SUMMARY SHEET OF IMPACT ASSESSMENT CARRIED OUT BY GORAKHPUR PROJECT

Sr. No.	Project Code	Project Title	Cost of the Project in lakh Rs.	Completion Date	Name of the Agency carried out IA
1.	GHVP/EDU/2019-20/7	Construction of 7 nos. of multipurpose hall in Govt. Schools	389.32	12-08-22	Delhi School of Social Work, Delhi University
2.	GHVP/EDU/2019-20/8	Construction of 31 no. of class rooms, 03 no.Library rooms, 02 no. science lab rooms, 01 no. computer room and 01 no. smart class room in various Govt. Schools nearby GHAVP.	337.15	12-08-22	
3.	GHVP/HLT/2018-19/2	Providing Mobile Clinic Services to Neighborhood Villages of GHAVP Site.	181.47	03-07-22	
4.	GHVP/INF/2019-20/1	Construction of 1.5 km Road in Gorakhpur Village from Hisar Road Siwani side Bus Stand to the T-Point of road leading to GHAVP Gorakhpur Gate	294.53	27-04-21	

IMPACT ASSESSMENT OF CSR PROJECTS BY NPCIL, GORAKHPUR, HARYANA

NUCLEAR POWER CORPORATION OF INDIA LIMITED

A Report By Department of Social Work, University of Delhi

2025

IMPACT EVALUATION

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ACKNOWLEDGEMENT

The Delhi School of Social Work expresses its sincere gratitude to the Nuclear Power Corporation of India Limited (NPCIL) for providing the opportunity to undertake the evaluation of their CSR projects.

We are thankful to the officials of NPCIL for their guidance and cooperation throughout the evaluation process. We also extend our appreciation to the residents of Gorakhpur Village for their participation and valuable inputs, which greatly contributed to the findings of this report.

The support of the field team and all individuals involved in data collection and documentation is also gratefully acknowledged.

Regards,

On Behalf of Team
Prof. Sanjoy Roy
Department of Social work,
University of Delhi

CSR Project Impact Assessment Summary

This presents a consolidated summary of the Impact Assessment of Corporate Social Responsibility (CSR) projects undertaken at Gorakhpur Haryana Anu Vidyut Pariyojana (GHAVP) by Nuclear Power Corporation of India Limited (NPCIL). The evaluation was conducted by the Department of Social Work, University of Delhi (Delhi School of Social Work), using a mixed-method approach covering relevance, efficiency, effectiveness, impact, sustainability, and beneficiary satisfaction.

NPCIL-GHAVP implemented key infrastructure and service-based interventions in nearby villages, including:

- Construction of a 1.5 km Road connecting Hisar Road (Siwani side Bus Stand) to the T-Point leading to GHAVP Gate.
- Mobile Medical Van (MMV) services in neighbouring villages.
- Construction of seven multipurpose halls in government schools.
- Development of educational infrastructure including 34 classrooms, 3 library rooms, 1 science laboratory, prayer stages, water tanks, and sports facilities across 11 schools. These initiatives collectively address rural connectivity, primary healthcare access, and strengthening of educational infrastructure.

Construction of a 1.5 km Road: The 1.5 km road project significantly improved physical connectivity and daily mobility. Prior to construction, villagers faced severe issues such as mud, waterlogging, dust, delays in reaching schools and workplaces, and safety concerns. Key findings indicate:

- 94% respondents perceived a strong need for the road.
- 96.7% reported improved ease of travel.
- 95.3% reported reduced travel time.
- 91.3% observed positive impact on economic activities.
- 89.3% reported improved safety and reduced accident risks.
- 98.7% reported daily usage of the road.

The road enhanced access to markets, schools, bus services, and healthcare facilities. However, sustainability concerns were raised regarding drainage, maintenance, and long-term

durability. Structured maintenance planning is recommended to preserve long-term benefits.

Mobile Medical Van: The Mobile Medical Van provides free consultation, medicines, diagnostic checks, counselling, and referrals. It primarily serves economically vulnerable populations, with the majority of beneficiaries belonging to low-income households and socially marginalised groups.

Key findings include:

- 91% of respondents reported frequent use of services.
- 99% reported reduction in medical expenses.
- 100% confirmed free consultation and medicines.
- 57% rated services as excellent (5/5), and 43% rated them as good (4/5).
- 100% confirmed accessibility and presence of doctor and pharmacist.

The MMV addresses common illnesses such as fever, cold, cough, body pain, stomach ailments, and seasonal infections. It has significantly reduced out-of-pocket medical expenditure and improved health awareness. Beneficiaries suggested increasing visit frequency, strengthening referral linkages, extending service duration, and enhancing support for elderly, women, and differently abled persons.

Multipurpose Halls in Schools: The construction of seven multipurpose halls has strengthened school infrastructure and enabled indoor sports, cultural programmes, assemblies, examinations, and community meetings.

Key Findings:

- 100% respondents confirmed the need for the hall.
- 89% reported improved indoor sports and activity space.
- Schools reported improved discipline, participation, and confidence among students.
- The halls enhanced the overall image of schools within the community.

Sustainability depends on regular maintenance, improved lighting and ventilation, and structured school-level ownership mechanisms.

Educational Infrastructure Development: The construction of classrooms, laboratories, libraries, and other facilities across 11 government schools significantly improved the learning environment.

Key impacts include:

- Improved classroom space and reduced overcrowding.
- Increased attendance and student engagement.
- Improved academic performance and learning outcomes.
- Increased participation of girls.
- Reduced dropout rates.
- Strengthened career aspirations among students.

The infrastructure supports long-term educational development. However, sanitation, digital learning support, maintenance systems, and coordination mechanisms require continued attention.

The CSR initiatives undertaken by NPCIL at GHAVP demonstrate high relevance, strong community acceptance, and measurable improvements in connectivity, healthcare access, and educational infrastructure. Beneficiary satisfaction across projects is consistently high. The interventions directly address infrastructure gaps affecting economically and socially vulnerable communities. To sustain long-term impact, emphasis should be placed on structured maintenance mechanisms, improved drainage and lighting for road infrastructure, enhanced healthcare referral systems, strengthened medicine availability, expanded digital learning infrastructure in schools, and continuous community engagement.

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IMPACT ASSESSMENT OF CSR PROJECTS

UNDERTAKEN AT GORAKHPUR HARYANA ANU VIDYUT PARIYOJANA (GHAVP), NPCIL

I. About NPCIL and GHAVP

The Nuclear Power Corporation of India Ltd. (NPCIL) was incorporated in September 1987 as a Public Limited Company under the provisions of the Companies Act, 1956 with the object of developing nuclear power technology and to produce the nuclear power as a safe, environmentally benign and economically viable source of electrical energy to meet the growing electricity needs of the country. The Company has its Registered Office at 16th Floor, Centre-1, World Trade Centre, Cuffe Parade, Mumbai-400 005 and Head Office at Vikram Sarabhai Bhavan and Nabhikiya Urja Bhavan, Anushaktinagar, Mumbai-400094.

Gorakhpur Haryana Anu Vidyut Pariyojana (GHAVP), located in Haryana, is one of the important project units of NPCIL. Alongside its core mandate of power generation, GHAVP has undertaken several Corporate Social Responsibility (CSR) initiatives aimed at improving infrastructure and strengthening community well-being in nearby villages.

NPCIL views CSR as a commitment towards inclusive development and community partnership. Its initiatives focus on improving access to healthcare, education, public infrastructure, and essential services in the project-affected and neighbouring areas.

II. CSR Initiatives Undertaken at GHAVP

Under its CSR programme, GHAVP, NPCIL has implemented five key infrastructure and service-based projects in nearby villages:

a. **Construction of 1.5 km Road in Gorakhpur Village from Hisar Road (Siwani side Bus Stand) to the T-Point leading to GHAVP Gate** (Project no GHAVP/INF/2019-20/1). This project aimed to improve connectivity, ease of travel, and access to essential services for villagers.

b. **Providing Mobile Clinic Services to Neighbourhood Villages of GHAVP Site** (Project no GHAVP/HLT/2018-19/2). This initiative aims to improve access to basic healthcare services for villagers through regular mobile medical services.

c. **Construction of Seven Multipurpose Halls in Government Schools** (Project no GHAVP/EDU/2019-20/7). The multipurpose halls were constructed to support academic, cultural, and community activities within government schools.

d. **Construction of 34 classrooms, 03 library rooms, and 01 science laboratory room, 02 prayer stages, 03 water tank, 01 basket ball ground were developed across 11 government schools.** (Project no GHAVP/EDU/2019-20/8 & 9). This project focused on strengthening educational infrastructure by improving classroom space and learning facilities and recreational facilities.

These projects collectively address critical areas such as healthcare access, educational infrastructure, school safety, and rural connectivity.

III. About the Department of Social Work University of Delhi (Delhi School of Social Work)

The Department of Social Work, popularly known as the Delhi School of Social Work (DSSW), was established in 1946 at Lucknow by the YWCA under the name National YWCA School of Social Work. In 1947, the institution was shifted to Delhi and, in 1948, it was affiliated with the University of Delhi, after which it came to be known as the Delhi School of Social Work. The institution holds the distinction of being the first in Asia to offer a Master's Degree in Social Work.

The Department has developed strong linkages with academic institutions, government bodies, public sector enterprises, and civil society organisations. It has engaged with organisations such as Media Lab Asia, GAIL, Indraprastha Gas Limited, Ministry of Women and Child Development, Government of Jammu & Kashmir, Tata Institute of Social Sciences (TISS), National Institute of Public Cooperation and Child Development (NIPCCD), Ministry of Rural Development, Ministry of Health and Family Welfare, Bureau of Police Research and Development, Mission Convergence (Government of NCT of Delhi), and international partners including Railway Children (UK). Through these collaborations, the Department fosters meaningful academic-practice partnerships and encourages innovation, critical thinking, and socially responsive approaches to development challenges.

"IMPACT EVALUATION OF CONSTRUCTION OF 1.5KM ROAD IN GORAKHPUR VILLAGE FROM HISAR ROAD SIWANI SIDE BUS STAND TO THE T-POINT OF ROAD LEADING TO GHAVP GORAKHPUR GATE"

1. About the Construction of 1.5km Road Project

The project involves the construction of a 1.5 km road in Gorakhpur Village, connecting Hisar Road (Siwani side Bus Stand) to the T-Point of the road leading to GHAVP Gorakhpur Gate. The road serves as an important access route for residents of Gorakhpur village as well as commuters using the bus stand and adjoining roads. The project was initiated on 27 February 2020 and completed on 27 April 2021, with a total expenditure of ₹2,94,53,213. The road construction was undertaken with the objective of improving physical connectivity, strengthening village infrastructure, and facilitating easier access to essential services such as education, healthcare, markets, and public transport.

Prior to the construction, the road stretch was reported to be in poor condition, causing difficulties for daily movement, especially during the monsoon season. The absence of a proper road affected pedestrians, school-going children, elderly persons, and emergency vehicles. The construction of the road has helped address these issues by providing a durable and reliable transport link.

The project benefits an estimated 18,000 people, including approximately 10,000 men and 8,000 women, residing in Gorakhpur village and nearby areas. Through this initiative, NPCIL aimed to improve mobility, safety, and overall quality of life for the local population.

2. Methodology for Evaluation

The evaluation of the road construction project followed a mixed-methods approach to capture both quantitative and qualitative insights to assess the relevance, coherence, efficiency, effectiveness, impact and beneficiary satisfaction.

2.1 Sampling

The evaluation was conducted in Gorakhpur Village, focusing on beneficiaries who regularly use the newly constructed road. Respondents were selected from different sections of the village, including residents living along the road stretch, shopkeepers, commuters, and users of public transport. Efforts were made to include respondents from different age groups,

genders, and occupational backgrounds to ensure diversity in perspectives. 10% of the beneficiaries were included as the respondents in this study.

2.2 Methods and Tools of Data Collection

The following methods and tools were used for data collection:

Table No. 1: Sample Size, Methods and Tools of Data Collection

Respondents	Sample Size	Methods of Data Collection	Tools of Data Collection
Local Residents and Commuters (Beneficiaries)	10% of the beneficiaries	Structured Interviews and Informal Discussions	Structured Interview Schedule and Discussion Checklist
Community Members (Group Level)	Purposively selected	Informal Group Interaction	Guiding Questions / Interaction Notes
Road Infrastructure (Physical Asset)	Not applicable	Direct Observation and Physical Verification	Observation Checklist
Road and Surrounding Areas	Not applicable	Photographic Documentation	Camera / Mobile-based Photographs

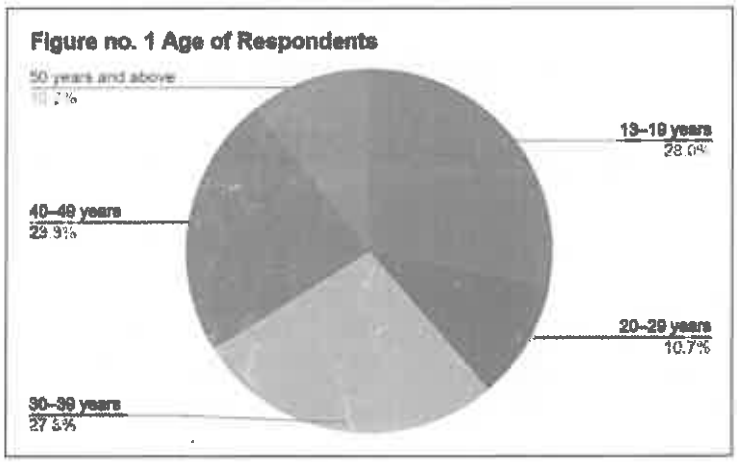
The interview schedule captured information related to relevance, efficiency, effectiveness, impact, sustainability, awareness of NPCIL's role, and beneficiary satisfaction. Field investigators also recorded observations regarding the quality, condition, and usage of the road.

3. Profile of Respondents

This section presents the socio-demographic profile of the 10% of the beneficiaries who participated in the evaluation of the road construction project in Gorakhpur Village. The profile helps in understanding the characteristics of beneficiaries and the extent to which the project caters to different sections of the community.

3.1 Age of Respondents

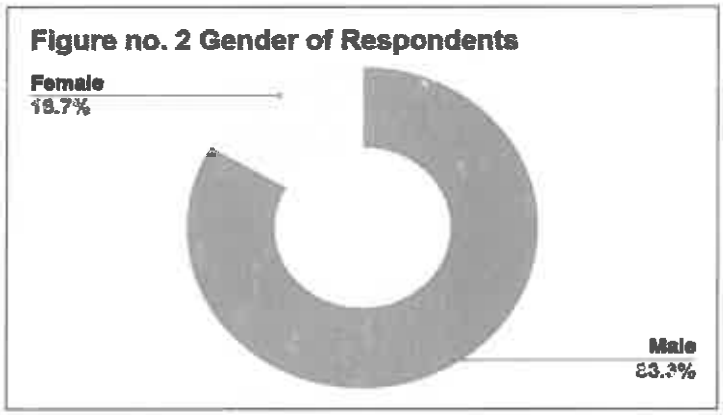
The respondents largely belong to age groups that are actively engaged in education, work, and daily commuting. The highest proportion of respondents (28.0%) falls in the 13–19 years age group, indicating significant usage of the road by students and young commuters. This is followed by



respondents aged 30–39 years (27.3%) and 40–49 years (23.3%), reflecting the importance of the road for working-age adults. Respondents aged 20–29 years and 50 years and above each constitute 10.7%.

3.2 Gender of Respondents

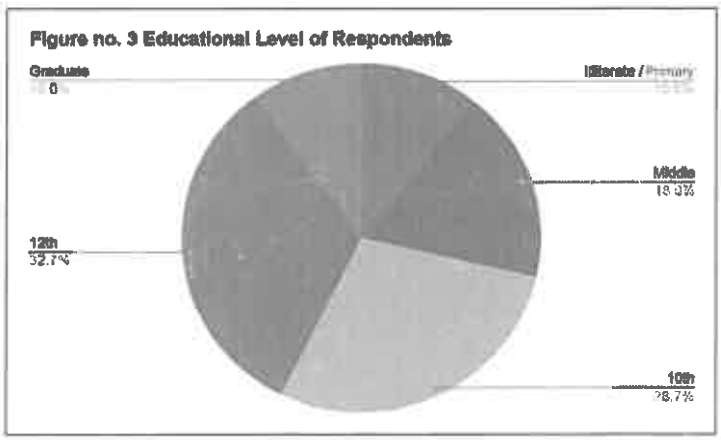
A majority of respondents (83.3%) are male, while 16.7% are female. The lower representation of women reflects existing patterns of road usage related to employment, education, and outdoor mobility, while still



indicating meaningful participation of women in accessing the road for daily needs.

3.3 Educational Qualification of Respondents

Most respondents have attained basic to secondary levels of education. About 32.7% have completed 12th standard, followed by 28.7% with

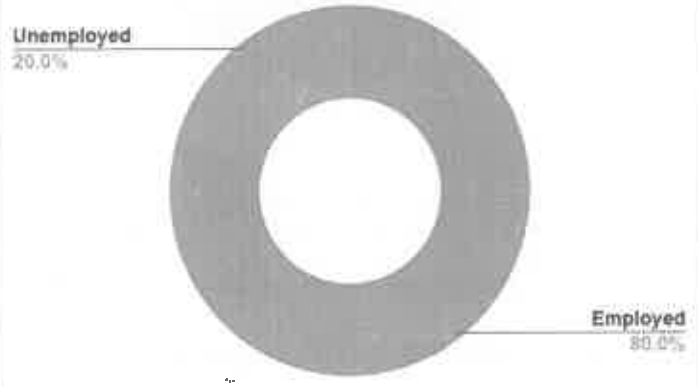


education up to 10th standard. Respondents with middle-level education account for 18.0%, while 10.0% are graduates. A smaller proportion reported primary education or no formal schooling. The educational profile suggests regular usage of the road by students and individuals engaged in skilled and semi-skilled occupations.

