as RVNL itself. For the CSR agenda to be internalized in the organization, the employees at all levels in RVNL will be educated to the need for conducting business in a manner that is economically, socially and environmentally sustainable. RVNL will devise internal communication strategies to spread awareness of CSR amongst the employees, providing them with education and training necessary for attitudinal change and their conversion to socially and environmentally sustainable methods and practices of doing business, and adopting motivational tools to provide just the right momentum to push all such initiatives.

1.2.4 Institutional structure of RVNL CSR Department

- As per sub section (1) of Section 135 of the Company Act 2013 the CSR Committee of the Board shall steer the CSR agenda of RVNL. However, under this Policy, RVNL will have a two tier organizational structure, which includes Field level Committees so that CSR agenda permeates all the processes and activities of RVNL and it is a collective effort of all employees of RVNL.
- CSR Committee of the Board
As per subsection (1) of the Act, the CSR Committee of the Board shall comprise of the following members:
 - 1) Independent Director
 - 2) Director Personnel
 - 3) Director Finance
 - 4) Director Projects
- Members of the Committee shall elect its chairperson and convener of the CSR Committee of the Board. As per clause (3) of subsection (1) of the Act, the broad functions the CSR Committee of the Board shall be as under:

- a) Formulate and recommend to the Board, the CSR Policy of RVNL and any changes thereafter
- b) Recommend the amount of CSR expenditure to be incurred on the activities
- c) Monitor the CSR Policy from time to time
- The Committee will be assisted by a Nodal Officer, who will be nominated by CMD/RVNL, in implementation of the CSR activities.
- CSR Committee- PIU Level will be headed by the concerned Chief Project Manager of the Project Implementation Unit (PIU) and the Committee will comprise three or more members including a member from Finance. The broad functions the PIU level Committee shall be as under:
 - a) Identify CSR activities/ projects/ programs in the periphery of RVNL project areas and forward project/ program proposals to the Nodal Officer for consideration of the CSR Committee of the Board

1.3 MoU between NCSR Hub and RVNL

RVNL has signed a MoU with National CSR Hub on 17th November 2011 with specific terms and conditions for the next 3 financial years from 2011- 2012 to 2013-2014 and in continuation, MoU signed on 11th December 2014 for three years with effect from FY 2015-16. In this MoU under section 3 “Activities to be performed by TISS” with the captioned heading (3.7) “ it is mentioned that TISS will “carry out the concurrent, mid-term social audit and final impact assessments related to CSR activities of RVNL.” Two projects are ongoing and new two projects are for FY 2014-15. NCSR Hub Kolkata Research team has carried out this midterm social audit for the financial year 2012-13 & NCSR Hub Mumbai team has carried out midterm social audit for the financial year 2013-14.

In the MoU, under section 5 “Financial Terms and Conditions” it is mentioned that “RVNL shall pay TISS, Mumbai an amount equivalent to 5% of the total Annual CSR budget up to maximum of Rs 20 lakh , approved by BoD of RVNL, payable as professional charges with effect from FY 2015-16 on annual basis.

CHAPTER 2

Providing health support facilities to the under privileged people

2.1 HARIDWAR¹:

Haridwar district, covering an area of about 2360 sq km is in the western part of Uttarakhand State of India. Its latitude and longitude are 29.58 degree north and 78.13 degree east respectively. The height is 249.7 mts above sea level. The district came into existence on 28th Dec. 1988. Prior to its inclusion in the newly created state of Uttarakhand, this district was a part of Saharanpur Divisional Commissioner. The district is ringed by Saharanpur in the west, Dehradun in the north and east, Pauri Garhwal in the east, Muzaffar Nagar and Bijnor in the south. The district headquarter is situated in the Roshnabad, at a distance of about 12 kms from the railway station. Haridwar is one of the first towns where the Ganga emerges from the mountains to touch the plains. The water is crystal clear and cool; lush green forests and small ponds add to the scenic beauty of this land which is considered holy by the Hindu community. The Rajaji National Park, 10 kms from Haridwar, is an ideal destination for wild life and adventure lovers. In the evening the ghats look breathtakingly beautiful as thousands of diyas (lamps) and marigold flowers float and illuminate the holy waters. Haridwar does not only hold religious significance, but is also a hub of modern civilization with the presence of BHEL, a 'Navratna PSU' to its credit. The Roorkee University at Roorkee is one of the oldest and very prestigious institutes of learning in the fields of science and engineering. Another university of the district i.e. Gurukul having vast campus imparts traditional education. Haridwar district is identified as one of the minority concentrated districts in the country which lags behind in terms of socio-economic indicators (Category B1). About 70% of the population of Haridwar resides in rural areas. The population of minority communities, comprising mainly Muslims, constitutes a sizeable share (34.75).²

