

# **GAIL (India) Limited**

**Impact Assessment Report on Support for provision of toilets in government Co-Educational schools in Rajahmundry parliamentary constituency (FY 19-20 & 20-21)**

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## 1.1 Executive Summary

Being home to one- sixth of the world's population, India has the potential to provide for major impetus required to achieve the 2030 Agenda. India has accelerated its journey to becoming a global leader in thought and action ever since it has attained independence. To further achieve multi-dimensional holistic development in the nation, the government has been focusing on a "whole- of- society" approach<sup>1</sup>, engaging with sub- national and local governments, civil society organizations, underserved population, and the private sector. Further, India's alignment with the national development agenda, as exemplified by the slogan "*Sabka Saath Sabka Vikaas*" (collective efforts for inclusive growth), demonstrates the country's dedication to the Sustainable Development Goals (SDGs).

Through economic growth and empowerment, the nation has successfully lifted more than 271 million people out of multidimensional poverty<sup>2</sup>. Inequalities in housing, nutrition, child health, education, sanitation, drinking water, and electricity have all decreased as a result of improved access and reduction in poverty<sup>3</sup>. Through a cross country drive set off by the Clean India Campaign and the National Nutrition Mission, India accomplished 100 percent rural sanitation and sharp decrease in stunting among children and maternal death rates<sup>4</sup>.

Nevertheless, there is still a significant amount of work to be done on the national front in various areas. India must accelerate and maintain its upward trajectory on key human development indicators in order to unlock its enormous economic potential in the future and strive for inclusive progress. Development, in its true essence, is holistically achieved when all the people are included in the process.

One of the building blocks of development is sanitation. Ancient societies that made investments in sanitary advancements developed into thriving, affluent, and strong nations. Investments in sanitary systems have been followed more recently by modernization and economic expansion.

Sanitation supports human dignity and well-being by preventing disease, making it the ideal way to achieve WHO's definition of health, which is " state of complete physical, mental, and social well-being, and not merely the absence of disease or infirmity<sup>5</sup>," as stated in its constitution.

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<sup>1</sup> Voluntary National Review: 2020. [Link](#)

<sup>2</sup> Sashakt Bharat- Sabal Bharat (Empowered and Resilient India)- Voluntary National Disclosure :2020

<sup>3</sup> Sashakt Bharat- Sabal Bharat (Empowered and Resilient India)- Voluntary National Disclosure :2020

<sup>4</sup> Swach Bharat- Swasth Bharat (Clean and Healthy India)- Voluntary National Review: 2020.

<sup>5</sup> Guidelines on Sanitation and Health: World Health Organization. 2018.

A number of Sustainable Development Goals are built on the principle of the right to sanitation. After years of disregard, the need of universal access to adequate sanitation for everyone, everywhere is being correctly acknowledged as a crucial element of health insurance. The SDGs must be achieved through safe, sustainable, and well-managed systems, not just toilets on their own.

Construction of toilets is a crucial step towards improving sanitation and achieving cleanliness. Lack of proper sanitation facilities is a major contributor to the spread of diseases and impacts public health negatively. Providing access to clean and functional toilets is essential in promoting hygiene and preventing the spread of illness. Availability and usage of toilets will help to reduce open defecation, promote personal hygiene, and contribute to a cleaner and healthier environment for all.

GAIL (India) Limited, being a socially responsible public sector unit, recognizes the necessity of the above-mentioned issue and contribute towards promoting preventive healthcare and sanitation. Thereby, in alignment with the thematic areas as mentioned in the Schedule VII of the Companies Act, 2013, GAIL collaborated with COWE to construct toilets in government schools in Rajahmundry, Andhra Pradesh.

To evaluate the impact of the project and understand the perception of the stakeholders, GAIL (India) Limited empaneled KPMG to conduct an impact assessment study. Along with stakeholder consultations, review of documents and data provided by the team was undertaken to understand the objective and coverage of the project. Subsequent to the desk review, key performance indicators were identified and finalised, in consultation with the programme team. For the purpose of this study, OECD- DAC (Organisation for Economic Co-operation and Development- Development Assistance Committee) framework was used for developing the research tools (questionnaires for qualitative surveys) and evaluating the impact created.

The study found that safe sanitation is associated with improvements in health, including positive impacts on infectious diseases, nutrition, and well-being in general. Sanitation intervention in the schools were well-coordinated with water and hygiene measures, with the provision of over-head tank, water facility, urinal/ WC, tiles, taps, etc. The programme interventions covered the following aspects of sanitation:



*Figure 1: Components of holistic sanitation*

Overall, all the beneficiaries and stakeholders were satisfied with the support provided by GAIL and were using the toilets effectively.

## 1.2 Introduction

### 1.2.1 CSR at GAIL

GAIL (India) Limited, conferred with the status of Maharatna in 2013, is India's leading natural gas company with diversified interests across the natural gas value chain of trading, transmission, LPG production, LNG-regasification, petrochemicals, city gas, etc. It owns and operates a network of around 14617 km of natural gas pipelines spread across the length and breadth of country. GAIL firmly believes that meeting people's needs, enhancing communities, and safeguarding the environment will ultimately determine how long progress can be sustained.

Pursuant to the provisions of the Companies Act, 2013 and rules made thereunder including the statutory modifications/ amendments from time to time as notified by the Government of India, GAIL (India) Limited earmarks two percent of its average net profit of the preceding three financial years towards achieving its CSR objectives through implementation of meaningful and sustainable CSR programmes.

### 1.2.2 GAIL CSR Vision

GAIL, through its CSR initiatives, will continue to enhance value creation in the society and in the community in which it operates, through its services, conduct & initiatives, so as to promote sustained growth for the society and community, in fulfillment its role as a Socially Responsible Corporate, with environmental concern.

### 1.2.3 GAIL CSR Objectives

- Ensure an increased commitment at all levels in the organization, to operate its business in an economically, socially & environmentally sustainable manner, while recognizing the interests of all its stakeholders.
- To directly or indirectly take up programmes that benefit the communities in & around its work centres and results, over a period of time, in enhancing the quality of life & economic well-being of the local populace.
- To generate, through its CSR initiatives, goodwill, and pride for GAIL among stakeholders and help reinforce a positive & socially responsible image of GAIL as a corporate entity.

### 1.2.4 About the project/ programme

Safe drinking-water, sanitation, and hygiene (WASH) are crucial to human health and well-being. Safe WASH is not only a prerequisite to

health, but contributes to livelihoods, school attendance and dignity and helps to create resilient communities living in healthy environments<sup>6</sup>.

Access to water and sanitation is one of the major challenges for the 21<sup>st</sup> century. World Health Organization (WHO) estimates that still 2.5 billion people- more than one third of the global population – live without basic sanitation facilities<sup>7</sup>. Unsanitary conditions have been linked with stunting, which affects almost one quarter of children under-five globally<sup>8</sup>.