3.4 Employment Status of Respondents

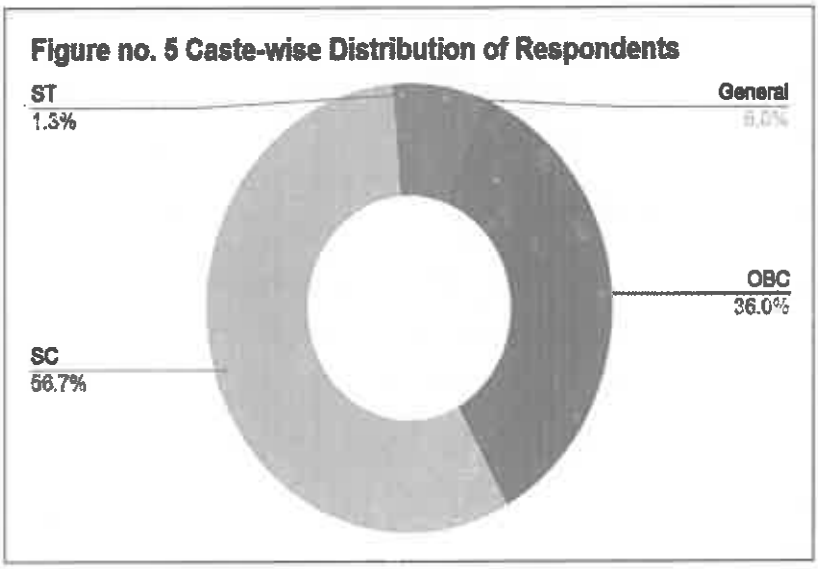
A large majority of respondents (80.0%) reported being employed, while 20.0% were unemployed at the time of the survey. The high proportion of employed respondents highlights the road's role in supporting livelihood-related travel, including commuting to workplaces, markets, and nearby towns.

Figure no. 4 Employment Status of Respondents



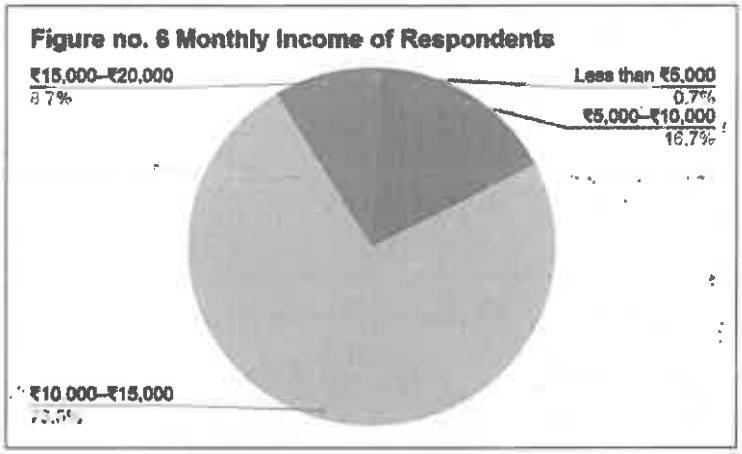
3.5 Caste-wise Distribution of Respondents

Figure no. 5 Caste-wise Distribution of Respondents



More than half of the respondents (56.7%) belong to Scheduled Castes (SC), followed by Other Backward Classes (36.0%). Respondents from the General category constitute 6.0%, while Scheduled Tribes account for 1.3%. This distribution indicates that the road primarily serves communities that rely heavily on public infrastructure for daily mobility.

3.6 Monthly Family Income of Respondents



The income profile shows that most respondents belong to lower-income households. About 74.0% reported a monthly family income in the range of ₹10,000–₹15,000, followed by 16.7% in the ₹5,000–₹10,000 category. Only 8.7% reported incomes between ₹15,000–₹20,000, while less than 1% reported income below ₹5,000.

4. Major Findings from the Evaluation

4.1 Relevance of the Road Construction Project

4.1.1 Period of Road Development

Respondents were asked about the period during which the road was developed. A large majority of respondents (95%)reported that the road was developed between 2020 and 2021, which aligns with the officially reported project timeline. This indicates high awareness among villagers regarding the timing of the road construction.

4,1.2 Availability of the Road Before Construction

When asked whether the road existed before the current construction, a majority of respondents (62.0%) stated that some form of road or pathway was available earlier, though in poor condition, while a smaller proportion reported that no proper road existed. This suggests that while access existed earlier, it was inadequate to meet the village's mobility needs.

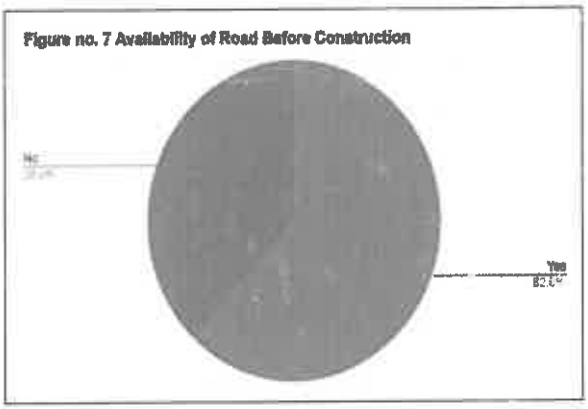
4.1.3 Need for Redevelopment of the Road

Respondents who reported the presence of an earlier road were asked about the need for redevelopment. The major reasons cited included poor surface quality, mud and waterlogging during the rainy season, dust during summers, and difficulty in vehicular movement. These

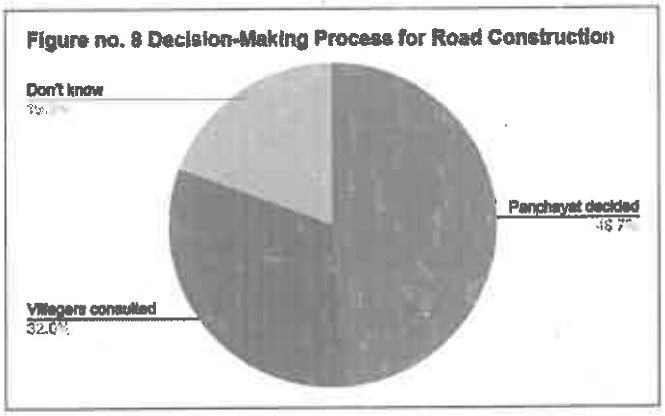
responses indicate that the earlier road infrastructure was not suitable for regular or year-round use.

Table no. 2: Reasons for Redevelopment of Existing Road*(thematic classification)*

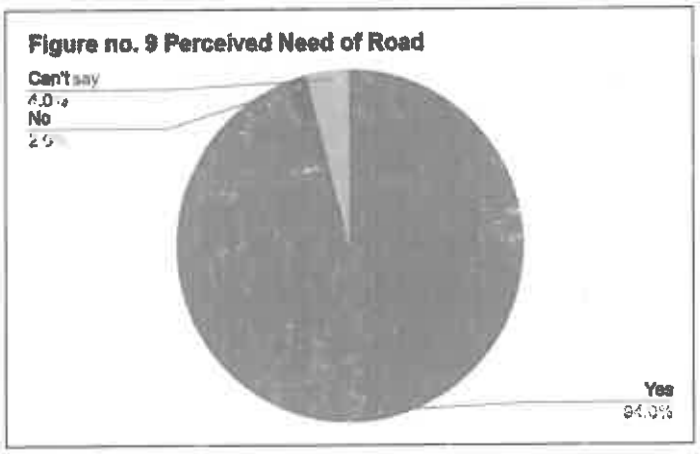
Major Issues Identified
Mud and waterlogging
Dust and uneven surface
Difficulty for vehicles
Safety concerns
Poor connectivity



4.1.4 Decision-Making Process for Road Construction



Respondents were asked how the decision to build the road was taken. Most respondents indicated that the decision was made through Panchayat-level processes (48.7%), with villagers being informed or consulted (32.0%), while some respondents were unsure (19.3%) about the exact process. The findings suggest that the road construction was largely perceived as a community-level infrastructure decision.



4.1.5 Perceived Need for the Road

An overwhelming majority (94.0%) of respondents felt that there was a clear need for the construction of the road while only 2.0% of the respondents felt

otherwise. A small percentage of respondents (4.0%) said they cannot say. This strong consensus highlights that the project addressed a long-standing requirement of the village.

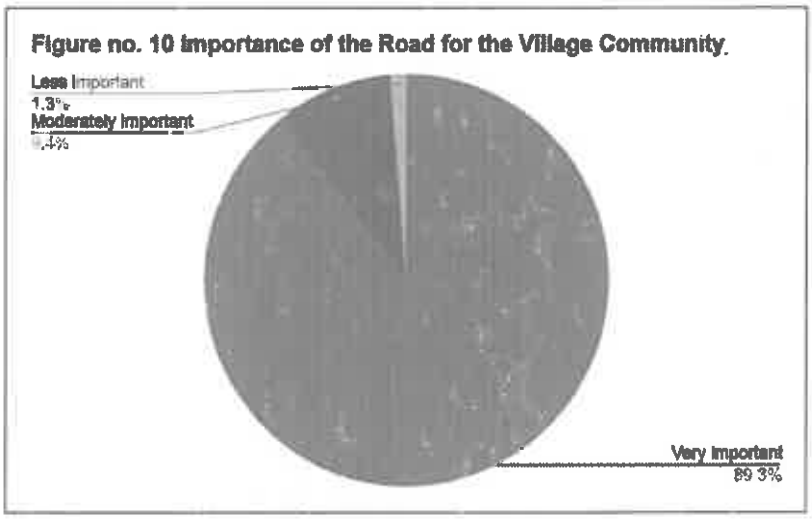
4.1.6 Problems Faced Before Road Construction

Respondents were asked to describe the problems they faced before the road was constructed. Analysis of the open-ended responses shows the following major issues:

- Poor connectivity to the bus stand and main road
- Muddy conditions during monsoon and dust during summer
- Difficulty in movement of two-wheelers, bicycles, and pedestrians
- Delays in reaching schools, workplaces, and markets
- Problems for ambulances and emergency vehicles
- Higher risk of accidents due to uneven surface

These challenges affected daily mobility and limited access to essential services.

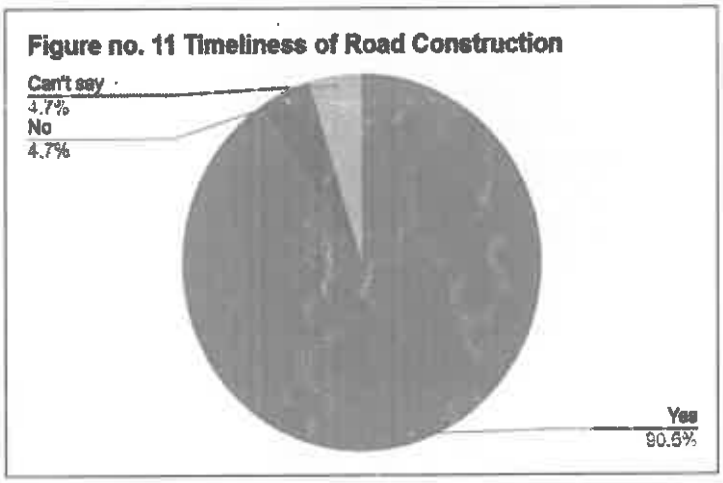
4.1.7 Importance of the Road for the Village Community



Respondents were asked to rate the importance of the road for the village community. A large majority rated the road as very important (89.3%), indicating its central role in village life, followed by moderately important (9.4%) and less important (1.3%). The data clearly indicates that the road construction project is highly relevant to the needs of Gorakhpur Village. The road addresses pre-existing challenges related to poor connectivity, unsafe travel conditions, and limited access to essential services. The strong perception of need and importance among respondents demonstrates that the project aligns well with community priorities and the stated objectives of improving village infrastructure and mobility.

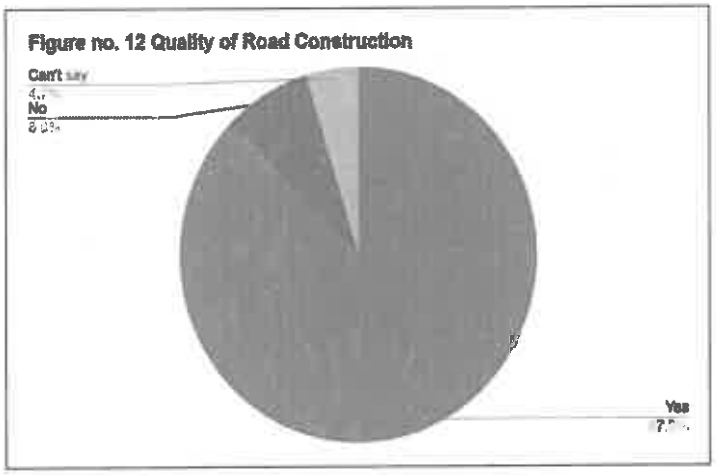
4.2 Efficiency of the Road Construction Project

4.2.1 Timeliness of Road Construction



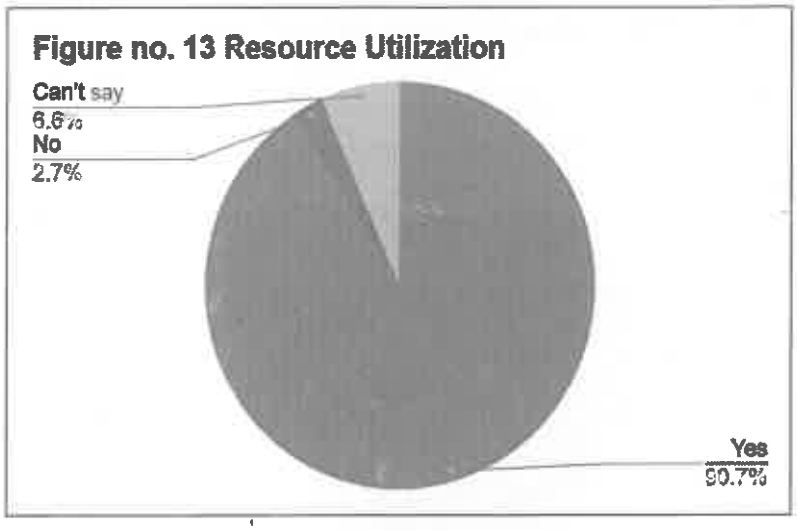
Respondents were asked whether the road construction was completed in a timely manner. A large majority of respondents (90.7%) reported that the road construction was completed in a timely manner. Only 4.7% felt that the construction was not completed on time, while 4.7% were unsure. Several respondents acknowledged that while there were short periods of delay, the overall completion did not extend excessively and the road became usable within expected time limits. One of the respondents said, *"Kaam thodarukta-chalataraha, lekin road zyada late nahi bani." (The work stopped and started at times, but the road was not delayed too much.)*

4.2.2 Quality of Road Construction



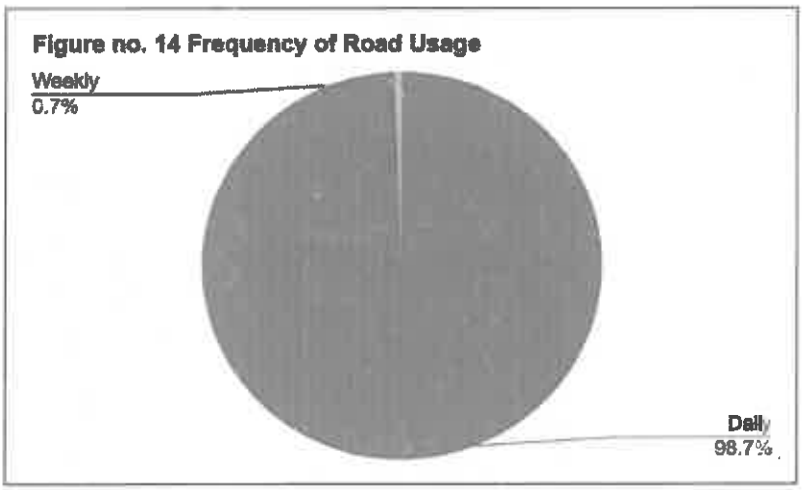
When asked about the quality of the road construction, 87.3% of respondents expressed satisfaction with the road quality. A small proportion (8.0%) reported dissatisfaction, mainly citing concerns related to edges of the road, drainage, or maintenance needs. About 4.7% of respondents were uncertain. Respondents who were satisfied highlighted smoother surfaces, easier vehicular movement, and reduced dust and waterlogging as key improvements. One of the respondents said, *"Ab roadpakkihai, gaadi aur cycle donoaraam se chalti hain." (Now the road is proper; both vehicles and cycles move easily.)*

4.2.3 Efficient Use of Resources



Respondents were also asked whether they felt that resources such as time, money, and labour were used efficiently during construction. An overwhelming majority (90.7%) of respondents felt that resources were used efficiently. Only 2.7% felt otherwise, while 6.6% stated that they could not comment on this aspect. Most respondents judged efficiency based on visible outcomes and the functionality of the completed road. One of the respondents said, *"Road ban gayi aur kaam theek lagtahai, paisa barbaadnahihua."(The road is built and the work looks proper; the money was not wasted.)*