2.1.1 HEALTH FACILITIES IN HARIDWAR:

There are 6 Community Health Centers and 28 Primary Health Centers in Haridwar and a total of 542 beds are available in allopathic hospitals, with another 424 beds available in Ayurvedic and Unani hospital in the district as of 2011-12³. These beds serve the population of 18,90,422 (Eighteen Lakh

¹ <http://haridwar.nic.in/pages/display/86-about-district>

² http://www.icssr.org/Haridwar_Final.pdf (page i, Accessed on July 29, 2013)

³ http://haridwar.nic.in/files/samajarthik_sameeksha2012.pdf (page 46, accessed on July 29, 2013)

Ninety Thousand Four Hundred Twenty Two) which results in a ratio of 1bed for approx 2000 persons. As mentioned in the report A BASELINE SURVEY OF MINORITY CONCENTRATION DISTRICTS OF INDIA: Haridwar; prepared by Institute for Human Development, “Although there is proper access to public health infrastructure in the district, there is a lack of adequate medicare to patients. This is mainly due to the heavy pressure of population on these basic services. The availability of medicines is yet another issue of concern, though it has gradually improved over the years. The availability of specialists at the Primary Health Centres (PHCs)/ hospitals is another important area of concern. The easy access to quacks in villages has an adverse impact on the overall healthcare seeking behaviour of people. And in such cases, people have to spend a substantial amount of expenditure on their healthcare without any proper care⁴.” The detailed health facility according to census 2001 is as below:

Medical facilities in Haridwar[1]			
Number of allopathic hospitals	8	Number of maternity home	47
Number of ayurvedic hospitals	5	Number of child welfare centre	261
Number of unani hospital	1	Number of health centre	12
Number of homeopathic hospital	0	Number of primary health centre	23
Number of allopathic dispensary	22	Number of primary health sub-centre	30
Number of ayurvedic dispensary	11	Number of family welfare centre	3
Number of unani dispensary	3	Number of T.B. clinic	0
Number of homeopathic dispensary	5	Number of nursing home	2
Number of maternity and child welfare centre	157	Number of registered private medical practitioners	405
Number of other medical facilities	2	Number of subsidised medical practitioners	4
Number of community health workers	68		

http://www.censusindia.gov.in/Census_Data_2001/Village_Directory/View_data/Dist_Profile.aspx
(Accessed on July 29, 2013)

⁴ http://www.icssr.org/Haridwar_Final.pdf (page 29; accessed on July 29, 2013)

2.2 RAMAKRISHNA MISSION⁵:

RAMAKRISHNA MISSION & RAMAKRISHN MATH is a registered society with Headquarters at Belur Math, West Bengal in which monks of Ramakrishna Math and devotees cooperate in conducting various types of social services mainly in India & abroad. It was founded by Sri Ramakrishna's chief apostle, Swami Vivekananda. RAMAKRISHNA MATH is a monastic organization for men brought into existence by Sri Ramakrishna. The Math and the Mission together have 176 branch centres all over India and in different parts of the world.

2.2.1 RAMAKRISHNA MISSION SEVASHRAMA, KANKHAL⁶:

Ramakrishna Mission Sevashrama, Kankhal (RKMS) is one of the branch centre of Ramakrishna Mission & Ramakrishna Math, Belur Math. It is situated in the city of Haridwar, Uttarakhand and it has a 150-bed multi-specialty charitable hospital founded in 1901 to cater to the medical needs of this region. In its long odyssey spanning over a century, it has grown in size, widening the spectrum of services to meet the varied dimensions of health hazards and during this time it has treated more than 10 million patients.