According to the 76<sup>th</sup> round of the National Sample Survey in 2018, 3.9% of the population in urban and 29.9% in rural areas practiced open defecation<sup>9</sup>. According to the World Health Organization report, 0.7

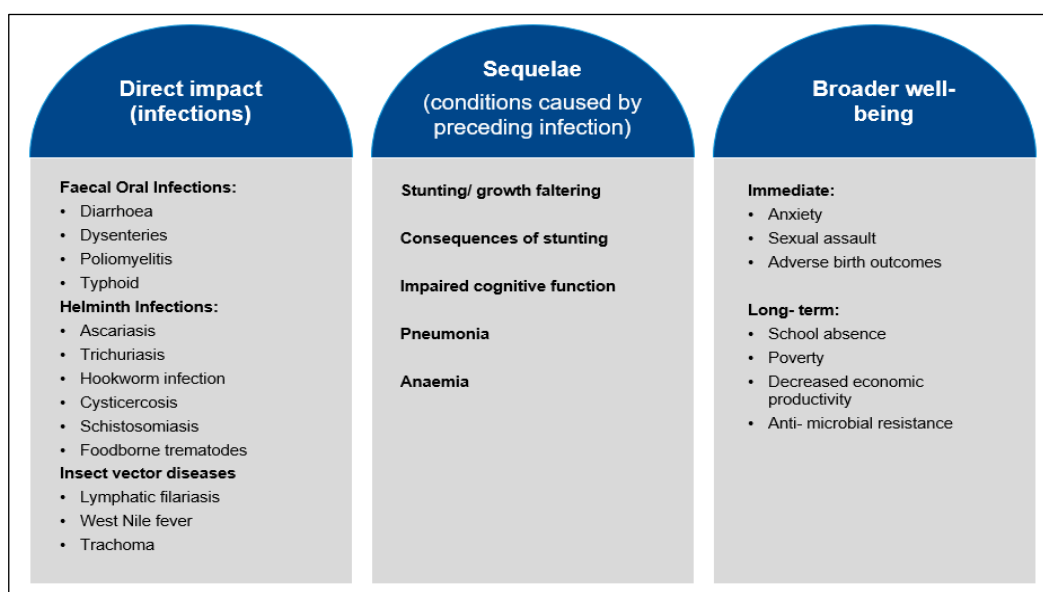


Figure 2: The health impact of unsafe sanitation on children

million deaths have occurred due to diarrhoea<sup>10</sup>. It has previously been estimated that as much as 50% of child under nutrition may be attributable to poor WASH practices. Ingestion of high quantities of faecal bacteria from both human and animal sources by infants and young children through mouthing soiled fingers and household items, and the ingestion of soil and poultry faeces are common in many rural low-income environments. This leads to intestinal infections which affect a child's nutritional status. It can also lead to malnutrition and underdeveloped growth among the women and children. Open defecation can lead to water pollution and affecting ground surface water. The faecal pathogens are transmitted to water, and it leads to water borne diseases. Open defecation is one of the most important

<sup>6</sup> Guidelines on Sanitation and Health: World Health Organization. 2018.

<sup>7</sup> [\(PDF\) WASH \(Water, Sanitation and Hygiene\) \(researchgate.net\)](#)

<sup>8</sup> Guidelines on Sanitation and Health: World Health Organization. 2018.

<sup>9</sup> [Is India really open-defecation-free? Here's what numbers say \(downtoearth.org.in\)](#)

<sup>10</sup> [\(PDF\) OPEN DEFECTION AND THE HEALTH PROBLEMS IN INDIA \(researchgate.net\)](#)



causes of diarrheal death. Nearly 2,000 children under the age of five die every day, one every 40 seconds, from diarrhoea<sup>11</sup>.

The first Indian national campaign to target open defecation was the Central Rural Sanitation Program (CRSP-1986). The main objectives of the program, to provide 25% of the rural population with improving the quality of life and also provide privacy and dignity to women improved hygiene amenities, with the focus of latrine construction. In 1999, CRSP was updated as the Total Sanitation Campaign (TSC). To make India open defecation free by 2017, Total Sanitation Campaign also offered financial subsidies for Below Poverty Line (BPL) families for toilet construction. But census 2011, report shows moderate increase of toilets in India. In 2012, the TSC was replaced by Nirmal Bharat Abhiyan (NBA) with the new target to improved sanitation facilities for rural households. The eventual aim is to achieve the complete sanitation service chain in all parts of the country.

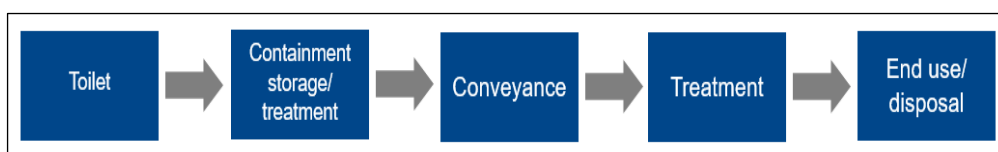


Figure 3: Sanitation service

In 2014, Prime Minister Narendra Modi launched the Swachh Bharat Abhiyan or Clean India Mission. The objectives of the initiative were to increase public awareness and enhance the nation's infrastructure in order to assist the growth of sustainable sanitation, hygiene, and waste management systems. One of the key goals of the programme was to make the country open defecation free through the construction of public and household level toilets. Under Swachh Bharat Mission (Gramin), 10.28 crore toilets have been constructed in 36 states/ UTs. 603,175 villages were declared open defecation free in five years<sup>12</sup>.

As per the 13<sup>th</sup> Annual Status of Education Report (ASER) Rural, in spite of some progress, around 22.8% rural government schools surveyed had unusable toilets in 2018. The study also found that bad infrastructural development, ownership issues, lack of motivation or lack of maintenance are the reasons why these toilets were unusable. According to a 2020 CAG report, 72% of the toilets in the government schools had no running water and around 55% schools did not have hand-washing facilities<sup>13</sup>.

When it comes to providing proper sanitation facilities to girl students, schools in rural India still have a lot to do. Despite the government launching Swachh Vidyalaya initiative under Swachh Bharat Abhiyan, 11.5% of rural schools have no separate toilets for girls. While some

<sup>11</sup> [\(PDF\) OPEN DEFECTION AND THE HEALTH PROBLEMS IN INDIA \(researchgate.net\)](#)

<sup>12</sup> [Factsheet Details: \(pib.gov.in\)](#)

<sup>13</sup> [Focus on toilets key to reducing school dropout rate among girls \(news18.com\)](#)

schools had separate girls' toilets, 10.5% of them were locked and 11.7% were locked and unusable.

State level statistics reveal that 6,790 schools in Andhra Pradesh have dysfunctional toilets. Of the total schools with non-functional toilets, majority (4,746) are government-run schools<sup>14</sup>. This is despite the construction of 1,242 toilets in the last three years and 49,293 in Andhra Pradesh since the launch of the programme.

Given the above scenario, GAIL India Limited collaborated with Confederation of Women Entrepreneurs (COWE) in Rajahmundry district of Andhra Pradesh for the construction of toilets in 30 Government schools across the district. The objective of the programme was to provide sanitation services so as to maintain cleanliness and hygiene in the select schools of intervention.

### 1.2.5 About the Implementing Agency

Under the assistance and direction of the Government, Confederation of Women Entrepreneurs (COWE) was founded on November 22nd, 2004, in Hyderabad, Telangana, with six successful first-generation women entrepreneurs serving as the Directors. COWE was registered as a Not-for-Profit Organization under Section 25 of the Companies Act and complies with all applicable MOA, AOA, and Bye Laws. With members from Andhra Pradesh, Delhi, Gujarat, Karnataka, Maharashtra, Rajasthan, Tamil Nadu, Telangana, Uttar Pradesh, Uttarakhand, and West Bengal, COWE has emerged as a genuine national association.<sup>15</sup>

The organisation's mission is to encourage and help aspiring women entrepreneurs to thrive as independent businesswomen in both the political and economic spheres of influence.<sup>16</sup> In order to empower women entrepreneurs in Realising their full economic potential, a few of COWE's primary priorities include the establishment of centres of excellence, skill development, infrastructure provision, and resource access.<sup>17</sup> In order to empower women via entrepreneurship, COWE aims to provide pertinent training, counselling, and guidance to aid them in improving their abilities. They also work to continuously improve existing member facilities through knowledge exchange and advocacy.<sup>18</sup>

Thousands of women have benefited from more than 200 programmes undertaken by COWE since its establishment, and its training programmes have influenced the lives of over 10,000 women. Today,

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<sup>14</sup> [6790 schools in Andhra Pradesh do not have functional toilets | Education News, The Indian Express](#)

<sup>15</sup> <https://co-we.com/about-us.php#>

<sup>16</sup> Ibid.