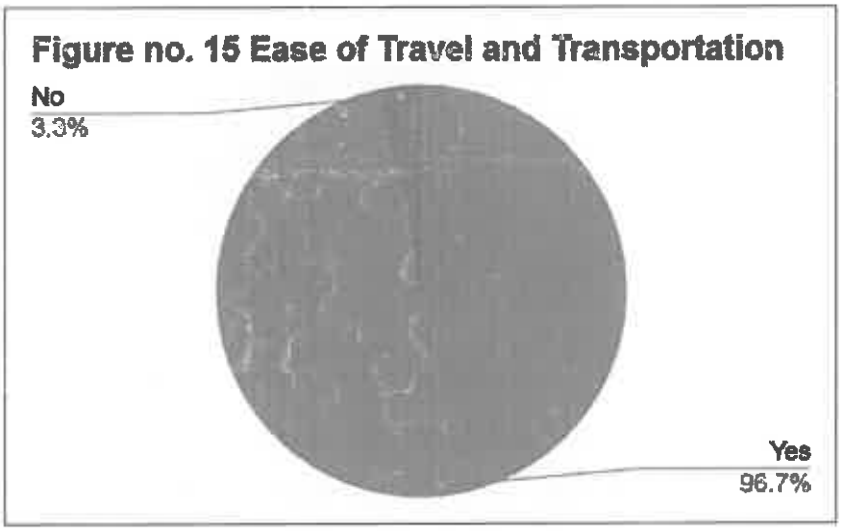
4.2.4 Frequency of Road Usage



Respondents were asked how often they use the road. The frequency of road usage is a strong indicator of operational efficiency. An overwhelming 98.7% of respondents reported using the road daily, while 0.7% used it weekly and 0.6% used it occasionally. The high daily usage reflects the road's integration into routine activities such as commuting for work, attending school, accessing markets, and using public transport. One of the respondents said, *"Roz isi road se school aur kaam ke liye jaana hota hai." (We use this road daily for school and work.)*

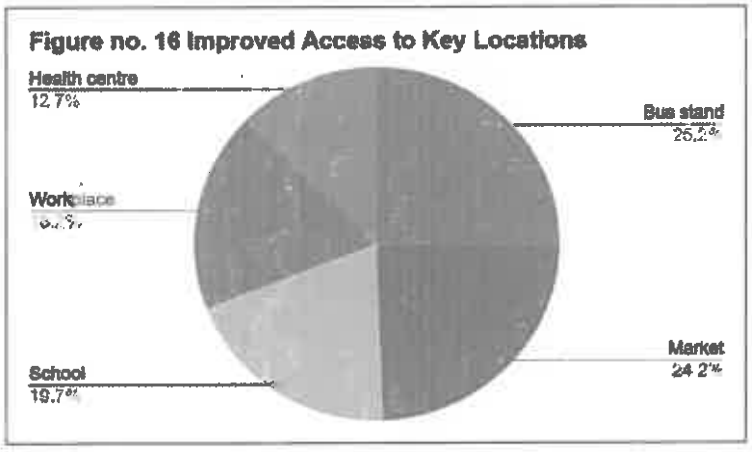
4.3. Effectiveness & Uniqueness of the Road Construction Project

4.3.1 Improvement in Ease of Travel and Transportation



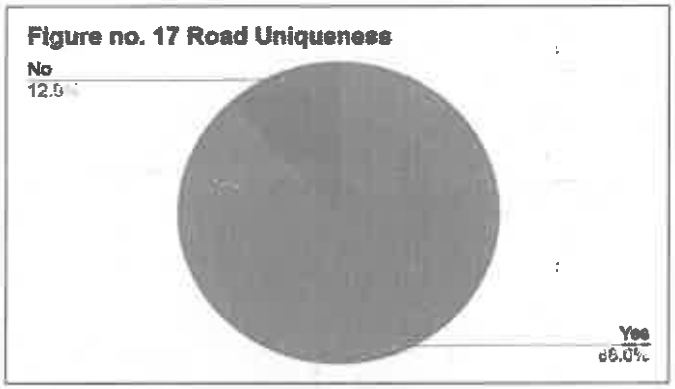
Respondents were asked whether the newly constructed road has improved their ease of travel and transportation. An overwhelming 96.7% of respondents stated that the road has improved ease of movement, while 3.3% reported otherwise. Respondents noted reduced travel time, smoother movement of vehicles, and fewer disruptions during adverse weather conditions as key improvements. One of the respondents said *"Pehle aana–jaana mushkil tha, ab seedha aur aasaan hogaya hai." (Earlier travel was difficult; now it has become direct and easy.)*

4.3.2 Improved Access to Key Locations



Respondents were asked to indicate whether the road provides better access to various locations. Since multiple responses were allowed, percentages reflect the proportion of respondents mentioning each access point. Improved access to the bus stand (82.0%) and markets (78.7%) was most frequently reported, followed by access to schools (64.0%) and workplaces (59.3%). Access to health centres was also mentioned, though by a smaller proportion of respondents (41.3%). Most of the respondents said, *"Bus stand aur bazaar dono ab paaslagte hain." (Both the bus stand and market now feel closer.)* The findings indicate that the road has strengthened everyday connectivity to essential destinations, particularly for commuting and public transport access.

4.3.3 Perceived Uniqueness of the Road

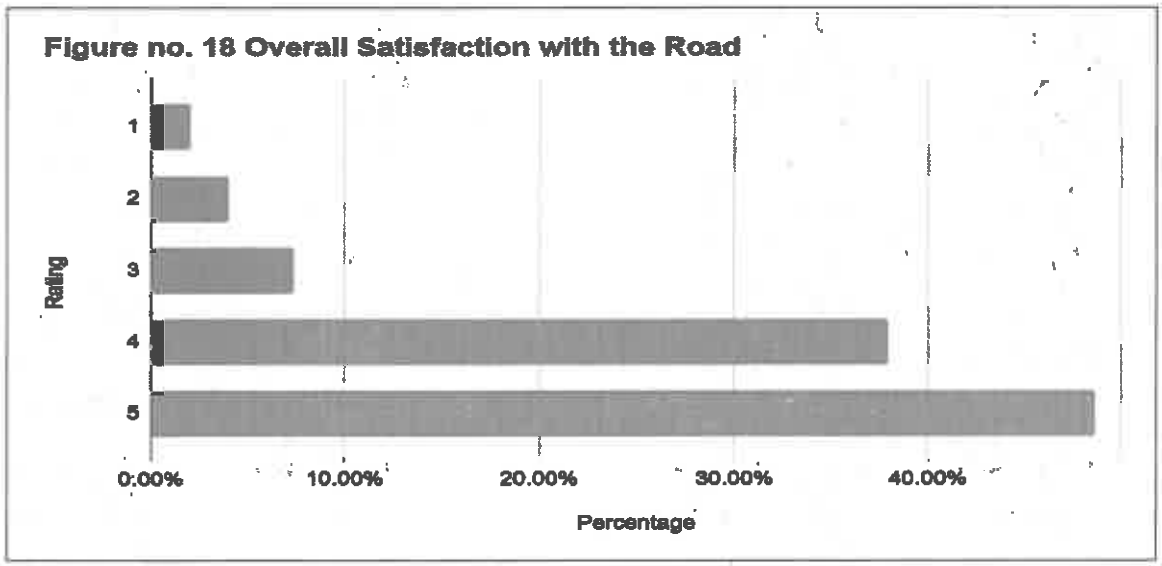


Respondents were asked whether they felt the road is unique compared to other roads in terms of quality and connectivity. A large majority (88.0%) perceived the road as unique, while 12.0% did not share this view.

Those who perceived the road as unique cited better surface quality, improved alignment, and reliable connectivity as distinguishing features. One of the respondents said, *"Is road ki quality aur seedhi connectivity doosrisadkon se behtarhai." (The quality and direct connectivity of this road are better than other roads.)*

4.3.4 Overall Satisfaction with the Road

Respondents were asked to rate their satisfaction level with the road on a scale of 1 to 5, where 1 indicates very low satisfaction and 5 indicates very high satisfaction. The majority of respondents expressed high satisfaction, with ratings of 4 (38.0%) and 5 (48.7%) together accounting for 86.7% of responses. Only a small proportion of respondents (2.0%) reported low satisfaction.



4.4. Impact of the Road Construction Project

4.4.1 Challenges Faced in the Absence of the Road

In the absence of a proper road, respondents reported that multiple groups within the village faced significant challenges. Most of the respondents highlighted that children experienced difficulty in reaching schools, particularly during monsoon seasons as the road used to get water logged with muddy water. Some of the respondents also mentioned that, elderly residents faced mobility constraints and delays in accessing transport and services before the road was constructed. Women respondents reported discomfort and safety concerns while travelling on the kaccha road. Some respondents also mentioned that working individuals and street vendors used to face transport difficulties that affected daily commuting and livelihood activities in absence of the road. Almost all the respondents highlighted issues such as dust, mud, water logging and unsafe travel conditions present prior to the construction of the road by NPCIL. These challenges collectively limited regular and safe movement of the people within and outside the village.

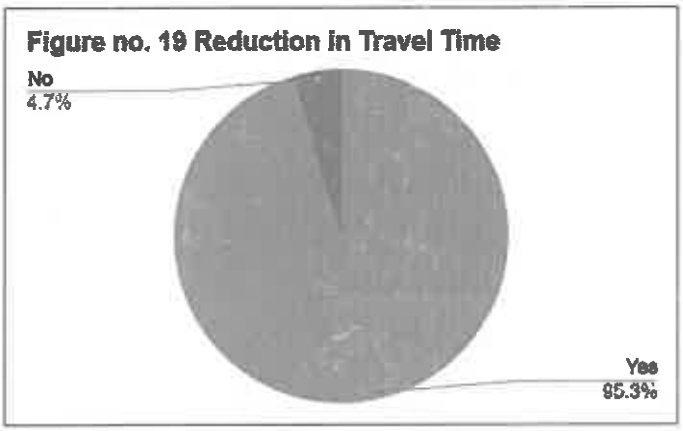
4.4.2 Advantages Gained After Road Construction

After the construction of the road, respondents reported noticeable improvements across population groups. Respondents mentioned that children are now able to travel more safely to schools, elderly residents find it easier to move and access transport. Most women respondents reported improved comfort and safety while travelling. Respondents also mentioned that working people benefit from smoother and faster commuting, while street vendors and ordinary users experience easier movement of goods and reduced daily inconvenience. The road has thus contributed to improved mobility and convenience for diverse user groups of the community.

4.4.3 Reduction in Travel Time

A very large majority of respondents (95.3%) reported that the road has helped reduce travel time, while only 4.7% of the respondents said there was no reduction in travel time after the construction of the road.

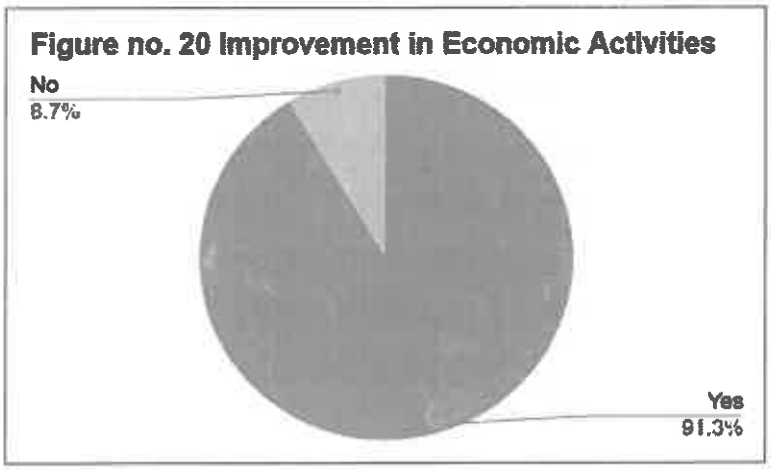
Figure no. 19 Reduction in Travel Time



Respondents commonly reported that trips which earlier took longer due to poor surface

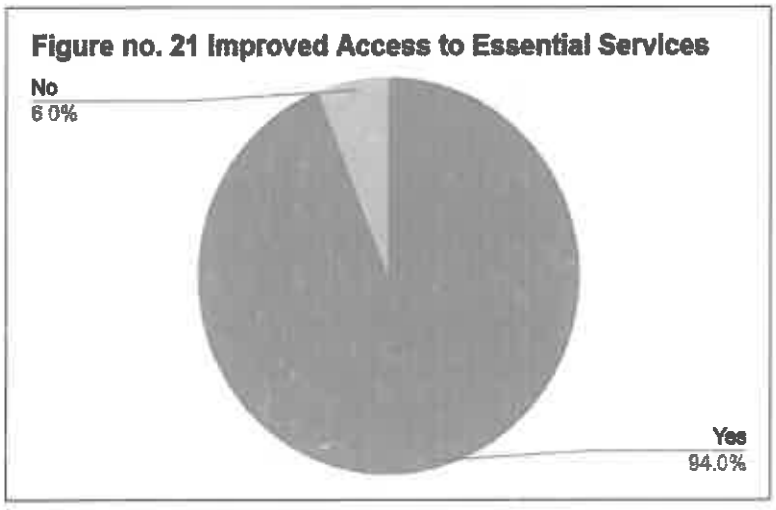
conditions are now completed faster and with less effort. One of the respondents said, *"Ab wahi raasta kam samay mein tay ho jaata hai." (Now the same distance is covered in much less time.)*

4.4.4 Impact on Economic Activities



Respondents were asked whether the road has improved economic activities such as market access, transport of goods, and employment opportunities. A strong majority (91.3%) perceived a positive economic impact but a small percentage of respondents (8.7%) reported there was no improvement. Most respondents linked improved economic activity to better market access, easier commuting for work, and smoother transport of goods.

4.4.5 Access to Essential Services

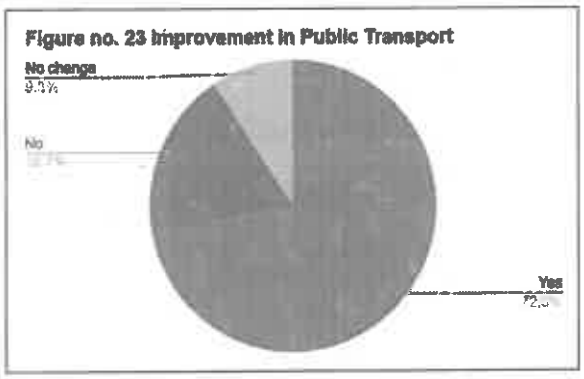


Most respondents (94.0%) reported that road construction has improved access to essential services such as education, healthcare, and public transport and only 6.0% respondents stated that there was no improvement in the access to essential services. Respondents also highlighted easier access to schools, quicker reach to health facilities, and better connection to bus services due to the construction of the road.

4.4.6 Improvement in Safety and Reduction in Accidents

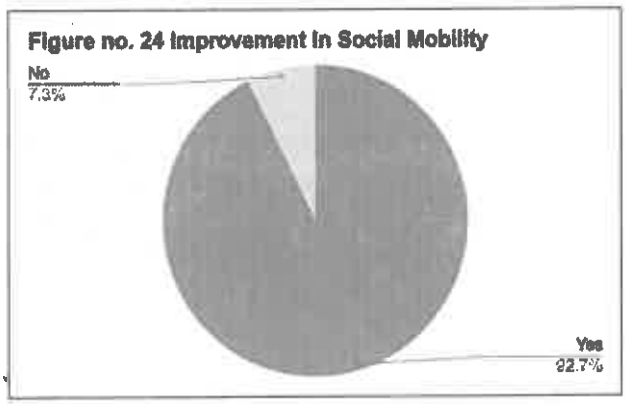
A majority of respondents (89.3%) felt that safety has improved after the construction of the road while only a small percentage of respondents (10.7%) think otherwise. Respondents attributed improved safety to better road surface, clearer alignment, and smoother traffic movement. One of the respondents mentioned, *"Pehle phisalne aur girne ka darrrehtatha, ab nahi."(Earlier there was fear of slipping and falling; now that fear is reduced.)*

4.4.7 Public Transport Availability and Frequency



Respondents were asked whether public transport availability or frequency has improved after the road construction. Majority (72.0%) of the respondents said yes while 18.7% respondents said no and only 9.3% of the respondents said there was no change in the availability of public transport. The improved road condition has enabled smoother movement of buses and shared transport vehicles.

4.4.8 Social Mobility for Women, Children, and Elderly



A large majority of respondents (92.7%) felt that social mobility for women, children, and elderly persons has improved after the road construction. Respondents particularly highlighted increased independence and confidence

among women and elderly residents. Only 7.3% of respondents said there is no improvement in social mobility of individuals.

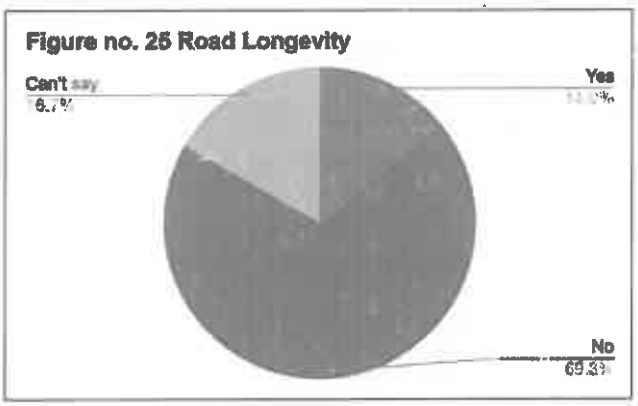
4.4.9 Improvement in Quality of Life

Respondents reported several improvements in overall quality of life after the road construction, including:

- Reduced physical strain during travel
- Time savings in daily routines
- Improved safety and comfort
- Better access to education, work, and markets
- Increased sense of connectivity with nearby areas

4.5 Sustainability of the Road Construction Project

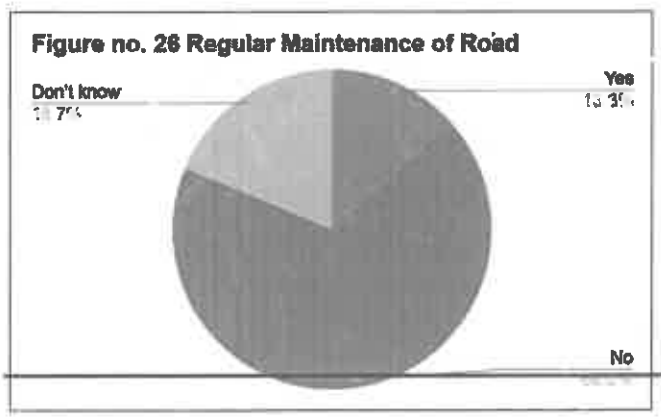
4.5.1 Perceived Longevity of the Road



Respondents were asked whether they believe the road will last long without requiring frequent repairs. A majority (69.3%) expressed concern that the road may require frequent repairs, while 14.0% believed that the road would last long. About 16.7% were unsure. This indicates that while the road is functional, there are concerns among villagers regarding its long-term durability.