⁵ <http://belurmath.org/home.htm>

⁶ <http://www.rkmkankhal.org/>

This charitable hospital, spread in a sprawling campus of about 18 acres, houses Gynecology and Obstetrics, Pediatrics, ICU, NICU, Pathological lab, Blood bank, Operation Theatres, etc. in addition to dairy and agricultural land, the produce of which is used for the poor in-patients.

Departments in Ramakrishna Mission Sevashrama, Hospital⁷:

- Mother and Childcare Unit
- 24 x 7 Emergency treatment
- Eye department
- Dental Unit
- Surgery department
- OPD
- Modern diagnostic devices
- Mobile Medical Unit
- Operation Theatre (OT)
- Intensive Care Unit (ICU)

2.3 DESCRIPTION OF THE PROJECT:

In order to meet the increasing patient load at its hospital, RKMS, Haridwar has approached RVNL to support the augmentation of health facilities. The proposal involved construction of 4th and 5th floors in the existing OPD building. The proposed 4th Floor will have fully equipped Operation Theater Complex and 5th Floor will have fully furnished 50 beds for post operative care. This augmentation will increase the capacity of hospital from 150 beds to 200 beds and to attend to the surgeries. As per the proposed plan, the post



⁷ http://www.rkmkankhal.org/Medical_Profile.html

operative care unit will resolve the issue of transferring surgical cases to adjacent building. The total cost of the project will be Rs 5 Crore with following break up:

Item	Cost in Rs
Civil works	1.72 Crore
Electrical works	0.12 Crore
Misc works (water supply, gas pipeline etc)	0.46 Crore
Equipment & furnishing	2.70 Crore
Total	5.00 Crore

As per discussion, it is understood that the project will be taken up in the current financial year. As per existing commitments of RVNL in other long term CSR & Sustainability projects on hand and available budgetary allocation in CSR & Sustainability, it is expected that yearly allocation to the project during the period 2013-16 will be Rs 0.5 Crore in 2013-14, Rs 2.25 Crore in 2014-15 and Rs 2.25 Crore in 2015-16. However, the actual cost of the project may vary due to escalation and change in scope of work.

As per the proposal, the construction of 4th and 5th floor has been started and a basic structure of



the floors has been constructed. On 4th floor there are 2 wings, right and left wing of the building. In the right wing of 4th floor there are 8 private rooms and 1 ward which includes 18 beds. In the left wing there are 7 private rooms and a 17 bed ward.

The private wards includes toilet and balcony and for wards there are common

bathroom and toilets available. On the 5th floor of the construction there are surgical ICU, NICU, HDUA, isolation room, store, doctor room, nurse room, 4 operation theaters and one pre-operation theater.

2.3.1 Observations and current progress on construction:

The construction of 4th and 5th floor is currently going on and it is on its half way. The basic structure of the building is made. The construction work is in process. The quality of construction is according to the standards and the material of best quality has been used by the agency. The completion of construction is expected by March 2015.█



2.3.2 Expected Outcomes:

According to the head of RK Mission Haridwar, the project will benefit people in many ways. In the hospital there is an average of 600 to 700 stepping of out patients every day who get a checkup in different OPD's. Currently there is provision of 150 beds for patients out of which 120 to 130 beds are always occupied. According to the head, sometimes when there is a need for admitting more patients, they face many difficulties in accommodating them.

According to the head of RK Mission, Haridwar, after the completion of construction there will be many benefits. They will be able to accommodate more patients at a time, more people can be treated, as there will be more operation theaters and ICU. The head also communicated that once the construction is completed they can also apply to open a nursing school in the campus, as for nursing school minimum requirement is of 200 beds and after completion of construction RK Mission will have a 200 bed hospital.

2.4 Conclusion:

The RK Mission at Haridwar is working for the betterment of society. They are working on a major issue that is health. Health is a common factor for all human beings to lead a peaceful life. Providing health facilities to the society at minimum cost is a matter of high investments, so for that RVNL is an supporting element in providing health facilities to the public. The medical facilities at Haridwar is an major issue as it is an tourist place and people from all over India visit

it every day. RK Mission with the support of RVNL is addressing the issue in an very effective manner which is leading to minimizing of health problems among the people.