<sup>17</sup> Ibid.

<sup>18</sup> Ibid.

COWE is one of the prominent organisations for women entrepreneurs that strives to foster the spirit of women empowerment and entrepreneurship.<sup>19</sup>

As their primary objective, COWE offers entrepreneurial development programmes, entrepreneurial skills development programmes, seminars, and webinars. These activities help women entrepreneurs in learning new skills, hone their existing expertise, learn about entrepreneurship, and help them flourish in their varied enterprises.

In 17 years, it has mentored more than 60,000 women through the Entrepreneurship Development Programmes (EDPs).<sup>20</sup> Various EDPs are organised by COWE to encourage women to start their own businesses and to empower them with the knowledge and skills critical to sustainably run a business. EDPs offer businesswomen the direction they need, and as all the knowledge they need is in one place, it is simpler for women to comprehend entrepreneurship and empower them to launch their own business. Social entrepreneurship in the waste management and sanitation industry is one of the key areas of focus of the programmes.

### 1.3 Methodology and Approach

GAIL has been implementing successful CSR initiatives based on community needs. A third-party evaluation of the results attained is essential given the dynamic nature of the social development programmes deployed. This impact assessment aims to explain what has been done well and what can be done moving forward. It will not only assist in determining the significance of the project, including the efficiency of project design and interventions, sustainability of results, and impact of the intervention on the target community, but it will also provide guidance for expanding or replicating the successful initiatives while redesigning or ending the projects/initiatives that were unable to have the intended impact.

The impact assessment is intended to provide key insights on the following questions:

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<sup>19</sup> <https://co-we.com/about-us.php#>

<sup>20</sup> Ibid.

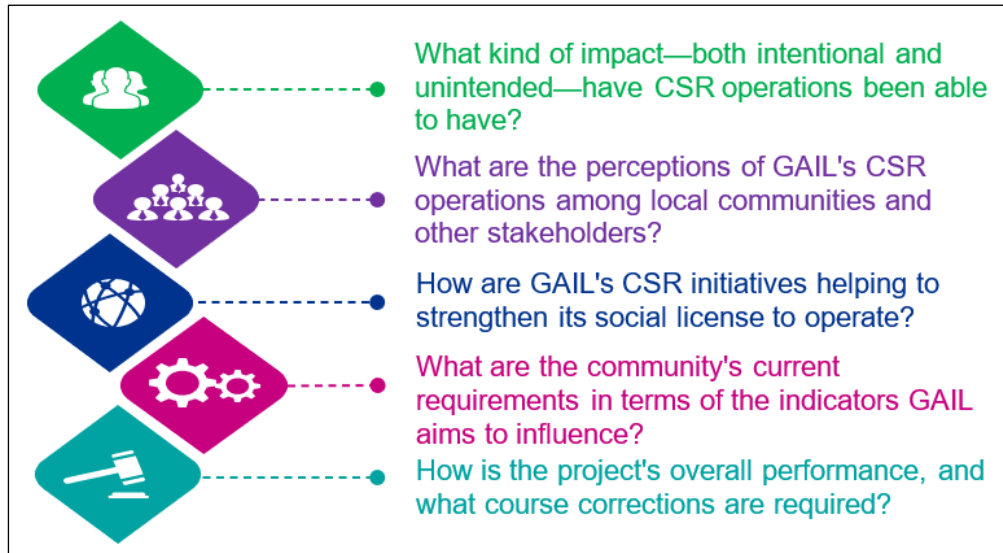


Figure 4: Research questions

The study was conducted through qualitative data collection techniques. This includes in-depth interviews with key stakeholders, as well as secondary research in the multiple thematic areas for a baseline perspective.

### 1.3.1 OECD DAC: Evaluation Criteria

Given the fundamental approach for conducting an impact study, the OECD-DAC (Development Assistance Committee) Evaluation Network's framework is well regarded for assessing the efficacy of development programmes. In response to the need for a method through which bilateral development agencies could monitor the financing supplied to multilateral organisations for various development initiatives, the DAC Evaluation Network developed a set of evaluation criteria for measuring the performance of any development project (UNICEF, 2012).

In 1991, the OECD Development Assistance Committee (DAC) devised the criteria for assessing international development cooperation. They are now widely used beyond the DAC and have established themselves as a cornerstone of evaluation methodology. These standards have routinely been used for international donors, including UN agencies (OECD, 2020).

The OECD DAC Network has identified six evaluation criteria and two principles for their application: relevance, coherence, effectiveness, efficiency, impact, and sustainability. These criteria are meant to help facilitate evaluations.

They were revised in 2019 to improve the accuracy and utility of assessment and to strengthen the evaluation's contribution to sustainable development (OECD, 2020).

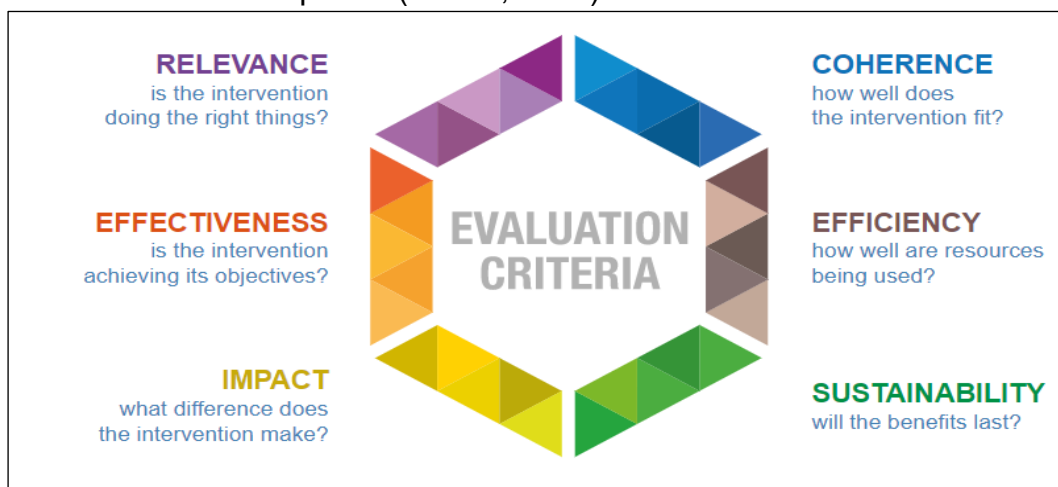


Figure 5: OECD-DAC Evaluation Criteria

### 1.3.2 Sample Coverage

An actual sample of 34 stakeholders was covered across schools for in – depth interviews. 28 students were additionally covered through focused group discussions. The sample is divided among beneficiaries, teachers/school principal and GAIL CSR project SPOC.