4.5.2 Regular Maintenance of the Road

Respondents were asked whether regular maintenance activities such as repairs, drainage, and cleaning are being carried out. A majority (68.0%) reported that regular maintenance is not being done. Only 13.3% felt that maintenance activities are taking place, while 18.7% were unsure. The findings suggest that



maintenance remains an area requiring attention to ensure long-term sustainability.

4.5.3 Responsibility for Road Maintenance

Respondents were asked who they believe is responsible for maintaining the road. An overwhelming 98.7% identified NPCIL as the responsible agency. Very small proportions mentioned the Panchayat (0.7%) or people of the village (0.7%). This reflects strong attribution of responsibility to NPCIL for upkeep of the road.

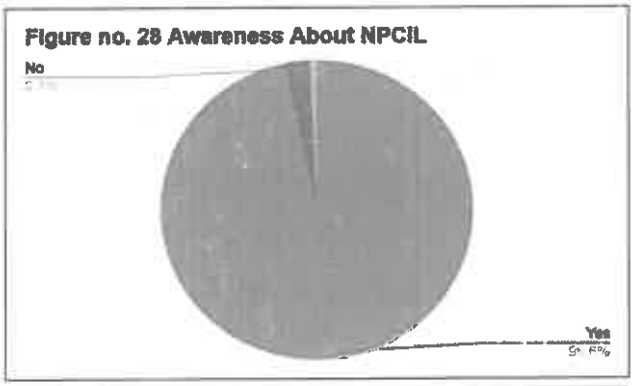
4.5.4 Challenges Affecting Sustainability

Respondents identified several challenges that may affect the sustainability of the road. These included:

- Water logging during the monsoon
- Lack of timely repairs
- Increased traffic and load
- Need for better drainage arrangements

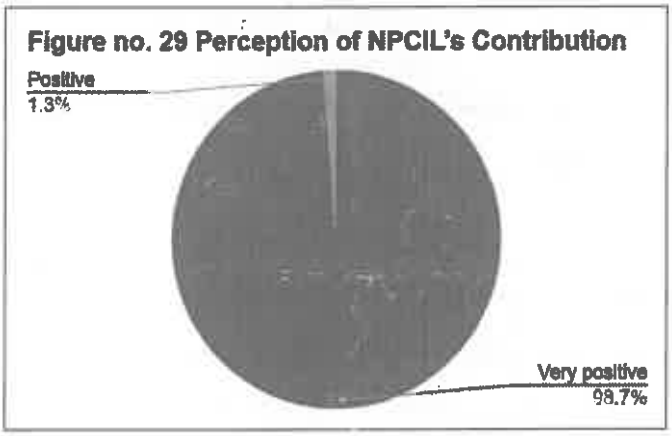
These concerns highlight the importance of regular maintenance and preventive measures to sustain the road's usability. While the road is currently functional and widely used, the findings indicate concerns regarding long-term sustainability, particularly related to maintenance and durability. Addressing drainage issues and ensuring regular upkeep will be critical for sustaining the benefits of the road.

4.6 Awareness about the Project and NPCIL



A large majority of respondents (96.7%) reported that they are aware of who developed the road, while 2.7% were unaware and 0.7% were unsure. Respondents who were aware identified

NPCIL as the agency responsible for developing the road.



4.6.1 Perception of NPCIL's Contribution to Village Development

Respondents were asked to rate their perception of NPCIL's contribution to village development. An overwhelming majority (98.7%) rated NPCIL's contribution as very positive, while 1.3% rated it as positive.

4.6.2 Suggestions for Improvement of the Road

Respondents suggested the following improvements:

- Regular maintenance and timely repairs
- Better drainage to prevent water logging
- Installation of street lighting
- Construction of speed breakers at key points
- Improvement in road width at certain stretches

Respondents identified additional infrastructure needs, including:

- Improved drainage systems
- Better street lighting
- Development of internal village roads
- Improved sanitation facilities
- Enhanced public transport services

The findings indicate high awareness of NPCIL's role in the development of the road and a very positive perception of its contribution to village development. At the same time, concerns related to maintenance and sustainability suggest the need for continued engagement and follow-up to preserve the long-term benefits of the project.

5. Key Recommendations

Based on the evaluation findings, the following recommendations are suggested to enhance the long-term effectiveness and sustainability of the road:

- **Regular Maintenance Mechanism**
  A clear and periodic maintenance plan should be established, including surface repairs, drainage cleaning, and monitoring of wear and tear.

- **Improvement of Drainage Infrastructure**
  Drainage-related issues, particularly water logging during the monsoon, should be addressed to prevent deterioration of the road.

- **Clear Assignment of Maintenance Responsibility**
  Roles and responsibilities for post-construction maintenance should be clearly communicated, with coordination between NPCIL and local governance bodies where required.

- **Road Safety Measures**
  Installation of speed breakers, signage, and road markings at key points can further enhance safety, especially for children and elderly users.

- **Street Lighting Provision**
  Adequate street lighting along the road would improve safety and usability during early morning and evening hours.

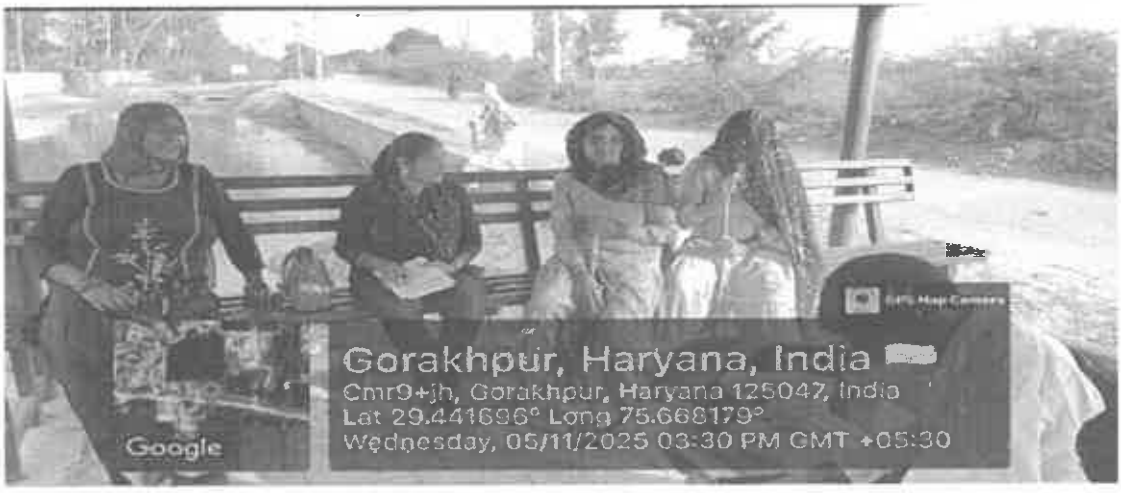
- **Community Engagement for Sustainability**
  Periodic interaction with the village community can help identify emerging issues early and support collective ownership of the infrastructure.

- **Integration with Broader Infrastructure Planning**
  The road may be complemented with improvements in internal village roads and public transport services to maximise connectivity benefits.

PICTURES FROM ROAD CONSTRUCTION BY GHAVP NPCIL


Gorakhpur, Haryana, India


Gorakhpur, Haryana, India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IMPACT EVALUATION OF THE MOBILE VAN SERVICES PROVIDED TO NEIGHBOURHOOD VILLAGES OF GHAVP SITE DISPENSARY PROGRAMME OF NPCIL

1. About the Mobile Medical Van Programme

The NPCIL Mobile Medical Van (MMV) is an outreach healthcare service aimed at increasing access to basic primary healthcare in communities that face barriers to timely medical care. The MMV offers free consultation, basic diagnostic checks (for example, blood pressure and blood sugar), dispensing of common medicines, counselling and health education, and referrals to nearby hospitals when needed. The van visits designated localities on a scheduled route and operates with a small medical team, typically one doctor, one female nurse, one pharmacist, one pathology technician and driver, to ensure last-mile healthcare reaches residents who are unable to regularly access health facilities due to distance, cost, or time constraints. The MMV also supports NPCIL's broader community health objectives under its CSR commitments by focusing on underserved households, women, children and the elderly.

2. Methodology for Evaluation

This evaluation followed a mixed qualitative–quantitative approach to assess the relevance, coherence, efficiency, effectiveness, impact and beneficiary satisfaction with the MMV. The approach mirrors the structure and tools used in earlier evaluations of mobile dispensary programs to allow comparability.

2.1 Sampling and Sample Size

The sampling for the evaluation was done at two levels. First, three routes of the Mobile Medical Van were randomly selected from the five routes which the van takes per week. Once these two routes were selected, then the respondents from four different communities (Mochiwali, KhajuriJatti, Chobara, Sabarwas) which fell on the route of these vans were randomly selected provided they were availing of the services of the Mobile Medical Van. Data was collected from 10% of the beneficiaries. Additionally, interviews were conducted with doctors and attendants involved in the program.

2.2 Methods and Tools of Data Collection

The following table gives the methods and tools of data collection that were used for conducting the assessment:

Table No. 1: Sample Size, Methods and Tools of Data Collection

Respondents	Sample Size	Methods of Data Collection	Tools of Data Collection
Local Residents (Beneficiaries)	10% of the beneficiaries	Interview FGD	Structured Questionnaire, Focus Group Discussion Guide
Doctors of Mobile dispensary and the staff	3	Interview	Interview guide

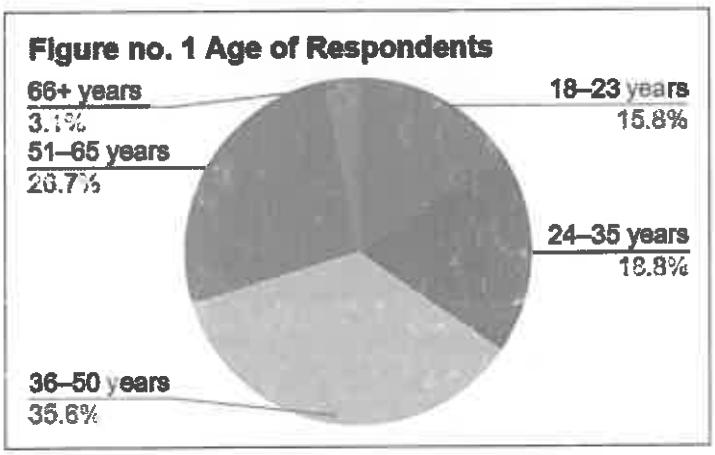
2.3 Data collection tools

We used a structured questionnaire, focus group discussion guide and a short interview guide for staff and doctors. Field notes and photographs were used to record observations and site conditions.

3. Profile of Respondents

This section presents the socio-demographic profile of the respondents who participated in the evaluation. The profile includes age, gender, education, income, employment and caste.

3.1 Age of Respondents



The respondents in the sample represent a wide age range, from 16 to 72 years. The largest proportion of respondents (35.6%) fall in the 36–50 years age group, indicating a strong presence of middle-aged adults. This is followed by respondents aged 51–65 years (26.7%). Young adults (18–23 years) comprise 15.8% of the sample, while 18.8% fall within the 24–35 years

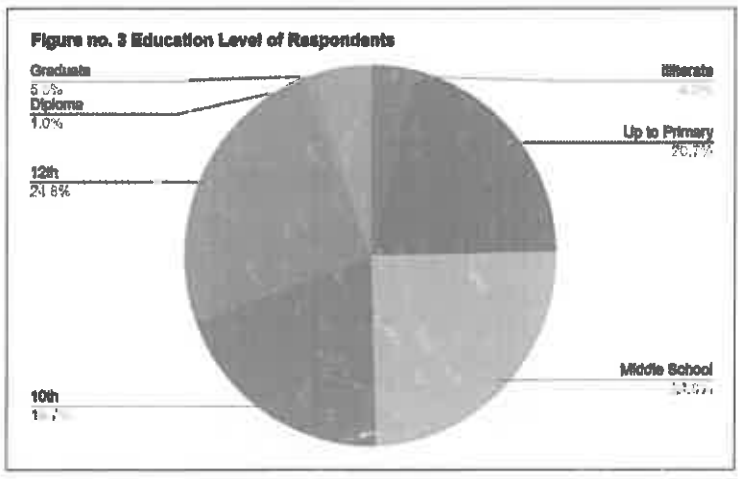
bracket. Only a small proportion (2.9%) are aged 66 and above (as shown in figure no. 1). The age distribution shows that the Mobile Medical Van is catering to a wide range of age groups, including a significant proportion of the elderly, who often face challenges in accessing healthcare.

3.2 Gender of Respondents

Figure no. 2 Gender of Respondents

The data reveals that 56.4% of respondents are men, whereas 43.6% of respondents are women (as shown in figure no. 2). While men form a slightly larger proportion, the participation of women is substantial and indicates active utilisation of the services by women beneficiaries as well. Women's utilisation of services suggests that the timing, location and nature of the MMV operations are accessible for them.

3.3 Educational Qualification of Respondents

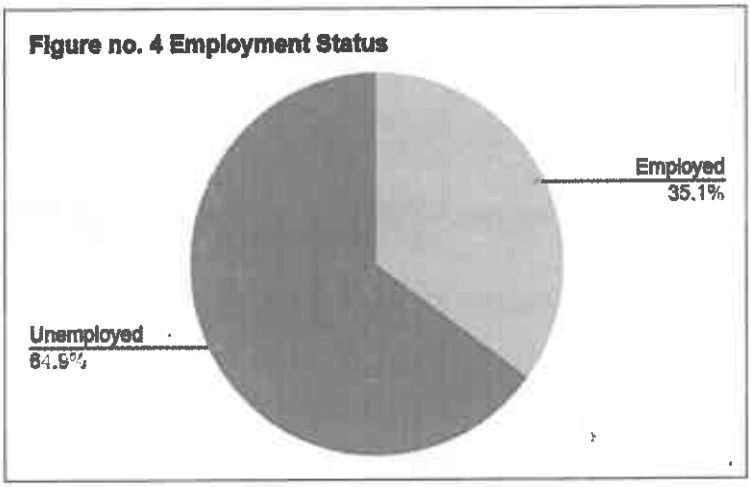


The educational qualifications of respondents display variation, ranging from illiterate to graduate level. The largest group of respondents (24.8%) have completed middle school, followed by those who have completed 12th standard (24.8%). About 19.8% have completed 10th standard, while 20.8% have studied up to the primary level. A smaller proportion consists of illiterate respondents (4%) and those who are graduates (5%). Only 1% of respondents hold a diploma

(as shown in figure no. 3). These figures show that the Mobile Medical Van largely serves populations with low or moderate levels of educational attainment.

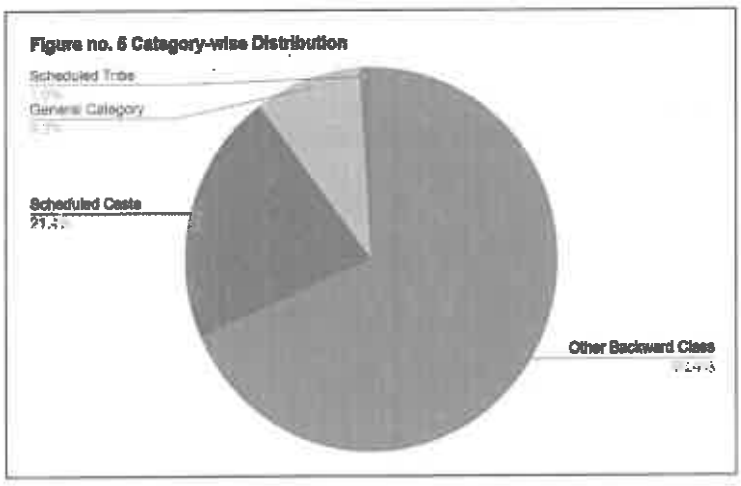
3.4 Employment Status of Respondents

Most respondents in the sample are unemployed (64.9%), while 35.1% are employed (as shown in figure no. 4). Among those employed, many work in the organised sector or run small self-owned enterprises. This reflects the economic vulnerability of the population, with a significant dependence on free or affordable healthcare support.



3.5 Category-wise Distribution of Respondents

A majority of respondents belong to Other Backward Classes (OBC), constituting 68.4% of the total sample. This is followed by Scheduled Castes (SC) at 21.4% and General Category at 9.2% of the total sample. A small proportion (1%) belong to the Scheduled Tribe (ST) category (see figure no. 5). The data indicates that the Mobile Medical Van effectively reaches socially and economically marginalised groups.

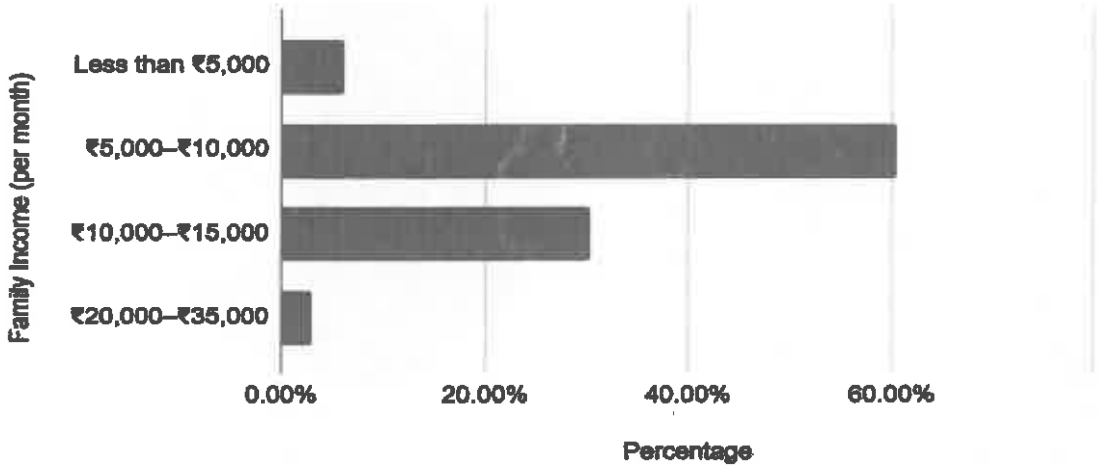


3.6 Monthly Income of the Families of Respondents

The income distribution shows that the majority of respondents belong to low-income households. About 60.6% of respondents' families earn between ₹5,000–₹10,000 per month,

followed by 30.3% in the ₹10,000–₹15,000 category. A small proportion (6.1%) earn less than ₹5,000, while 3% fall in the ₹20,000–₹35,000 bracket (see figure no. 6). This income profile indicates that the Mobile Medical Van is reaching low-income families with limited ability to access private healthcare.

Figure no.6 Monthly Income of Respondent's Families



4. Major Findings from Evaluation

This section presents the major findings of the evaluation and assesses the Mobile Medical Van programme on the parameters of relevance, coherence, efficiency, effectiveness and impact.

4.1 Relevance of the Mobile Medical Van

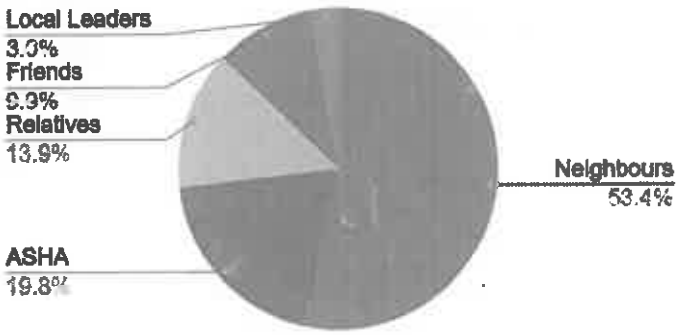
The Mobile Medical Van of NPCIL is found to be highly relevant to the healthcare needs of the communities it serves. The findings clearly indicate that the Van addresses basic, immediate and recurring health concerns of the beneficiaries, particularly those belonging to economically and socially vulnerable groups.

4.1.1 Awareness and Access

The majority of respondents came to know about the Mobile Medical Van through informal community networks. About 53.5% of respondents reported that they learned about the Van through neighbours, followed by ASHA and healthcare workers (19.8%), relatives (13.9%), and friends (9.9%). A small proportion (3%) became aware through local leaders. This highlights the importance of community-level communication and frontline health workers in

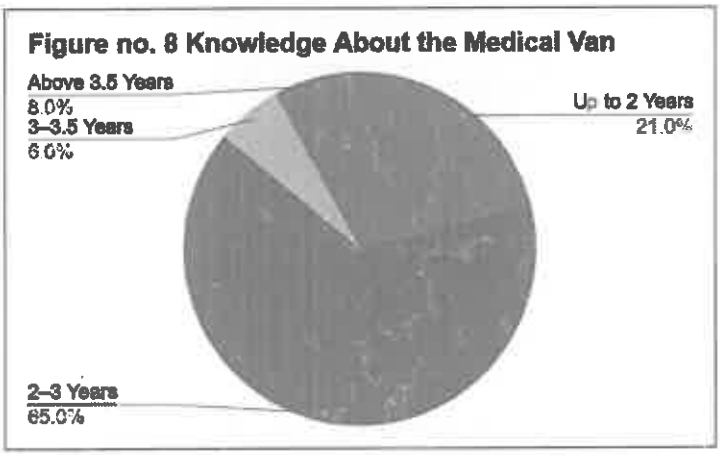
disseminating information about the programme. The data reveal that most respondents have known about the Mobile Medical Van for a considerable period, indicating continuity and sustained engagement with the service.

Figure no. 7 Information About the Mobile Medical Van



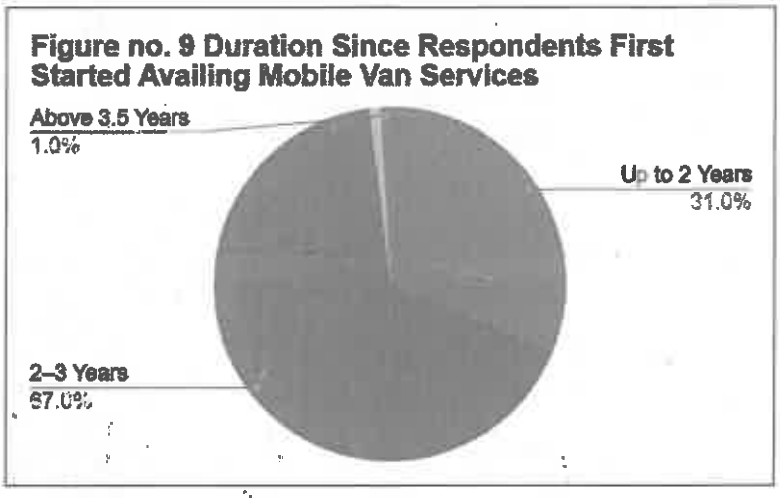
A majority (65%) of respondents reported being aware of the Van for two to three years, suggesting that the programme has established a stable presence in the community. Another 21% of respondents have known about it for up to two years, reflecting relatively recent but growing awareness. A smaller proportion (6%) reported awareness lasting three to three-and-a-half years, while 8% have been familiar with the Van for more than three-and-a-half years, indicating early adopters who have followed the programme from its initial stages. Together, these findings demonstrate that the Mobile Medical Van has maintained visibility and relevance over time, allowing the community to build trust and integrate the service into their regular healthcare-seeking practices. This indicates continuity and sustained engagement with the programme.

Figure no. 8 Knowledge About the Medical Van



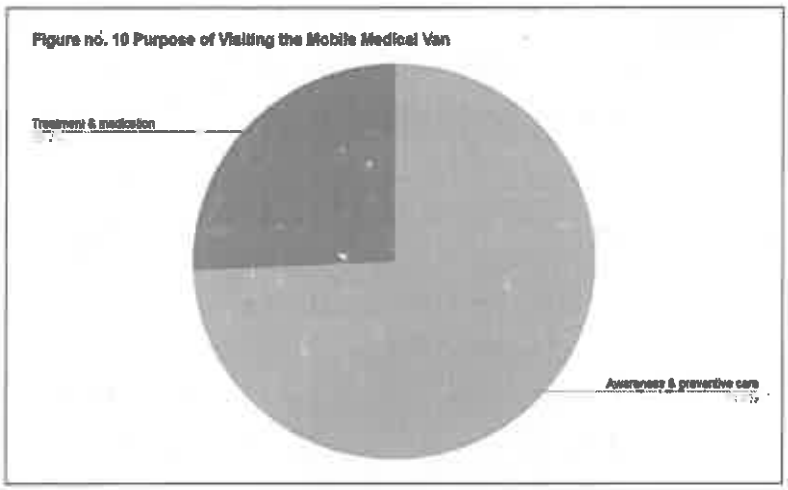
Further when the respondents were asked, when did they start availing the service of mobile van for the first time? The data indicates that the majority of respondents began availing the services of the Mobile Medical Van within the last few years, reflecting both the programme's reach and its growing acceptance among community members. A substantial 67% of respondents reported first using the Van between 2 to 3 years ago, suggesting that this period marked a significant expansion or increased visibility of the service. Another 31% began accessing the Van's services within the last 2 years, highlighting a steady stream of relatively new users who have

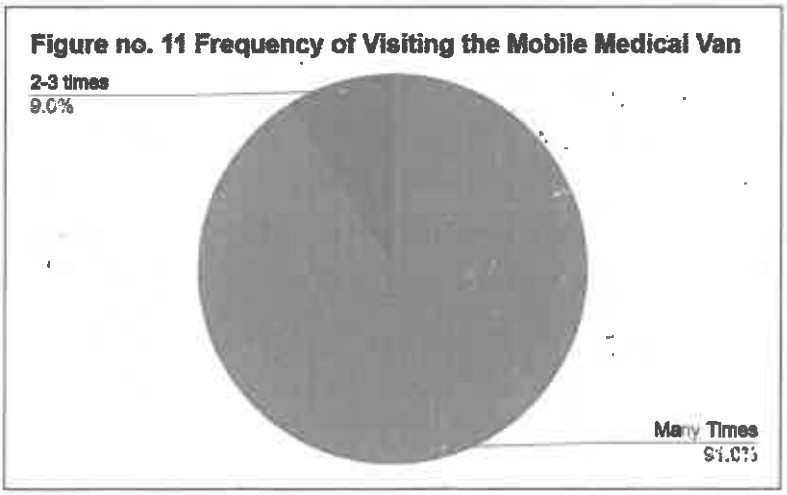
recently integrated the Mobile Van into their healthcare-seeking practices. Only 1% reported initiating use between 3 to 3.5 years ago, and another 1% had been availing services for more than 3.5 years, indicating a very small proportion of early adopters. This demonstrates that the Mobile Medical Van has steadily strengthened its presence and relevance in the community, with most beneficiaries engaging with the service over the past two to three years.



4.1.2 Purpose of Visiting the Mobile Van

The data shows that beneficiaries visit the Mobile Medical Van primarily for health awareness and preventive care, with 74.3% of respondents reporting this as their main purpose. The remaining 25.7% visit the Van mainly for treatment and medication. This suggests that the Van is not only functioning as a curative service but also plays an important role in spreading health awareness, providing counselling, and promoting preventive healthcare





practices within the community.

4.1.3 Utilisation and Coverage

Respondents reported frequent use of the Van when asked about the frequency with which they visit the medical van. The data shows that an overwhelming majority of respondents (91%) reported visiting the Mobile Medical Van *"many times"* or *"bohotbaar"*, indicating strong reliance on the service for ongoing or repeated healthcare needs. This pattern demonstrates that the Van functions as a consistent and trusted health resource in the community, particularly for individuals who seek care on a need-based or frequent basis. Only 9.0% of respondents stated a specific number of visits (e.g., "2- 3 times," or do teen baar), suggesting that while some beneficiaries can recall exact visit counts, most do not track their visits precisely. The respondents also reported that the Van typically visits localities twice a month, with a duration of 6 to 8 hours, which beneficiaries generally find convenient. Almost all respondents (99%) reported that children from their households also use the services of the Mobile Medical Van. Children primarily receive services such as regular health check-ups and treatment for common illnesses, highlighting the relevance of the Van for maternal and child health.

Table no. 2: Utilization and Coverage

Indicator	Findings
Frequency of respondent visits	91% respondents visit the Van multiple times, usually on a need basis
Frequency of Van visits to localities	Twice a month
Duration of each Van visit	6–8 hours
Perception of convenience	Beneficiaries generally find the schedule and duration convenient
Households reporting children using the Van	99%
Services accessed by children	Regular health check-ups, treatment for common illnesses
Overall relevance	Highlights the importance of the Van for preventive, curative, maternal, and child health services

4.1.4 Nature of Health Issues Addressed

The illnesses and medical conditions for which beneficiaries visit the Mobile Medical Van are largely common and seasonal in nature. These include fever, cold and cough, headaches, body pain, stomach-related problems (such as gas, indigestion and diarrhoea), weakness and anaemia-related issues, skin infections, minor injuries and wounds, and seasonal viral illnesses. The Van thus addresses the most frequently occurring health problems in the community, which, if left untreated, could otherwise lead to complications or higher medical expenses. Table no. 3 presents the range of health issues for which respondents commonly visit the Mobile Medical Van. The most frequently reported concerns include cold and cough (51%), body pain (45%), and stomach-related issues such as gas, indigestion, or stomach ache (42%), indicating that the Van is primarily accessed for treating routine but recurring health problems. A considerable proportion of respondents also reported seeking care for fever (37%) and headaches (34%), which further reflects the Van's role in addressing common ailments within the community. Issues such as loose motions or diarrhea (23%), skin infections or rashes (14%), weakness or anemia (13%), and minor injuries or wounds (12%) were reported by smaller segments of the population, suggesting the Van's contribution to both curative and preventive care needs. Less frequently mentioned concerns included seasonal illnesses (10%), vomiting (9%), and respiratory infections (3%), indicating that while these conditions occur, they represent a smaller share of the health burden addressed by the Mobile Medical Van. This highlights that the Van serves a broad spectrum of everyday health needs, particularly common infections and general ailments.

Table no. 3: Health Issues for Which Respondents Visit the Mobile Medical Van

Health Issue	Percentage
Cold & Cough	51%
Body Pain	45%
Stomach Issues (Gas, Indigestion, Ache)	42%
Fever	37%
Headache	34%
Loose Motions / Diarrhea	23%
Skin Infections / Rashes	14%
Weakness / Anemia	13%

Minor Injuries / Cuts / Wounds	12%
Seasonal Illnesses (e.g., viral flu)	10%
Vomiting	9%
Respiratory Infections	3%

4.2 Efficiency of the Mobile Medical Clinic

4.2.1 Services Provided and their Efficiency

When respondents were asked if the general clinical assessment is carried out at the Mobile Clinic? All respondents (100%) reported that general clinical assessments are carried out at the Mobile Medical Van. This confirms that the clinic is able to provide routine check-ups and basic medical examinations to beneficiaries in a timely manner. And, when further asked whether medicines are provided by the Medical Van, nearly all respondents (99%) stated that medicines are provided free of cost at the Van, while only 1% mentioned that medicines were sometimes not available and had to be purchased from outside. The availability of free medicines plays a crucial role in reducing the financial burden of healthcare for low-income households. The programme effectively bridges gaps in primary healthcare access and responds to the immediate health needs of the community in a timely and accessible manner.

The presence of medical staff during visits ensures that beneficiaries receive immediate attention for common health concerns.

The data clearly show that all respondents (100%) reported receiving counselling or health education after their check-up at the Mobile Medical Van. This includes guidance on medication use, preventive care, nutrition, hygiene practices, and management of common illnesses. The provision of counselling enhances the effectiveness of treatment and supports informed health-seeking behaviour among beneficiaries. Such consistent counselling can enhance health literacy, promote early care-seeking, and support better management of common illnesses within the community.

With regard to referral services, respondents indicated that the Mobile Medical Clinic does provide referrals to hospitals when required, particularly for conditions that cannot be managed at the mobile unit level. Referrals were commonly made to nearby government hospitals such as Fatehabad and other accessible public health facilities. This indicates that

the clinic functions as a first point of contact within the healthcare system and appropriately links beneficiaries to higher-level care when needed.

Respondents reported that the nearest hospital or Primary Health Centre (PHC) is generally located around 5 kilometres from their colonies. Given this distance, the Mobile Medical Clinic plays an important role in bridging the gap between communities and formal health facilities, especially for routine and non-emergency care. In situations where the Mobile Medical Clinic does not visit the locality or during medical emergencies, respondents reported seeking treatment from nearby government hospitals, and in some cases private clinics, depending on urgency and availability. This indicates that while alternative options exist, the Mobile Medical Clinic remains the preferred and most accessible source of healthcare for regular needs.

The data also shows that the vast majority of respondents (92.9%) reported visiting a Government Hospital or District Hospital when seeking healthcare outside of the Mobile Medical Van. Only 7.1% of respondents mentioned using a nearby Primary Health Centre (PHC). This pattern suggests a strong reliance on higher-level government health facilities, possibly due to better availability of doctors, diagnostic services, or medications. The limited use of PHCs may reflect issues such as distance, limited services, irregular staff availability, or community preference for better-equipped facilities.

Table no. 4: Efficiency of Services at the Mobile Medical Van

Indicator / Question	Summary of Responses	Percentage (%)
Are any medicines provided at the Mobile Clinic?	Yes	99%
Are you given any counselling or health education after the check-up?	Yes	100%
Does it provide referral for any hospital? (Name of hospital)	Yes – Mostly referred to Government Hospital / District Hospital	100%
How far is the nearest hospital or PHC from your colony?	Within 1–3 km (as commonly reported)	—

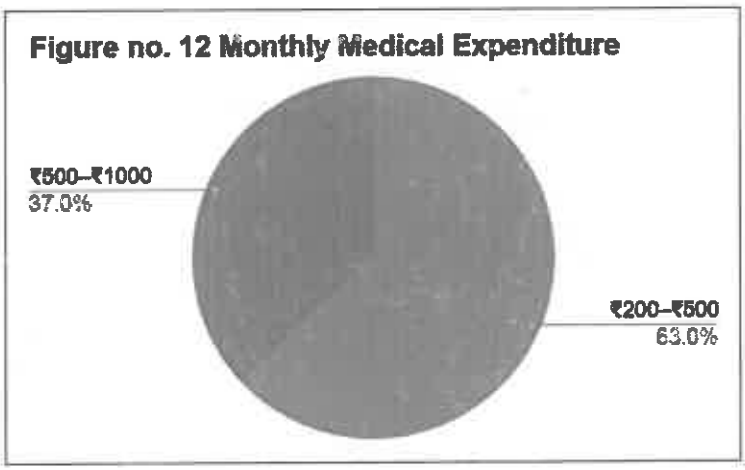
Where do you go for treatment when the van does not come or during emergencies?	Government Hospital / District Hospital (primary choice)	92.9% visit Govt. Hospital; 7.1% visit PHC

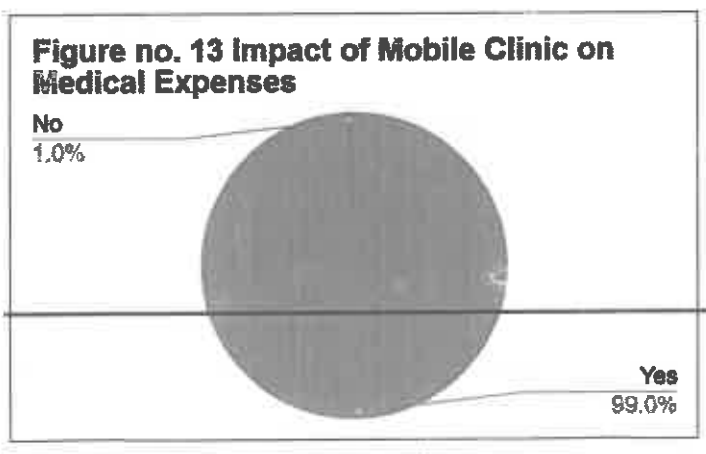
The data suggest that the Mobile Medical Clinic operates efficiently by ensuring regular clinical assessments, consistent availability of medicines, provision of counselling, and appropriate referral linkages. Its presence significantly reduces dependence on distant health facilities for basic care and improves timely access to healthcare services.