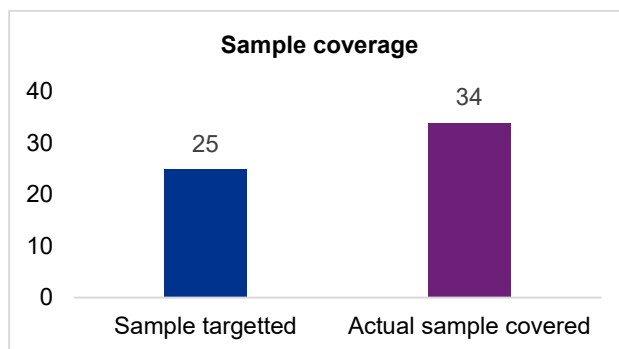


Figure 6: Sample Coverage

### 1.3.3 Data Collection and Analysis

To conduct impact assessment, KPMG carried out the data collection exercise on field with assistance from GAIL CSR SPOCs.

With the help of pre-designed questionnaires, in-depth interviews and focused group discussions were conducted with the relevant stakeholders like the students, teachers/Principals etc. on the field. The data was later updated and translated into excel sheets. Following data collection and cleaning, the data was analysed, and the outcomes were utilised to assess the project's impact.

### 1.3.4 Stakeholder Map

Stakeholders play an imperative role in project implementation on the ground. Stakeholder involvement can offer insightful information that aids in making critical decisions for the organisation. They can aid in designing improved guidelines, processes, and systems, as well as future communications and plans. Institutions and stakeholders taking part in the exercise include:

*Table 1: Stakeholder mapping*

Project	Type of Stakeholder	Number of stakeholders
<b>Support for provision of toilets in government Co-Educational schools in Rajahmundry parliamentary constituency (FY 19-20 &amp; 20-21)</b>	GAIL CSR Project SPoC	1
	School children	16
	School teachers/Principals	5

### 1.3.5 Impact Map

Thematic Area	Location	Project Name	Implementing Agency	Overall Objective	Key Activities	Key Outputs	Key Outcomes	Impact
Rural Development, Health & Sanitation [item no. (i), Schedule VII, Companies Act 2013]	Rajahmundry, Andhra Pradesh	Project 15: Support for provision of toilets in government Co-Educational schools in Rajahmundry parliamentary constituency (FY 19-20 & 20-21)	Confederation of Women Entrepreneurs (COWE)	To provide sanitation facility in schools to maintain cleanliness.	<ul style="list-style-type: none"> <li>Construction of toilets for girls and boys</li> <li>Construction of basic facilities like overhead tank, water facility, etc.</li> <li>Awareness sessions on importance of sanitation &amp; hygiene</li> </ul>	<ul style="list-style-type: none"> <li>No. of students with access to toilets</li> <li>No. of students attending school regularly due to provision of toilets</li> </ul>	<ul style="list-style-type: none"> <li>Increased cleanliness</li> <li>Easy access to toilets</li> <li>Increased/improved attendance.</li> <li>Increased interest towards learning</li> <li>Improved health</li> <li>Increased attendance of girls</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance of cleanliness and sanitation in school premises</li> <li>Improved access to toilets</li> <li>Reduction in open defecation</li> </ul>

Table 2: Impact Map

## 1.4 Scoring Matrix

A scoring guideline was designed where OECD DAC parameters were scored and bundled basis our understanding the GAIL project and availability of information. Weights were assigned to the bundled OECD DAC parameters. Also, a parameter on Branding was included to understand the community's awareness on the project. Various components within the parameters have been assigned scores. Weights and scores have been used to compute the overall score.

The following scoring matrix was developed to rate the performance of the project:

OECD Parameters	Indicators	Weightage	Combined Weightage
<b>Relevance</b>	Needs Assessment Report	20%	W1: 40%
	Relevance to target beneficiaries	50%	
	Alignment to SDGs	30%	
<b>Coherence</b>	Alignment with national policy	50%	
	Alignment with GAIL CSR policy	50%	
<b>Efficiency</b>	Timeline Adherence: Project Completion	40%	W2: 40%
	Duplication	20%	
	Adherence: Budget	40%	
<b>Effectiveness</b>	Identification of problem	25%	
	Process driven implementation strategy	25%	
	Qualified implementation team	25%	
	Targeted beneficiaries	25%	
<b>Impact</b>	Improved access to toilets	25%	
	Increase in attendance	25%	
	Reduction in dropout rate	25%	
	Improved health & sanitation	25%	
<b>Branding</b>	Visibility (visible/word of mouth)	100%	W3: 10%
<b>Sustainability</b>	Sustainability Mechanism, Convergence	50%	W4: 10%
	Maintenance of toilets	50%	
<b>Score= W1*Average (Relevance, Coherence) + W2*Average (Efficiency, Effectiveness, Impact) + W3* (Branding) + W4* (Sustainability)</b>			

Table 3: Scoring Matrix



## 1.5 Impact Assessment

### 1.5.1 Relevance of Intervention

*Relevance is a measure of how much the intervention objectives and design respond to the needs, beliefs, and priorities of the beneficiaries and continue to do so even if circumstances change.*

Despite the success of the Swachh Bharat Abhiyan in India, when it comes to looking at construction of toilets in schools, around 22.8% rural government schools surveyed have unusable toilets, finds the 13th Annual Status of Education Report (ASER) Rural 2018. Poor infrastructural development, ownership issues, lack of motivation or lack of maintenance are the reasons why these toilets were unusable.

When it comes to providing proper sanitation facilities to girl students, schools in rural India still have a lot to do. Despite the government launching Swachh Vidyalaya initiative under Swachh Bharat Abhiyan, 11.5% of rural schools have no separate toilets for girls. While some schools had separate girls' toilets, 10.5% of them were locked and 11.7% were locked and unusable.

State level statistics reveal that 6,790 schools in Andhra Pradesh have dysfunctional toilets. Of the total schools with non-functional toilets, majority (4,746) are government-run schools. This is despite the construction of 1,242 toilets in the last three years and 49,293 in Andhra Pradesh since the launch of the programme.

Interaction with the school children as well as stakeholders revealed that the project was relevant for them as their schools lacked the provision of proper toilets for girls and boys which led to the practice of open defecation. The high population of students present in the schools also led to the need for a greater number of toilets to cater to all the children. Lack of proper infrastructure and facilities in the toilets also led to increase in drop out of girls from the schools. This made the construction of toilets relevant for those Government schools and helped in ensuring proper sanitation and hygiene for the children.

### 1.5.2 Coherence of Intervention

*Coherence refers to the compatibility of the intervention with other interventions in a country, sector, or institution.*

It measures the extent to which other interventions (particularly policies) support or undermine the intervention, and vice versa.



## I. Alignment of the programme with Sustainable Development Goals (SDGs)

The Sustainable Development Goals (SDGs), commonly recognized as the global goals, were established in 2015 by all United Nations members with the purpose of eradicating poverty, protecting the environment, and ensuring that everyone lives in peace and prosperity by 2030. India was a significant contributor to the development of the SDGs and is committed to achieving them by 2030.