4.3 Effectiveness and Impact of the Mobile Medical Clinic

The effectiveness of the Mobile Medical Clinic was assessed by examining changes in medical expenditure, perceived improvements in health, satisfaction with services, accessibility, regularity, and beneficiaries' willingness to recommend the services to others.

4.3.1 Impact on Medical Expenditure The majority of respondents (63%) reported spending ₹200–₹500 per month on medical needs. This suggests that most households incur relatively low monthly health-related expenses, likely due to the availability of free check-ups and medicines provided by the Mobile Medical Van. Another 37% of respondents indicated a higher monthly expenditure of ₹500–₹1000, reflecting either more frequent healthcare needs or additional costs not covered by the Mobile Clinic. This shows that the Mobile Medical Van appears to help contain medical expenses for most households. The reduction in expenditure can be attributed to the provision of free consultations, medicines, and basic healthcare services at the doorstep, which reduces the need for frequent visits to private clinics or distant hospitals.





The findings clearly indicate that the Mobile Medical Clinic has had a significant impact on reducing medical expenses for the majority of respondents. An overwhelming (99%) of respondents reported that their medical expenses had reduced after the availability of the Mobile Medical Clinic. This indicates that the free consultation, medicines, and health services offered through the Van significantly lessen the financial burden on families, especially those relying on daily wages or limited income. Only 1% reported no noticeable impact, suggesting that for almost all beneficiaries, the Mobile Medical Clinic serves as an important cost-saving healthcare resource.

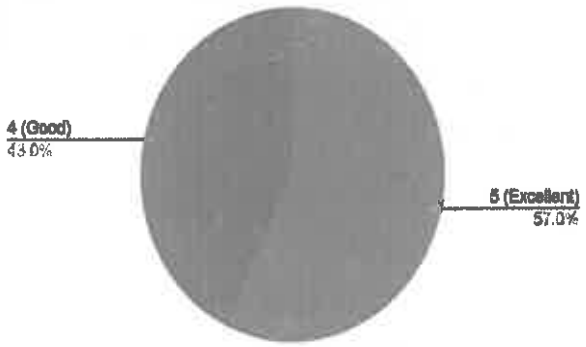
4.3.2 Overall Rating of Healthcare Services

Respondents were asked to rate the overall healthcare services of the Mobile Medical Clinic on a scale of 1 to 5. The findings indicate that overall satisfaction levels with the Mobile Medical Clinic are remarkably high. A majority of respondents (57%) rated the services as 5 out of 5, indicating excellent satisfaction with the quality of care provided. The remaining 43% rated the services as 4 out of 5, reflecting a positive and appreciative assessment. Notably, there were no ratings below 4, suggesting that all respondents are satisfied or highly satisfied with the Mobile Clinic and that beneficiaries perceive the quality of services to be good and reliable.

Table no. 5: Overall Rating of Mobile Clinic Services (Scale 1–5)

Rating	Percentage (%)
5 (Excellent)	57%
4 (Good)	43%
3	0%
2	0%
1	0%

Figure no. 13 Overall Rating of Mobile Clinic Services



4.3.3 Recommendation and Acceptance

Almost all respondents (99%) reported that they would recommend the Mobile Medical Clinic to other people having health issues. Only 1% stated that they would not make such a

recommendation. This strong recommendation intent reflects trust in the services and confidence in the clinic's ability to meet healthcare needs. Recommendation by beneficiaries is an important indicator of programme effectiveness and community acceptance.

4.3.4 Accessibility and Regularity

When asked if the mobile van is easily accessible from the respondents home, all the respondents (100%) agreed that the mobile van is easily accessible from their homes. This complete consensus suggests a uniformly positive perception among beneficiaries, reflecting shared views and experiences regarding the aspect being assessed. The absence of any neutral or disagreeing responses indicates strong endorsement and alignment within the community on this matter. Majority of the respondents (99%) also largely agreed that the mobile clinic comes to their locality regularly, indicating consistency in service delivery. The regular visits help beneficiaries plan their healthcare needs and reduce uncertainty regarding service availability. All the respondents (100%) confirmed the presence of one doctor and one pharmacist at the Mobile Medical Clinic, and all of the respondents (100%) also agreed that the doctor and pharmacist adequately take care of their health needs.

Figure no. 14 Willingness to Recommend the Mobile Clinic to Others

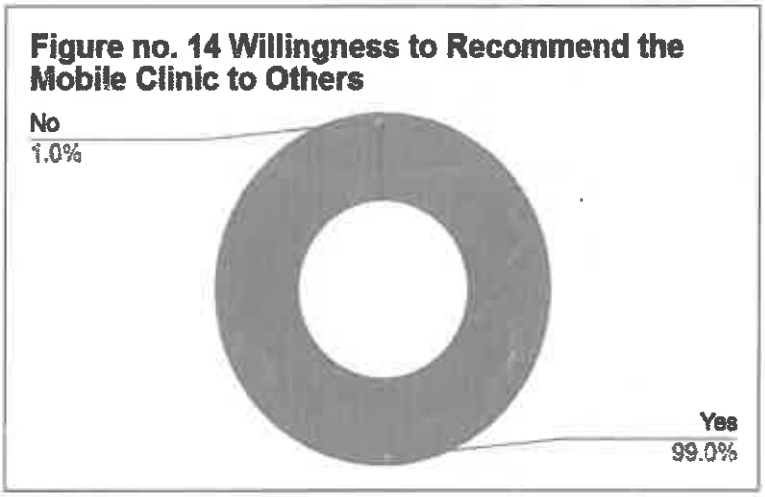


Table no. 6: Accessibility, Regularity and Quality of Mobile Clinic Services

Indicator / Statement	Percentage (%)
Mobile Van is easily accessible from respondents' homes	**100%**
Mobile Van comes to the locality regularly	**99%**
Presence of one doctor and one pharmacist at the Mobile Clinic	**100%**
Doctor and pharmacist adequately take care of respondents' health needs	**100%**

4.3.5 Quality of Care and Behaviour of Staff

The findings show that almost all the respondents (95%) agreed that the medical staff is cordial, respectful, and attentive, while only 5% of the respondents stated otherwise. When further asked if the Doctor gives enough time to the patient, a large proportion (94%) of the

respondents agreed that doctors give enough time to each patient, which contributes to trust and better communication during consultations. Majority of the respondents (92%) also expressed satisfaction with the diagnostic and curative healthcare services provided, particularly for common ailments such as fever, cold, cough, stomach-related problems, body pain, weakness, and seasonal illnesses.

Table no. 7: Quality of Care and Behaviour of Staff

Indicator / Statement	Percentage (%)
Medical staff is cordial, respectful, and attentive	**95%**
Medical staff is *not* cordial, respectful, or attentive	**5%**
Doctor gives enough time to each patient	**94%**
Respondents satisfied with diagnostic and curative services	**92%**

4.3.6 Free Services and Quality of Medicines

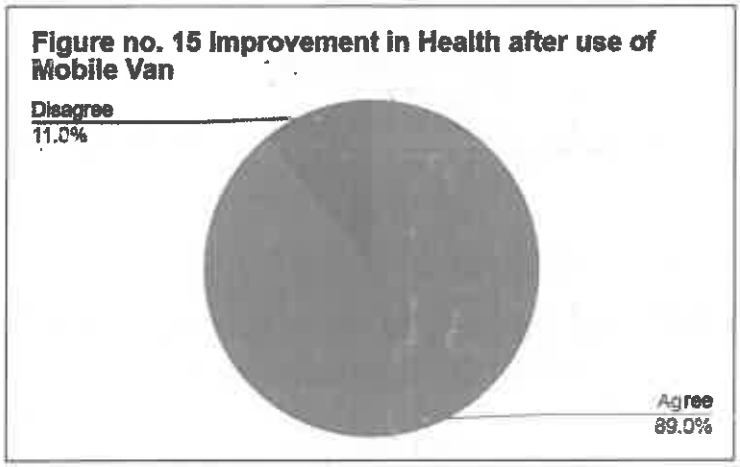
All the respondents (100%) agreed that they receive free healthcare services, including medicines when asked if they receive consultation and medicines free of cost. Interestingly, the satisfaction with the quality of medicines provided was also very high among the respondents (100%). As already stated in the previous section, the respondents reported that access to free medicines has directly contributed to a reduction in their out-of-pocket expenditure on healthcare.

Table no. 8 Free Services and Quality of Medicines

Indicator / Statement	Percentage (%)
Receive consultation free of cost	**100%**
Receive medicines free of cost	**100%**
Satisfied with the quality of medicines provided	**100%**

4.3.7 Perceived Improvement in Health and Awareness

A large majority of respondents (89%) reported that they can notice improvement in their health after availing services from the Mobile Medical Clinic while 11% respondents sisagreed. Almost all the respondents (98%) also agreed that they receive information on prevention and control of diseases, and that they have become more aware about their health and health-related needs after the mobile clinic started visiting their locality. This indicates that the clinic plays a dual role, not only providing treatment but also improving health awareness and encouraging preventive health practices.



4.3.8 Inclusiveness of Services

The findings further indicate that the Mobile Medical Clinic is inclusive in nature. All the respondents (100%) agreed unanimously that; women and young girls are comfortable getting checked by the doctor, elderly people find it easy to access treatment, young children receive good treatment. These responses suggest that the clinic effectively caters to diverse age groups and addresses gender- and age-specific healthcare needs.

4.4 Impact of the Mobile Medical Clinic

The impact of the Mobile Medical Clinic was assessed by examining beneficiaries' perceptions regarding how the programme could become more effective under different conditions. These include duration of services, referral mechanisms, timing, coverage across the year, inclusiveness, and information dissemination. While satisfaction levels are high, a section of respondents agreed with the statement that services could have been more advanced. This indicates expectations for enhanced diagnostic facilities or expanded services, even though current services are largely meeting basic healthcare needs. Overall, the Mobile Medical Clinic has been effective in:

- Reducing medical expenditure
- Improving access to healthcare
- Providing timely treatment for common ailments
- Enhancing health awareness
- Building trust within the community

The high satisfaction levels, frequent utilisation, and strong recommendation intent demonstrate that the Mobile Medical Clinic is making a meaningful contribution to improving primary healthcare access in the project area.

4.5 Awareness about NPCIL's Role

All respondents (100%) reported that they are aware of the role of NPCIL in running the Mobile Medical Clinic. This indicates a high level of visibility and recognition of NPCIL's involvement in providing healthcare services to the community. Beneficiaries associated the Mobile Medical Clinic directly with NPCIL's support and acknowledged the organisation's role in ensuring access to free medical services at the community level. The awareness of NPCIL's role also reflects the sustained presence of the programme and the trust built over time between the community and the implementing agency.

4.6 Suggestions from the Respondents to Strengthen the Programme

While beneficiaries expressed high satisfaction with the Mobile Medical Clinic, they also shared several constructive suggestions to further strengthen and improve the programme. These suggestions reflect both unmet needs and rising expectations from a service that is widely valued.

4.6.1 Duration and Frequency of Services

Most respondents (100%) agreed that the Mobile Medical Clinic would be more effective if the duration of services at the locality were longer. The respondents felt that a longer stay would allow more people to access services comfortably, especially during days when patient turnout is high. Similarly, a large proportion of respondents (90%) also agreed that having

more stops within the locality would further improve coverage and accessibility, particularly for elderly persons and those with mobility constraints.

4.6.2 Referral Services and Linkages

Responses regarding referral services indicate that while referrals are being provided, many respondents (90%) felt that the programme would be more effective if referral services were further strengthened. Some respondents (10%) expressed uncertainty or responded "maybe" when asked about the adequacy of referral services, suggesting a need for clearer referral pathways and stronger linkages with nearby hospitals and health facilities.

4.6.3 Timing and Regularity

A majority of respondents (95%) agreed that the Mobile Medical Clinic would be more effective if the timings of the clinic are adjusted to better suit the community's schedule. Respondents also strongly agreed that regular visits throughout the year, without long gaps, would enhance continuity of care and trust in the services. Regular year-round visits were seen as particularly important for managing chronic conditions and seasonal illnesses.

4.6.4 Focus on Vulnerable Groups

The findings indicate strong agreement among respondents that the Mobile Medical Clinic would have a greater impact if elderly people are given special and focused attention. Similarly, most respondents felt that the programme would be more effective if more women and young girls are able to access the clinic, reinforcing the importance of gender-sensitive service delivery. Respondents also agreed that the clinic's impact could be enhanced if it caters more specifically to the needs of differently abled persons. This reflects an awareness within the community of diverse health needs and the importance of inclusive healthcare services.

4.6.5 Information Dissemination

Another important area highlighted by respondents relates to communication. Most respondents (99%) agreed that the programme would be more effective if information about the mobile van reaching the locality is shared in advance. Prior information would help beneficiaries plan their visits better and reduce missed opportunities for care. The responses indicate that the Mobile Medical Clinic has already made a positive impact on access to

healthcare in the community. At the same time, beneficiaries have clearly articulated areas where the programme can be strengthened to increase its impact. These include longer duration of services, improved referral mechanisms, better communication about visit schedules, enhanced focus on elderly persons, women, and differently abled individuals, and increased coverage within localities.

4.7 Recommendations

- **Availability of Medicines:**

The most frequently reported suggestion relates to the consistent availability of medicines. A large number of respondents emphasised that: All basic medicines should be available during every visit, medicines should be provided for longer durations, especially for recurring illnesses and the stock of medicines for chronic conditions such as blood pressure, diabetes and asthma should be increased. This highlights the importance of strengthening medicine supply systems to ensure uninterrupted access.

- **Frequency and Regularity of Visits:**

Another major suggestion from respondents was to increase the number of visits of the Mobile Medical Clinic. Beneficiaries felt that there should be more frequent visits of the van which would allow better follow-up and continuity of care. These regular visits would help manage chronic and seasonal illnesses more effectively, which would also reduce crowding and waiting time during visits

- **Additional Human Resources**

Several respondents suggested adding one nurse or assistant to the Mobile Medical Clinic team. According to beneficiaries, an additional staff member would: help in managing crowds, provide support the doctor during check-ups and improve overall efficiency and patient experience

- **Services for Women, Children, and Vulnerable Groups**

Respondents also expressed the need for expanded services, particularly for women and children. Suggested services include: Anaemia testing, Nutrition counselling, Pregnancy check-ups and maternal health services. Some respondents also recommended greater

attention to elderly persons and differently abled individuals, indicating the need for more inclusive and targeted healthcare interventions.

- **Awareness and Health Education**

A section of respondents suggested conducting awareness camps in villages focusing on: Hygiene and sanitation, Nutrition, Mosquito control and disease prevention. This reflects the community's recognition of the importance of preventive healthcare alongside treatment.

- **Expansion of Services**

A few respondents suggested expanding the scope of services to include: Basic laboratory tests, Dental care, More specialised diagnostic services

While these suggestions go beyond basic primary care, they indicate trust in the Mobile Medical Clinic and a desire to see it evolve further. The suggestions provided by beneficiaries largely focus on strengthening existing services rather than replacing them. The emphasis on medicine availability, increased frequency of visits, additional staff, and expanded services for women, children, and chronic patients reflects strong community engagement with the programme. The feedback demonstrates that the Mobile Medical Clinic is well accepted, trusted, and valued, and beneficiaries are keen to see it further strengthened to better meet their healthcare needs.

PICTURES FROM THE FIELD MOBILE DISPENSARY

IMPACT EVALUATION OF THE CONSTRUCTION OF MULTIPURPOSE HALLS IN 07 GOVERNMENT SCHOOL BY NPCIL

1. About the Construction of Multipurpose Halls in Government Schools

NPCIL-GHAVP has undertaken a significant set of educational infrastructure initiatives under its Corporate Social Responsibility (CSR) commitments, aimed at improving the learning environment in government schools located in the neighbouring villages of Gorakhpur, Fatehabad and Hisar districts of Haryana. Among these, the construction of 07 multipurpose halls across 07 government schools represents an important intervention to strengthen school infrastructure and support holistic student development, based on requests and needs identified during community consultations. These include schools in Gorakhpur, Kajalheri, Kumharia, Mochiwali, KhajuriJatti. The intervention demonstrates NPCIL-GHAVP's commitment to supporting holistic educational development in rural areas by responding to needs expressed through local consultations and by building durable infrastructure that can serve multiple purposes.

2. Methodology for Evaluation

The evaluation of the multipurpose hall construction project followed a mixed-method approach

2.1 Sampling

The evaluation covered all 07 schools where multipurpose halls were constructed. Schools were selected purposely based on the infrastructure created under the project. The sample size included 10% of the total beneficiaries across 07 schools. These schools include:

- Shaheed Rajesh Kumar Govt. Sr. Sec. School, Gorakhpur,
- Govt. High School, Kajalheri
- Govt. High School, Kumharia
- Govt. High School, Mochiwali
- Govt. Primary School, Kajalheri
- Govt. Middle School, KhajuriJatti
- Kasturba Gandhi Girls Middle School, Kumharia

2.2 Methods and Tools of Data Collection

The following methods and tools were used for gathering information:

Table No. 1: Sample Size, Methods and Tools of Data Collection

Respondents/Units	Sample Size	Methods of Data Collection	Tools Used
Students	10% of the beneficiaries (All schools visited)	Interviews	Interview Guide
Teachers	Available teachers at school	Interviews and informal discussions	Interaction Checklist
School Principals	Informal Interactions	Observation and short conversations	Observation Notes
School Infrastructure (Multipurpose Halls)	All seven halls	Direct Observation	Observation Checklist

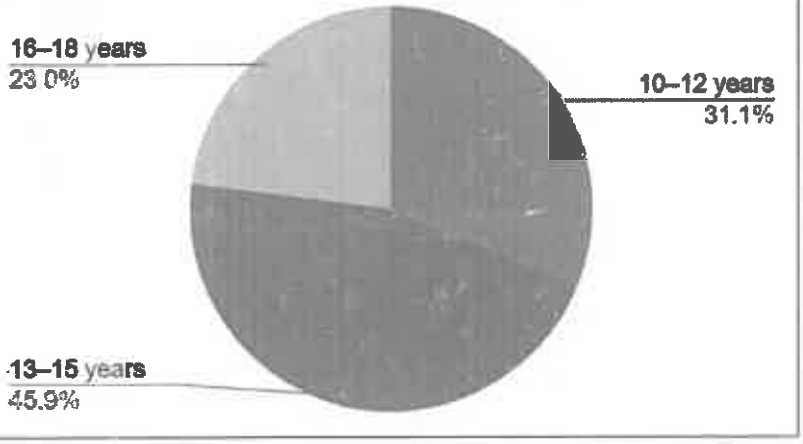
3. Profile of Beneficiaries

This section presents the socio-demographic profile of the respondents who participated in the evaluation of the multipurpose halls constructed in government schools under the CSR initiative of NPCIL–GHAVP.

3.1 Age of Respondents

The respondents represent school-going children across upper primary, middle, and secondary grades. The largest group of respondents (45.9%) falls in the 13–15 years age category, showing that a significant portion

Figure no. 1 Age Distribution of Respondents

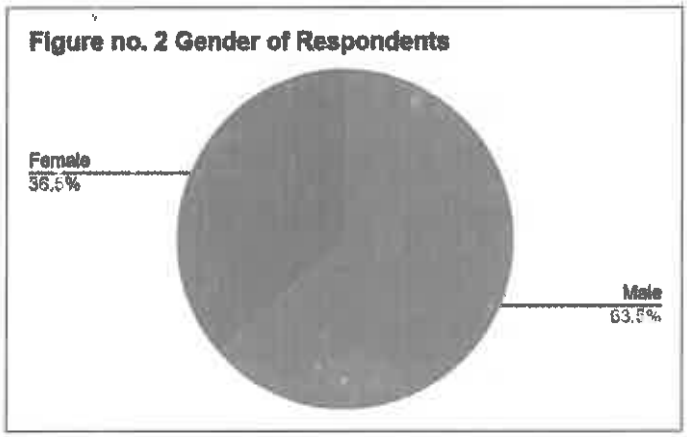


of middle and lower-secondary students actively use the multipurpose halls. About 31.1% of respondents are aged 10–12 years, indicating the inclusion of upper-primary students in activities conducted in the halls. Meanwhile, 23.0% of respondents fall in the 16–18 years category, reflecting participation from senior-secondary students as well. This distribution shows that the multipurpose halls are accessed by students across all age groups, supporting activities relevant to diverse developmental stages.

3.2 Gender of Respondents

A majority of the respondents are male (63.5%), while 36.5% are female. This reflects the higher enrolment of boys in some schools and greater mobility of male students for extra-curricular engagements. However, the presence of more than one-third female respondents shows that girls also actively enrolled in schools.

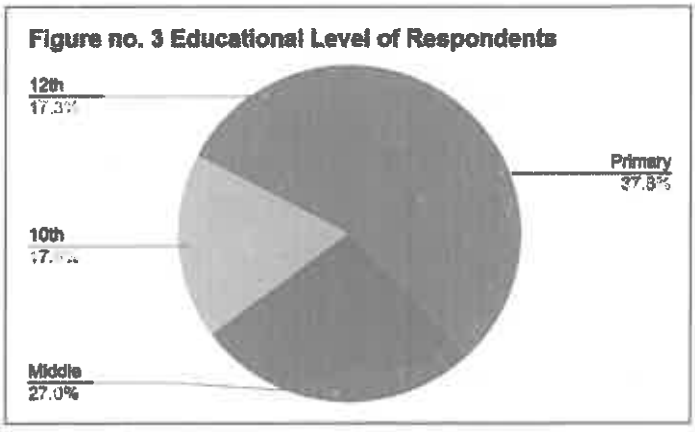
Figure no. 2 Gender of Respondents



3.3 Educational Level of Respondents

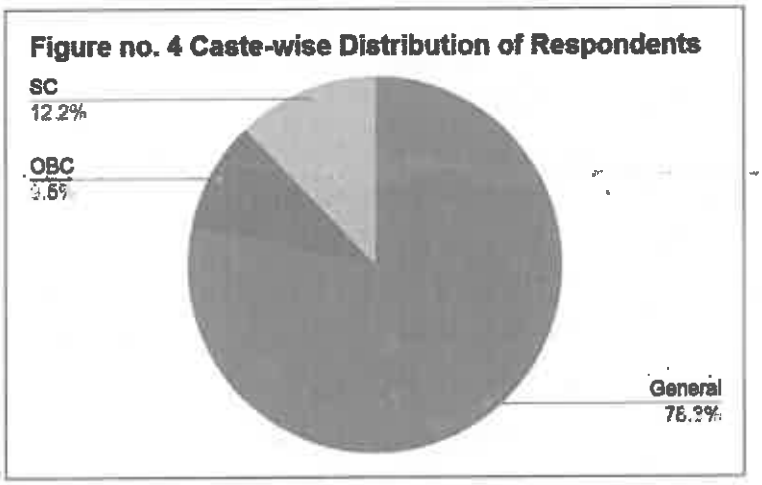
The educational levels of respondents reflect their current schooling stage. A large proportion (37.8%) are studying up to the primary level, indicating use of the hall for foundational activities such as morning assemblies, indoor games, and group learning. Around 27.0% are in the middle level, while 17.9% have completed 10th, representing students in secondary classes. Another 17.3% are pursuing 12th standard. The distribution reflects that the multipurpose halls are central to learning and co-curricular activities across both junior and senior grades.

Figure no. 3 Educational Level of Respondents



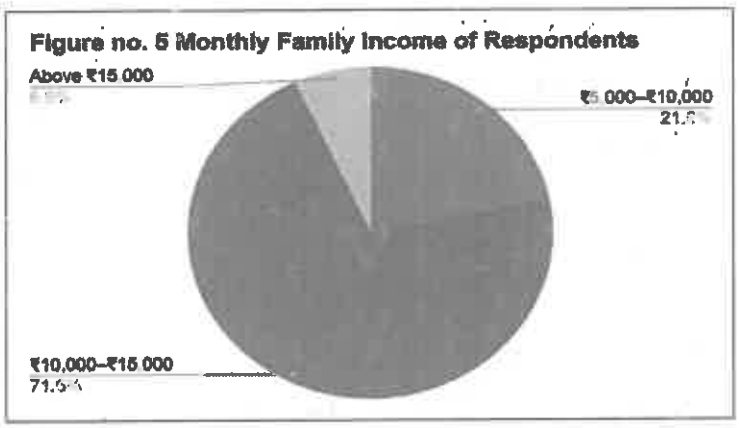
3.4 Caste-wise Distribution of Respondents

Most respondents (78.3%) fall under the General Category. Respondents from the Other Backward Classes (OBC) constitute 9.5%, while students belonging to the Scheduled Castes (SC) make up 12.2% of the sample. This distribution suggests that the intervention reaches children across caste groups, including those from socially disadvantaged backgrounds.



3.5 Monthly Family Income of Respondents

The income distribution shows that a majority of respondents belong to low-income households. A significant proportion (71.6%) reported a monthly family income of ₹10,000–₹15,000, reflecting economic vulnerability and the importance of school-based infrastructure. About 21.6% of respondents fall in the lower-income category of ₹5,000–₹10,000, while 6.8% belong to households earning above ₹15,000. The income profile indicates that the multipurpose halls benefit students from economically constrained households who often have limited access to private spaces for indoor activities, sports, or community-level events.



4. Major Findings from Evaluation

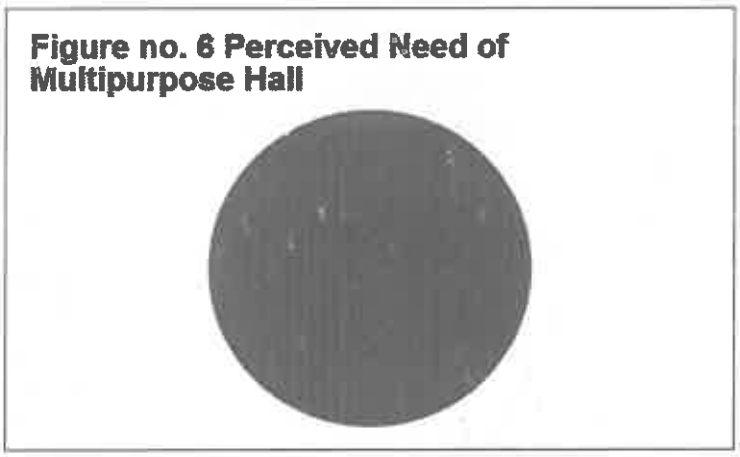
This section presents the major findings of the evaluation of the construction of 07 Multipurpose Halls programme on the parameters of relevance, efficiency, effectiveness and impact and sustainability.

4.1 Relevance of the Multipurpose Hall

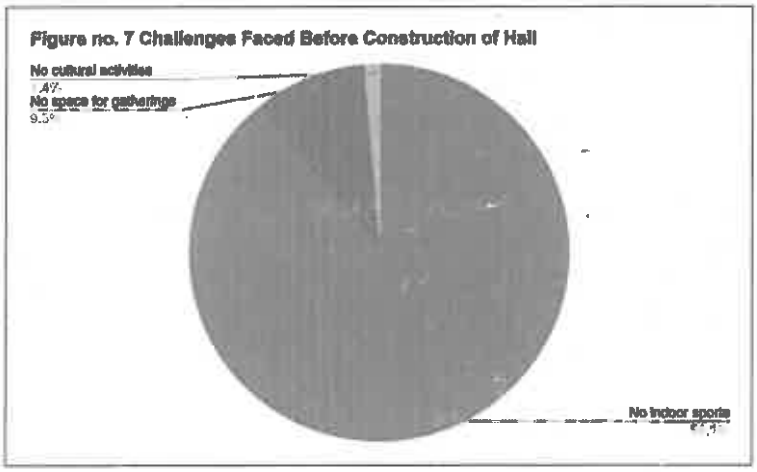
The relevance of constructing multipurpose halls in government schools was assessed through direct responses from students regarding the need for the facility, the challenges they experienced before its construction, and their perception of its importance for overall development. The findings clearly indicate that the multipurpose halls address long-standing gaps in school infrastructure related to indoor activities, space constraints, and co-curricular engagement.

4.1.1 Need for the Multipurpose Hall

All respondents (100%) when asked if there was a need for a multipurpose hall in their school, reported that there was a need for a multipurpose hall in their school. This uniform response reflects that the facility directly aligns with the space requirements of students and teachers for assemblies, sports, cultural events, and group activities.



4.1.2 Challenges Faced Before Construction of the Hall



Respondents were asked about the challenges they faced before the multipurpose hall was constructed. Their responses highlight consistent issues related to the lack of indoor activity space Some of the respondents said, "Indoor sports were not possible due to the absence of a covered area." Another respondent mentioned, "There was no space for gatherings, including assemblies, meetings, and celebrations." And most of the respondents said that, "Cultural activities could not be conducted due to lack of a dedicated stage or hall." Majority of the respondents (89.2%) reported indoor sports limitations as one of the major challenges faced by them before the construction of multipurpose hall. While, 9.5% respondents mentioned lack of space for gatherings and only 1.4% respondents mentioned inability to conduct cultural activities as the major challenges. This shows that the absence of an enclosed, flexible-use space significantly restricted school activities, highlighting the relevance of the newly constructed multipurpose halls.

4.1.3 Importance of the Facility for Student Development

When the respondents were asked if they feel this facility is important for their overall development, interestingly, all respondents (100%) stated that the multipurpose hall is "very important" for student development. Most of the respondents emphasised that the hall supports academic events, co-curricular activities, indoor sports, and cultural functions, contributing to a more holistic learning environment. This unanimous response demonstrates that the facility is not only relevant but central to enriching students' physical, social, and cultural development. This affirms that the multipurpose halls that were constructed, respond directly to the infrastructural needs of schools and significantly enhance the learning and co-curricular environment.

4.2. Efficiency of the Multipurpose Hall Project

The efficiency of the project was assessed by examining three components: (a) timeliness of construction, (b) quality of construction, and (c) timely availability of the hall to the school after completion.

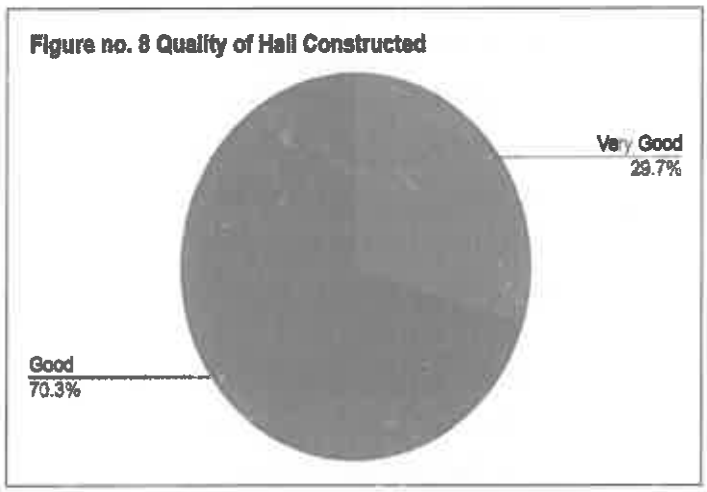
4.2.1 Timeliness of Construction

All respondents (100%) reported that the multipurpose hall was completed on time. This unanimous response indicates that the construction process progressed smoothly without major delays, allowing schools to begin using the facility as planned. Respondents shared that

the hall became functional during the period when indoor activities, assemblies, and sports were particularly needed, suggesting a positive alignment between construction timelines and academic schedules. This reflects strong project management and adherence to planned timelines.

4.2.2 Quality of Hall Construction (Walls, Flooring, Roof, Furniture)

When the respondents were asked to rate the quality of the hall constructed in their school, they rated the quality of the hall constructed as either "Very good" or "Good." A significant proportion (29.7%) described the construction as very good, while the majority (70.3%) assessed it as good. These assessments were based on the strength and finishing of walls, smoothness of flooring, condition of the roof, ventilation quality, lighting, and availability of basic furniture within the hall. The absence of any "poor" rating suggests general satisfaction with the hall and its suitability for multipurpose use.



4.2.3 Availability of the Hall After Construction

All respondents (100%) indicated that the hall was made immediately available to the school after construction. Schools did not face any waiting periods or administrative delays, allowing students and teachers to start using the facility without disruption. Many students shared that as soon as the hall was handed over, the school began using it for activities such as morning assemblies, indoor games, and practice sessions for cultural programmes. The immediate utilisation reflects administrative efficiency and smooth coordination between NPCIL and school authorities. These findings show that NPCIL ensured efficient planning, construction, and handover, enabling schools to quickly integrate the hall into their daily teaching–learning processes.

4.3. Effectiveness of the Multipurpose Hall

The effectiveness of the multipurpose hall was assessed by examining how frequently the hall is used, the range of activities conducted, and whether teachers and students find the facility useful for learning, extracurricular activities, and school functioning. Respondents also shared their perceptions on whether the hall has enhanced the image of the school in the community.

4.3.1 Frequency of Use of the Multipurpose Hall

All respondents (100%) reported that the hall is used daily, indicating that the facility has become an integral part of everyday school functioning. Daily usage points to high demand for enclosed, flexible spaces in schools and reflects the hall's significance for routine activities such as assemblies, indoor sports, and teaching–learning processes.

4.3.2 Purposes for Which the Hall Is Used

All the students reported multiple purposes for which the multipurpose hall is regularly used. These include: morning assemblies (100%), cultural events (95.9%), indoor sports (90%), parent–teacher meetings (95.9%), and examinations (93.2%). Only a very small number reported assemblies or meetings without mentioning all activities. The wide range of activities indicates that the hall is being utilised as originally intended, a multi-functional space promoting holistic school development.