Table 4: Coherence with SDGs

SDG Goal	Target	Sub-targets <sup>21</sup>	Relevance
<b>GOAL 6</b>	<b>Clean water and sanitation</b>	<b>6.2</b> <i>By 2030, achieve access to adequate and equitable sanitation and hygiene for all and end open defecation, paying special attention to the needs of women and girls and those in vulnerable situations</i>	The project's interventions were aimed at providing toilets in Government schools of Rajahmundry for girls and boys to ensure access to proper sanitation facilities and reduce open defecation. Provision of toilets for girls led to safe access to sanitation facilities and ensured proper health and hygiene for all.
<b>GOAL 3</b>	<b>Good Health and Well-Being</b>	<b>3.9</b> <i>By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination</i>	Lack of provision of toilets leads to increased open defecation which in turn contaminates the soil and water due to getting mixed leading to pollution and spread of illnesses. The project aimed at providing toilets to prevent open defecation and maintain proper sanitation, cleanliness and hygiene in the community and surrounding areas.
<b>GOAL 4</b>	<b>Quality Education</b>	<b>4.a.1</b> <i>Increase the proportion of schools with access to: (a) electricity, (b) the Internet for pedagogical purposes, (c) computers for pedagogical purposes, (d) adapted infrastructure and materials for students with disabilities, (e) basic drinking water, (f) single-sex basic sanitation facilities, and (g) basic handwashing facilities (as per the WASH indicator definitions)</i>	So as to promote inclusive and quality education, the programme interventions were aimed at constructing toilets in government schools at Rajahmundry. The aim was to promote cleanliness, sanitation, and hygiene on one hand, and also encourage students to go to school regularly, on the other.

<sup>21</sup> <https://sustainabledevelopment.un.org/topics/sustainabledevelopmentgoals>

## II. Coherence with national priorities:

The project is further aligned with the national and state government goals, policies, and initiatives, as listed below:

Project	Description	Coherence
<p><b>Swachh Bharat Abhiyan</b></p>	<p>The Swachh Bharat Abhiyan was launched in 2014 to address the country's substantial WASH sector components that require attention for improvement. The objectives of the initiative were to increase public awareness and enhance the nation's infrastructure in order to assist the growth of sustainable sanitation, hygiene, and waste management systems. One of the key goals of the programme was to make the country open defecation free through the construction of toilets.</p>	<p>In line with the vision and objectives of the scheme, the project activities aim at contributing towards provision of toilets to school children in order to prevent open defecation and provide access to sanitation facilities for all</p>
<p><b>Swachh Vidyalaya Initiative</b></p>	<p>Swachh Vidyalaya is the national campaign driving 'Clean India: Clean Schools'. A key feature of the campaign is to ensure that every school in India has a set of functioning and well-maintained water, sanitation and hygiene facilities. The technical components include drinking water, handwashing, toilet and soap facilities in the school compound for use by children and teachers. The human development components are the activities that promote conditions within the school and the practices of children that help to prevent water, hygiene, and sanitation related diseases.</p>	<p>In line with the vision and objectives of the initiative, the project activities aim at contributing towards provision of toilets to school children in order to prevent open defecation and provide access to sanitation and hygiene facilities for all</p>
<p><b>Sarva Siksha Abhiyan &amp; Rashtriya Madhyamik Shiksha Abhiyan</b></p>	<p>Sarva Shiksha Abhiyan (SSA) is Government of India's flagship programme for achievement of Universalization of Elementary Education (UEE) in a time bound manner.</p> <p>Rashtriya Madhyamik Shiksha Abhiyan is Government of India's flagship programme for achievement of secondary</p>	<p>In line with the vision and objectives of the scheme, the project activities aim at contributing towards provision of toilets to school children in order to prevent open defecation and ensure access to adequate infrastructure facilities in the school so that the children are able to attend school on a daily basis.</p>

	<p>education in a time bound manner.</p> <p>One of the main aims of the schemes is to provide proper infrastructure support in the schools for children. As part of infrastructure support, schools have been provided with toilets for girls and boys, incinerators for girls and drinking water facility</p>	
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Table 5: Coherence with national policies

### 1.5.3 Effectiveness of Intervention

*Effectiveness is defined as an assessment of the factors influencing progress toward outcomes for each stakeholder as well as validation of the robustness of systems and processes.*

It aids in ensuring that the implementation and monitoring processes are sturdy in order to achieve the greatest possible social impact. The efficacy of the programme is established by examining how well the program's activities were carried out as well as the efficiency with which the program's systems and processes were implemented.

The project envisages to provide access to improved sanitation facilities to school children through the construction of separate toilets for girls and boys in government schools. This not only helped in preventing open defecation, but also ensure increased access to toilets for the children along with improved attendance and reduction in dropout rates. Further, access to toilets to girls provided a safe and enclosed space specially during their menstruation cycle. To effectively achieve this, the project adopted following measures:

- I. **Identification of the problem:** The implementing agency conducted field visits to identify the schools in Rajahmundry which required construction of toilets and also made note of the condition of the existing toilets in the schools. Further, the project employed a process-driven implementation strategy that included fundamental market research to ensure a context-specific initiative, standardised activities with a set timeframe to assure quality, and pre-determined KPIs to ensure consistency.
- II. **Qualified implementation team:** The implementing agency deployed a qualified team with previous expertise in managing similar tasks.
- III. **Targeted beneficiary mobilization:** The core of the project is to provide the children with access to toilets so that they get a clean and hygienic environment in their schools and understand the importance of proper sanitation.

- IV. Ease of use:** The toilets were constructed separately for girls and boys to ensure ease of use. All required fixtures and equipment were provided in the toilets along with access to water for ease of use.

#### 1.5.4 Efficiency of Intervention

*The efficiency criterion seeks to determine whether the project was completed in a cost-effective and timely way.*

The purpose is to establish whether the inputs—funds, knowledge, time, etc.—were effectively employed to create the intervention outcomes. This evaluation criterion attempts to determine whether the programme was completed on schedule and within budget.

**I. Timeliness of delivery or implementation of project interventions**

The project was carried out in a timely manner and funds were utilized for efficiently carrying out the field trials by the implementing agency.

**II. Cost efficiency of project activities**

Interaction with the GAIL CSR members revealed that there was no budget overflow and that all the activities were successfully carried out within the allotted budget. An addendum was signed between GAIL and the implementing agency to extend the timeline for the project implementation and the timeline was extended by a month to ensure project completion.

**III. Duplication/ overlap of project activities**

Duplication of effort arises when similar interventions are needlessly undertaken within the same community/ location due to poor knowledge management and inadequate coordination of projects, thereby resulting in fund and resource inefficiency. In this case, it was recognized that the problem of lack of toilets in government schools has been prevalent in different parts of the country. The team conducted field visits and engaged in stakeholder interactions to understand the need for the construction of toilets in Rajahmundry, Andhra Pradesh and observed that some of the schools had toilets provided by the government under various schemes but the same were not functional or required repair. Additionally, the number of toilets in some schools were less viz – a – viz the student population. Given this scenario, GAIL provided toilets with all necessary fixtures in these schools.

1.5.5 **Branding/GAIL visibility:** Each of the toilets constructed had clearly visible GAIL branding done with the GAIL logo. The children, teachers and staff at the school were aware that the toilet construction support was provided by GAIL.



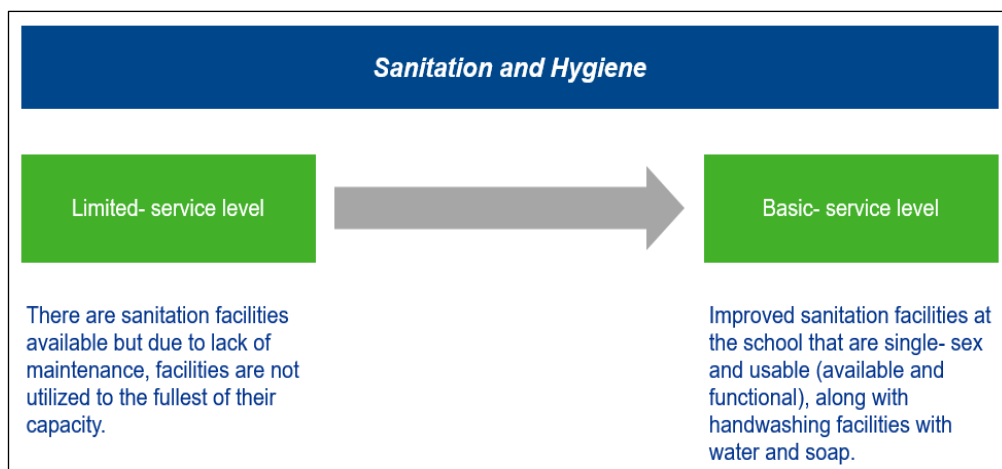
Figure 6: GAIL branding

### 1.5.6 Sustainability of Intervention

*Sustainability assesses how well the programme secures the long-term viability of its outcomes and influence.*

The continuation of a positive effect after development or aid has stopped is referred to as sustainability. This evaluation criterion contains key elements concerning the likelihood of continuous long-term benefits and risk tolerance. To achieve sustainability, a governing framework, financial model, and operating system must be established.

The availability of functional, clean, and private toilets at schools can positively impact the health and learning outcomes, particularly for the girls. The programme interventions provided basic services to the schools to access toilets.



Sustainability, in this project, could be achieved in two ways:

- Planned and convenience maintenance with readily available services and funds at disposal.
- Behavioral adaptation in using the toilets by understanding the importance of clean, healthy, and hygienic practices.

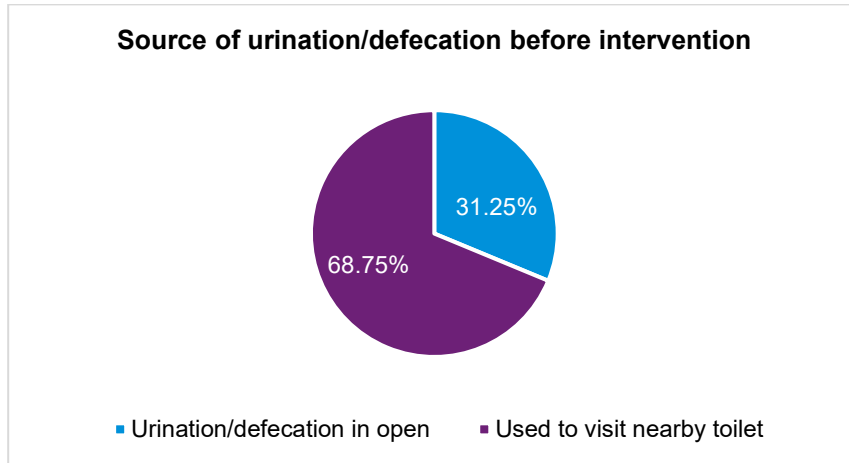
However, both the components could only be achieved partially. While all the infrastructure was functional at the time of installation, issues were being faced post that. The schools lacked funds to pay for the maintenance costs, as a result of which certain taps were not functional during the time of study. Additionally, there was lack of availability of certain fixtures like wash basins and connectivity to water which made the toilets unusable in certain schools. Further, for a sustainable exit strategy, it is necessary to conduct awareness sessions at regular intervals to better inform students and community at large about using toilet infrastructure. Therefore, while GAIL provided the infrastructure and also provided 1 year of maintenance support post the construction of toilets, long term sustainability needs to be ensured by the school authorities to ensure that the toilets continue to function effectively.

#### 1.5.7 Impact of Intervention

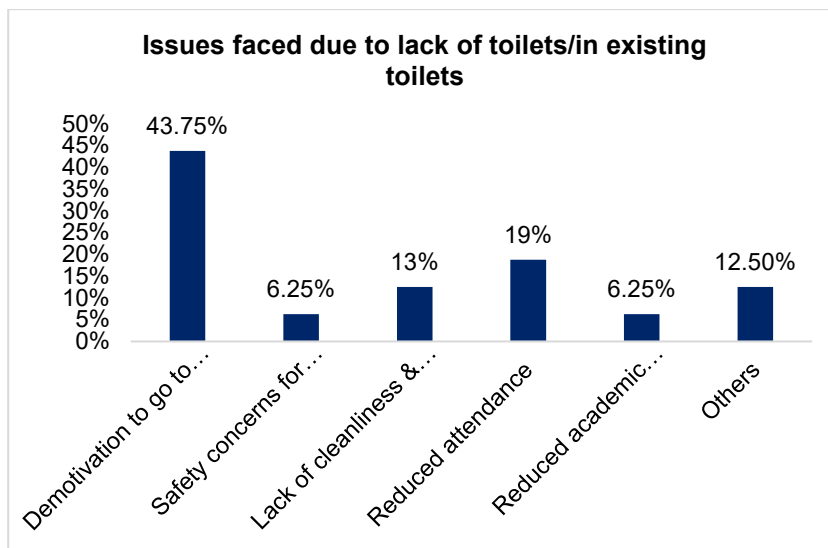
*Impact has been measured in terms of the futuristic vision to address the issue and significant changes observed.*

##### **I. Improved access to toilets for students**

The Swachh Vidyalaya Abhiyan was launched by the Ministry of Human Resource Development in September 2014 to meet the Right to Education Act's mandate that all schools must have separate toilets for boys and girls. Despite efforts by the state and central Governments, majority of the Government schools in Karnataka lack basic toilet facilities required for maintaining sanitation and hygiene of students. Before the intervention by GAIL in select schools of Rajahmundry, Andhra Pradesh, majority of the students (68.7%) used to visit toilets situated near their schools as and when required while 31.2% of the respondents used to defecate/urinate in the open in the absence of proper sanitation facilities.



Some of the schools had access to toilets for the students but they were either not sufficient in number or lacked the basic facilities required for ensuring effective usage of the toilets. Access to toilets away from the schools resulted in increased duration of time spent in going and coming back which led to loss of learning hours for the students. Lack of sufficient number of toilets also led to longer queues outside the toilets which was time consuming for the students.



Lack of access to toilets created a sense of demotivation among 43.75% of the students interviewed. 13% of the beneficiaries found the earlier constructed toilets to be unhygienic and lacked the requisite cleanliness. The lack of adequate toilets and proper hygiene in schools are major barriers to school attendance and education of children. Children spend a significant part of their day at school and the quality of water, sanitation, hygiene (WASH) services at the educational institution can impact their learning. 19% of the respondents reported reduced attendance due to lack of proper sanitation facilities in their schools.

### **Improved facilities in the toilets constructed**



The toilets constructed by GAIL provided to access to proper facilities required for the usage of toilets. Some of the facilities provided in the toilets included the following:

S.no.	Facilities provided
1.	Urinal
2.	Overhead tank
3.	Tap
4.	Tiles
5.	Door

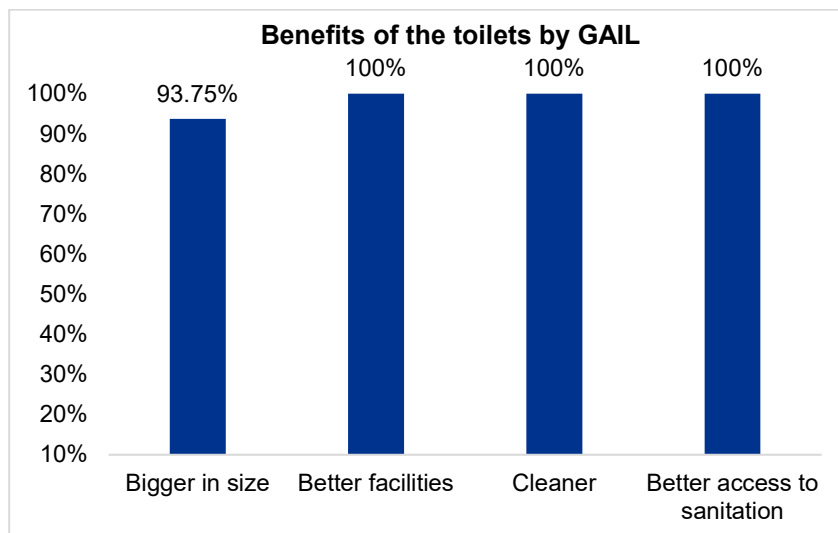
Table 6: Facilities provided in toilets

Water, sanitation, and hygiene (WASH) in schools has been widely recognized for its significant contributions to achieving the ambitious Sustainable Development Goals (SDG) – particularly those related to providing access to primary education, reducing child mortality, improving water and sanitation, and promoting gender equality.



When schools have clean, age-appropriate toilets for both boys and girls, access to clean water, and handwashing facilities and hygienic behaviours, it not only prevents the transmission of communicable diseases, it contributes to more children attending school and learning.

100% of the beneficiaries found the toilets constructed by GAIL as beneficial for them.



All the beneficiaries agreed that the toilets constructed by GAIL were bigger in size, had better facilities like access to water, more number of urinals, wash basins etc. Despite these facilities, the toilets lacked the provision of proper means required for sanitation such as

handwash or soap. Additionally, the toilets did not have insuniators and sanitary pad vending machines installed for the girls. Majority of the beneficiaries interacted with used the pad vending machines installed by the Government. In some of the schools, due to the absence of insuniators, girls used to either use the dustbin provided by the school or burnt the sanitary napkin in order to dispose it. Prior to the GAIL intervention, due to lack of toilets available for the girls, they used to face challenges in attending school on a regular basis. Therefore, due to a lack of improved sanitation facilities, lack of privacy and dignity has a particularly negative impact on health and safety, self-esteem, education, and well-being of the girls.



Figure 7: FGD discussion

Based on stakeholder interaction, it was reported that while the toilets had been constructed by GAIL in the schools, they lacked proper ventilation and lighting facility, lack of water, handwash facility and absence of a washbasin were some of the issues rendering the toilets as difficult to use by the children.



Figure 8 & 9: GAIL toilets

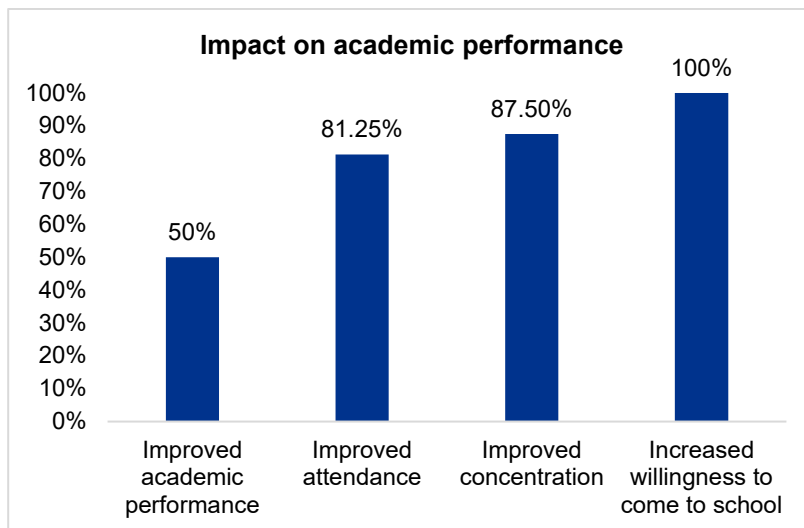


Figure 10 & 11: GAIL toilets

### Improved attendance and academic performance

A lack of access to proper sanitation facilities poses a huge barrier to education as children frequently miss school due to hygiene-related diseases. It is often observed that lack of proper usable toilets in schools located in rural areas is the prime reason responsible for increase in school drop out rates as well as poor academic performance. Providing hygiene and sanitation facilities in schools creates an enabling school environment and children's regularity to school also gets improved, awareness of hygiene and sanitation increases and children have fewer illnesses due to water borne infections.

100% of the beneficiaries reported a positive impact on their academic performance post the construction of toilets by GAIL.



For a majority of 81.25% of the respondents, frequency of attending the school had increased which had led to an improvement in their attendance. Willingness of all the beneficiaries to come to school had increased substantially after the provision of toilets. According the various stakeholders interacted with, schools have experienced a 20% reduction in drop out rate post the intervention. The attendance of students has also improved by around 30% post the intervention. Students on an average attended school for 12 days before the intervention which has now increased to 20 days post the construction of toilets.

### Improved hygiene and sanitation

Toilets have a significant effect on children's health and nutrition ; access to toilets can help children reach their full physical and mental potential. The inverse, however, is also true and the absence of a toilet

can have profound implications. According to the World Health Organization (WHO), roughly 58 percent of diarrhea in children is associated with poor water, sanitation and hygiene. Children who suffer from repeated bouts of diarrhea have permanent changes in the structure of their intestines which causes trouble absorbing nutrients, leading to stunting, a form of chronic malnutrition<sup>22</sup>.

an abundance of food may do little to nourish communities that are in constant contact with fecal germs, where water and excreta-related diseases are spread as a result of inadequate sanitation, water supply and hygiene practices.

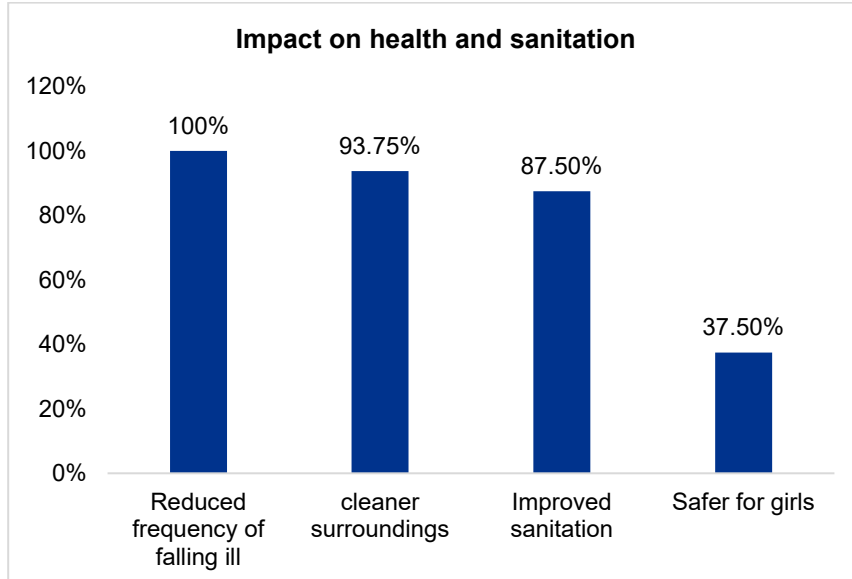


Figure 12: Discussion with stakeholder

100% of the respondents reported a positive impact on their health and sanitation practices post the construction of toilets by GAIL.



Figure 13: Discussion with stakeholder



All the respondents reported a reduced frequency of falling ill post the construction of toilets. 93.75% of the respondents reported their surroundings to be cleaner. The toilets were maintained by the school management and were cleaned on a regular basis by a sweeper or *aaya*. Sanitation practices had improved for 87.5% respondents and

<sup>22</sup> [Better together: Toilets and nutrition \(worldbank.org\)](https://www.worldbank.org/india/health/india-toilets-nutrition)

the teachers also contributed in spreading awareness among the students on proper usage of toilets.

Overall, on a scale of 1-5 where 1 is the lowest and 4 is the highest in terms of satisfaction level, more than half the respondents (56.2%) rated the toilet facility by GAIL as 4 and 43.75% rated the support as 5.



Figure 14 & 15: GAIL toilets

### 1.5.8 Overall rating of the project

The scoring matrix was used to evaluate and score performance of the project. The following table provides the rating across the defined parameters:

Location	Relevance	Coherence	Efficiency	Effectiveness	Impact	Sustainability	Branding	Total Score
Andhra Pradesh	100%	100%	90%	100%	100%	100%	100%	98%

Table 7: Scoring Matrix

The programme on construction of toilets in Andhra Pradesh was given a total score of 98% and it is **“highly impactful”** in nature. This attributes a Highly Impactful ranking to the programme interventions.

The programme was still extremely relevant. Additionally, it was also found that the programme is aligned to Sustainable Development Goals, as well as national priorities to provide sanitation facilities in schools, thereby creating a hygienic society. The completion rate for the programme was 100% and 100% of the beneficiaries surveyed were satisfied with the support being provided.

90% was given for efficiency as an addendum was signed between GAIL & the implementing agency in order to complete the project target.

## 1.6 Case Study

### A. Kaveri, class VIII

Kaveri is a class VIII student of M.V.N. Z.P. High school, Undrajavaram. Before the construction of GAIL toilets in her school, there was presence of toilets constructed by the Government, but they were few in number. Given the student population the school, the toilets were not sufficient for all the students and there were long queues outside the toilets which led to longer waiting time.

Kaveri used to avoid the usage of the earlier toilets as they were not properly maintained and lack water connection which was a prerequisite while using the toilet. She found it difficult to attend school during her menstrual cycle which led to increased absenteeism during a fixed period of time in the time. This not only impacted her academic performance but also led to lack of interest and motivation to attend school regularly.

Post the GAIL intervention, three additional toilets for girls have been constructed in the school. This has improved access to toilets for the girls. The toilet also has water facility available. Due to the intervention, Kaveri is now able to visit school on a regular basis and her academic performance has also improved. She feels safer using the GAIL toilets as they have doors that can be shut. There has been an improvement in her overall health also.

## 1.7 Conclusion and Way Forward

Every child has the right to a quality education, which includes access to drinking water, sanitation and hygiene (WASH) services while at school. Children spend a significant portion of their day at school, where WASH services can impact student learning, health, and dignity, particularly for girls.

According to UNICEF, the availability of functional and private school toilets can positively impact health and learning outcomes, particularly for girls. In 2021, nearly 539 million children worldwide (29 per cent) lacked a basic sanitation service at their school. Among them nearly 240 million (13 per cent) had no sanitation service at their school. Global coverage of basic sanitation services in schools increased by 1.14 percentage points from 2015 to 2021.

When it comes to WASH in schools, clean drinking water, and a safe place to use the bathroom are just as important as teachers, classrooms and books. When these crucial tools aren't readily available, students spend less time learning because of sickness or time spent collecting water.

A holistic and collective approach is required to ensure proper WASH & sanitation facilities to be available in schools which lack its access. In order to achieve this goal, GAIL (India) Limited provided toilet facilities to 30 Government Schools in Rajahmundry, Andhra Pradesh. Although the beneficiaries and stakeholders were satisfied with the support provided by GAIL, going forward, GAIL can consider the following points of action to make such projects more effective and long term sustainable:

## I. Promotion of WASH in schools:

Combining components of WASH programme in schools like building toilet, drinking facilities, inclusion of WASH curriculum in school, which covers basics of handwashing, personal hygiene and more is an imperative step towards holistic development of children. These are necessary to produce a healthy school environment and to develop or support appropriate health and hygiene behaviours<sup>23</sup>.

Highlighting the health outcomes of inclusion of proper WASH arrangements in schools, a study carried out in Kerala in collaboration with UNICEF revealed that after WASH programme intervention in schools, regularity in attendance increased with children no longer feeling the need to go home in case they needed to defecate<sup>24</sup>. Studies also show that WASH in schools helps in curbing incidences of diarrhoea, soil-transmitted helminths, acute respiratory infections, and other WASH-related diseases in children<sup>25</sup>.

- I. **Organizing awareness sessions in schools:** Changing behaviours by itself, is a mammoth task and it necessitates as much investment and time as building infrastructure. Hence organizing awareness sessions in schools to educate children on importance of using toilets and benefits of proper sanitation is important. The sessions should also cover the impending danger of water borne diseases that can grapple children due to consumption from a polluted source of water. Awareness sessions play an important role in changing behaviors, as it is the first step towards forming the base of knowledge and translating it into behaviour change.
- II. **Convergence with local administration:** One of the core objectives of the Swachh Bharat Abhiyan is to provide household toilets and toilets in the schools for proper WASH and hygiene in India. Achieving this target single-handedly may be a gargantuan task for the government. Therefore, the participation of private entities, through their CSR interventions, can provide much-needed support to the government in meeting the ambitious target. Some of the major reasons for fostering private partnerships in implementing government schemes are enlisted below:
  - a. **Increased Investment:** Private sector involvement can bring in additional financial resources and expertise, increasing investment in the mission.
  - b. **Improved Efficiency:** Private companies bring in technical know-how and efficient management practices, leading to improved water supply systems.

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<sup>23</sup> [#SwasthBharat: How WASH \(Water, Sanitation & Hygiene\) Programmes In Schools Are Improving Lives Of Children. One Lesson At A Time | Hygiene and Sanitation \(ndtv.com\)](#)

<sup>24</sup> Ibid

<sup>25</sup> Ibid

- c. **Encourages Innovation:** Competition among private companies can drive innovation and lead to the development of new and improved water supply solutions.
- d. **Increases Access:** Private sector involvement can help expand access to water supply in underserved areas, especially in rural areas.
- e. **Supports Sustainability:** Private sector involvement can help ensure the sustainability of such WASH initiatives by promoting cost recovery mechanisms and long-term maintenance planning. This further helps ensure access of toilets for all.

Therefore, it is suggested that GAIL explore synergies with the local administration to provide such toilets for households under the mission.

- III. **Fostering multi-stakeholder collaboration:** In continuation with the above recommendation, sensitization can bring together different community members, organizations, and local authorities to work together towards a common goal of providing clean drinking water. This will not only ensure continued momentum for the purpose, but also lead to newer avenues for innovation and community participation. The Swachh Bharat Mission through the Swachh Vidyalaya Abhiyan in schools changed the narrative and brought attention to sanitation, drinking water and handwashing in educational institutions, and incorporated hygiene education into the curriculum. Thereby, collaborating and converging with the government stakeholders and aligning to the appropriate schemes can create a ripple effect as well.



# Thank you



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