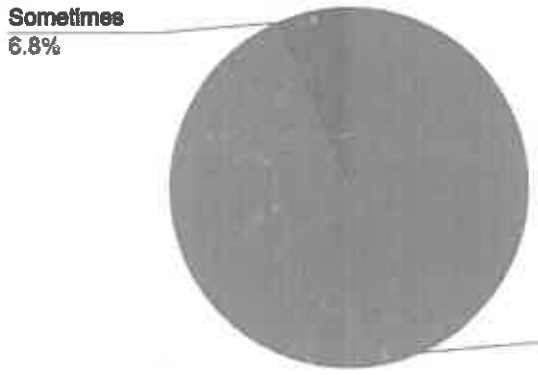
Table no. 2: Activities Conducted in the Hall

Activity Type	Percentage (%)
Morning Assembly	100%
Cultural Events	95.9%
Indoor Sports	90%
Parent–Teacher Meetings	95.9%
Examinations	93.2%

4.3.3 Usefulness of the Hall for Teachers in Conducting Activities Smoothly

A large majority of respondents (93.2%) felt that teachers find the hall useful for conducting school activities smoothly. Only 6.8% reported "Sometimes," reflecting

Figure no. 9 Usefulness of the Hall



occasional variability, possibly based on class size or shared usage among sections. Respondents reported that, "morning assemblies are easier to conduct indoors during extreme weather conditions." Some respondents also mentioned, "teachers are able to organise events and examinations without space constraints." Others mentioned that, "noise and disturbance are lower in the hall compared to open-ground assemblies."

4.3.4 Student Benefits from Extracurricular and Learning Activities

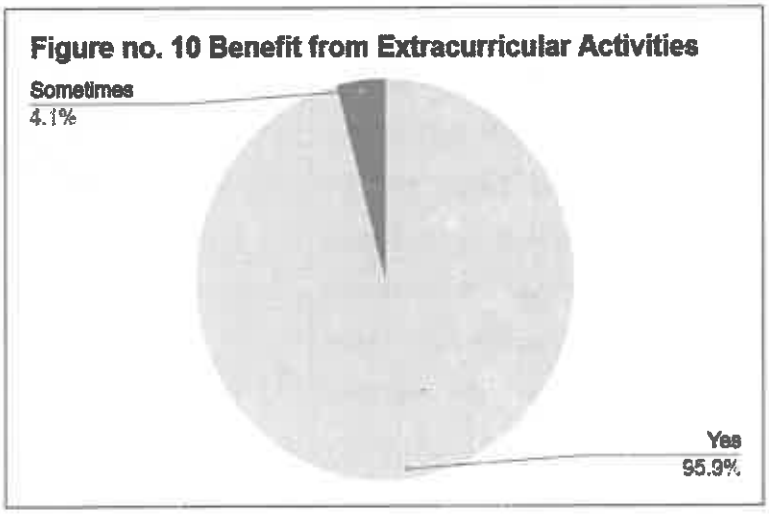
A large majority (95.9%) of respondents reported that students benefit from the hall for extracurricular activities and learning. Only a small proportion (4.1%) expressed that benefits are occasional. Most of the respondents mentioned better participation in, "indoor sports, cultural practices and group learning." The findings indicate that the hall contributes significantly to enhancing opportunities beyond classroom learning.

4.3.5 Improvement in School Image Within the Community

A majority of respondents (66.2%) felt that the hall has improved the school's image in the community, while 33.8% respondents were not sure of it and respondents with "Can't say." But interestingly, no respondents said that there was no improvement in the school image.

Most respondents shared that the hall has increased community participation during events, made the school environment appear more organised and functional, enhanced the school's ability to host programmes, competitions, and meetings. These findings demonstrate that the multipurpose hall has substantially improved the school environment, strengthened co-curricular engagement, and enhanced the academic functioning of the institution.

Figure no. 10 Benefit from Extracurricular Activities



4.4 Impact of the Multipurpose Hall

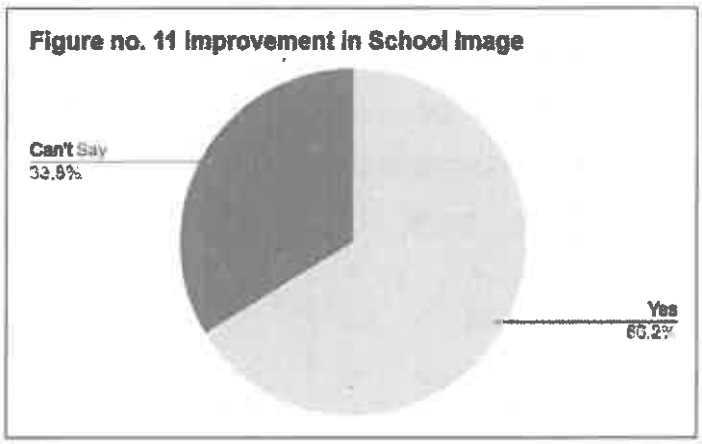
The impact of the multipurpose hall was assessed through student responses on participation, ease and exposure to extracurricular opportunities, change in confidence levels and in attendance.

4.4.1 Increase in Participation in Cultural and Sports Activities

When respondents were asked if the construction of the multipurpose hall in their school has increased their participation in cultural and sports activities, all respondents (100%) unanimously agreed. Respondents further shared that indoor games, rehearsals, and cultural preparations have become more organised after the hall's construction. The protected environment of the multipurpose hall ensures that activities continue even during harsh weather, enabling more consistent participation.

4.4.2 Improvement in Discipline and Order During Gatherings

When asked if the construction of the hall has improved discipline and order during gatherings, every respondent (100%) stated that discipline and order during assemblies and school gatherings have improved after the hall became functional. The enclosed structure helps reduce noise, crowding, and distractions, creating a calmer and more controlled environment. The findings indicate that the hall has strengthened the school's ability to manage large groups effectively.



4.4.3 Ease of Conducting Examinations and Meetings

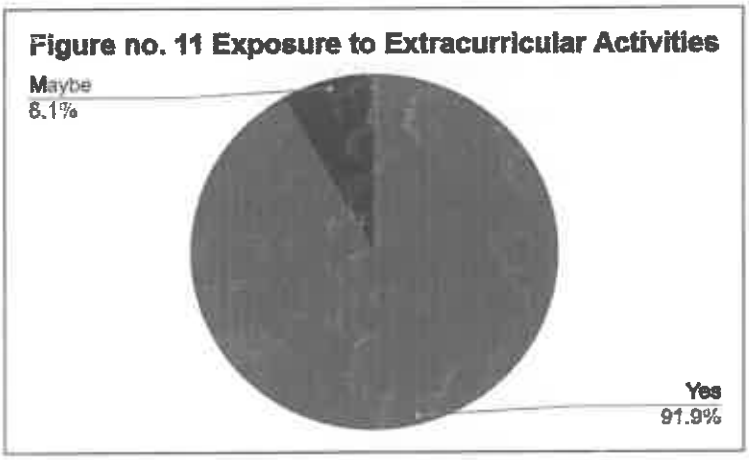
All respondents (100%) confirmed that examinations and large meetings have become easier to conduct because of the hall. Some respondents shared that seating arrangements during exams are more organised, and large meetings no longer disrupt regular classes. The hall has

been particularly useful during: annual exams, mid-term tests, awareness sessions and school-level competitions.

4.4.4 Increased Exposure to Extracurricular Activities

A majority of respondents (91.9%) reported that the hall has given them greater exposure to extracurricular activities, such as debates, competitions, and cultural programmes. A smaller proportion (8.1%) selected "Maybe," reflecting some variation in access based on age, class, or frequency of participation. This shows that the hall has enabled schools to organise a wider range of activities that were previously difficult due to space limitations.

Figure no. 11 Exposure to Extracurricular Activities



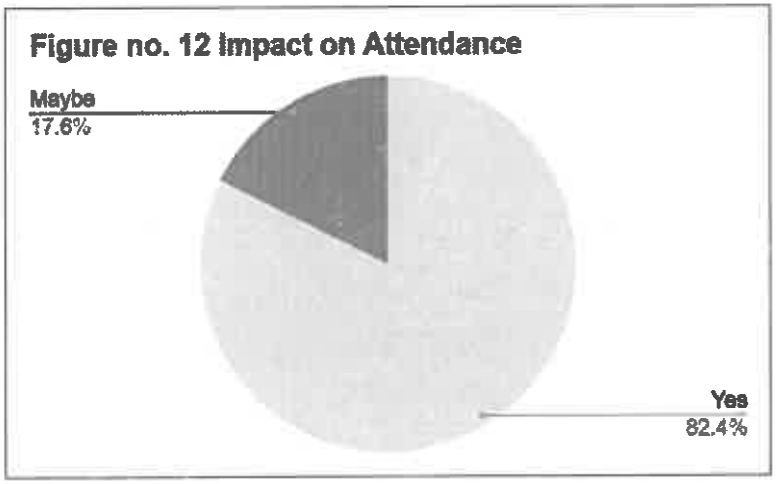
4.4.5 Improvement in Student Confidence and Participation

All respondents (100%) stated that their confidence and participation have improved due to the activities conducted in the hall. Some students mentioned that, "performing on stage, practicing in sports, and engaging in group events has helped them overcome hesitation and build self-esteem." This finding highlights the holistic developmental impact of the multipurpose hall.

4.4.6 Effect on Attendance

A majority of respondents (82.4%) felt that the hall has indirectly helped improve attendance, while 17.6% respondents said "maybe" but none of the respondents said "no". Some respondents

Figure no. 12 Impact on Attendance



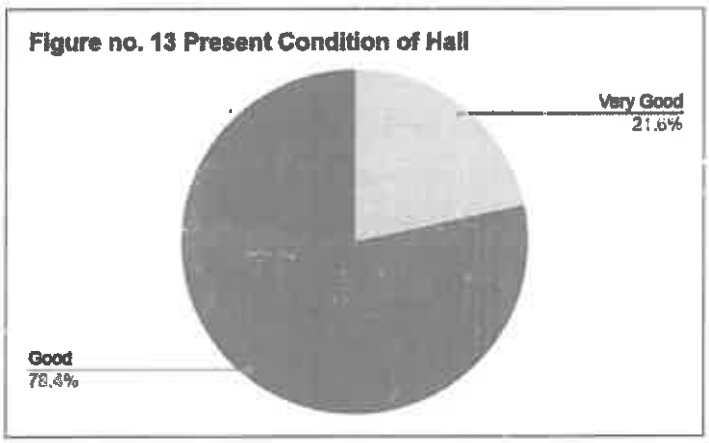
also shared, "morning assemblies are more comfortable indoors" and another respondent mentioned, "indoor sports motivate students to attend regularly." Few respondents mentioned that, "cultural and recreational opportunities make school more enjoyable." These results clearly demonstrate that the multipurpose hall has brought meaningful improvements in student engagement, school functioning, and overall educational experience.

4.5 Sustainability of the Multipurpose Hall

The sustainability of the multipurpose hall was assessed by understanding its current condition, regularity of maintenance, availability of funds for repairs, and the stakeholders responsible for its upkeep.

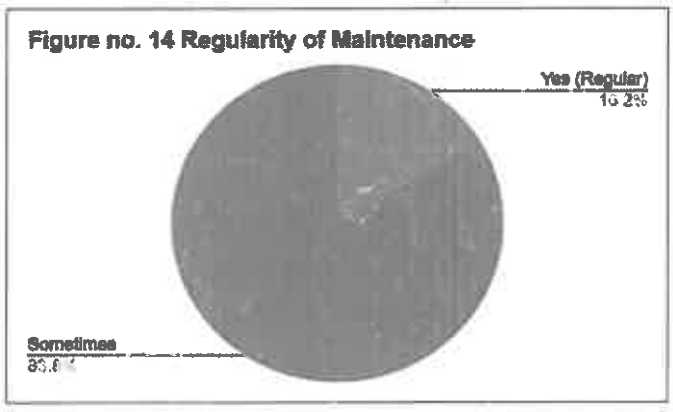
4.5.1 Present Condition of the Hall

When asked about the present condition of the multipurpose hall, a majority (78.4%) rated the condition as "Good", while 21.6% rated it as "Very Good". No respondent reported the condition as poor or deteriorating. This indicates that the structure remains stable, functional, and well-preserved since construction. The consistently positive ratings reflect that schools are making efforts to keep the hall usable and clean. However, the physical inspection of the hall reveals that it needs repair and paint at the majority of the schools.



4.5.2 Regular Maintenance of the Hall

Maintenance practices include cleaning, furniture upkeep, minor repairs, and ensuring the hall is ready for daily usage. While no respondent reported "no maintenance,"



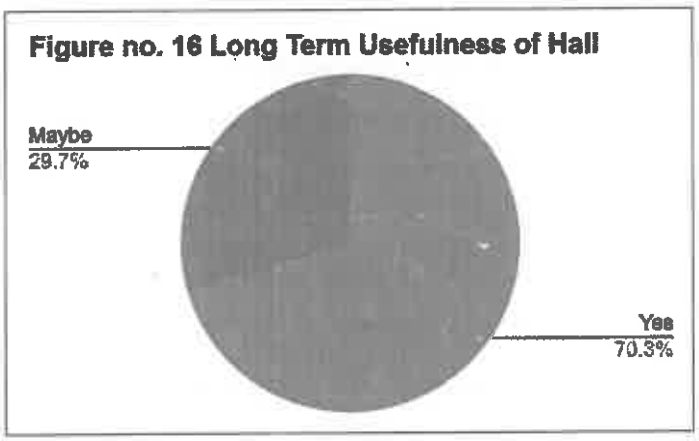
maintenance regularity varied as majority of the respondents (83.8%) stated that the hall is "sometimes maintained" and only 16.2% of the respondents mentioned that the hall is "regularly maintained". This suggests that while cleaning and basic care are being done, maintenance is not always systematic or scheduled, which indicates a need for structured maintenance plans and dedicated responsibility.

4.5.3 Responsibility for Maintenance

An overwhelming majority (98.6%) reported that school management is responsible for maintaining the hall and only 1.4% reported the Panchayat as responsible. This shows that schools are taking ownership, which is an encouraging indicator for sustainability.

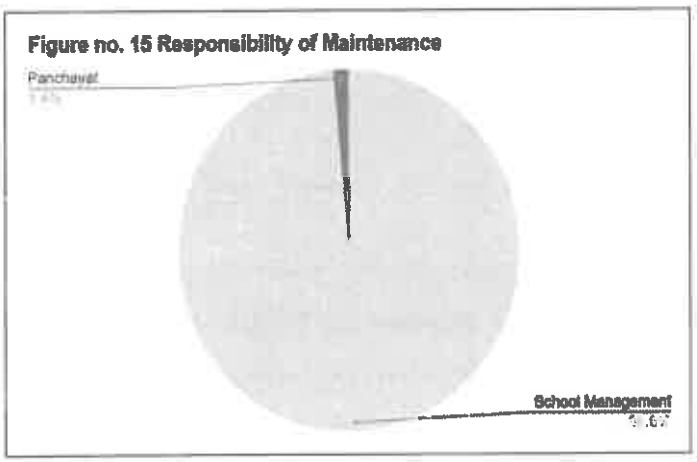
4.5.4 Long-Term Usefulness of the Hall if Maintained Properly

A large majority (70.3%) believe the hall will remain useful for many years if it is properly maintained. Another 29.7% responded with "Maybe," indicating they see the potential but associate longevity with consistent care. This confirms that beneficiaries recognise the hall as a durable asset whose lifespan depends heavily on maintenance and repair systems.



4.6. Suggestions from Respondents

Students shared several constructive suggestions to enhance the usability, comfort, and functionality of the multipurpose hall, along with broader school-level facilities required for holistic development. Their responses reflect both unmet needs and rising expectations from a space that has



become central to their daily school experience.

4.6.1 Improvements Required in the Multipurpose Hall

Respondents identified multiple types of improvements needed in the hall. The suggestions primarily relate to seating comfort, lighting quality, ventilation/fans, and sports equipment. Similarly, poor or inadequate lighting makes it difficult to see the stage or participate in activities. Several students noted that the hall becomes warm during large gatherings, pointing to the need for more ceiling fans or wall-mounted high-speed fans. Suggestions for sports equipment and storage indicate a desire to expand indoor recreational opportunities. A few also mentioned safety upgrades such as emergency lighting and fire extinguishers, showing increasing awareness of school safety requirements.

4.6.2 Other Facilities Needed in the School for Holistic Development

Beyond hall-specific improvements, students highlighted broader school infrastructure needs that would support academic growth, digital literacy, sports engagement, hygiene, and overall well-being. Students expressed a strong desire for digital learning facilities, including smart classrooms and projectors, indicating an aspiration for modern, technology-enabled education. Students are thinking beyond immediate needs and envisioning a school environment that supports digital learning, physical growth, hygiene, safety, and overall academic enrichment. Their suggestions can help guide future CSR decisions toward integrated and holistic infrastructure development.

5. Recommendations

Based on field observations, interactions with students and teachers, and the analysis of responses across relevance, efficiency, effectiveness, impact, and sustainability, the following recommendations are proposed to further strengthen the usefulness and long-term value of the multipurpose halls constructed in the schools under NPCIL–GHAVP's CSR initiative.

5.1 Strengthen Seating, Lighting, and Ventilation in the Hall

Given that a large majority of students highlighted the need for improved seating, lighting, and ventilation, it is recommended that: LED lighting should be upgraded where visibility is inadequate, ensuring uniform illumination across the hall. Additional ceiling fans or high-speed wall-mounted fans may be installed to improve airflow, especially during large

gatherings.

5.2 Provide Indoor Sports Equipment and Storage Facilities

Since the hall is frequently used for indoor sports, it is suggested that badminton, table tennis, and other age-appropriate indoor sports equipment should be made available. A designated storage rack or cupboard to protect and organise sports materials. This will encourage active participation and help students develop physical fitness within a safe indoor environment.

5.3 Introduce Safety and Accessibility Enhancements

To ensure that the hall remains safe, inclusive, and functional for all. The fire extinguishers should be installed. Provide accessible seating and ramps for students with disabilities to promote inclusivity. And ensure regular safety inspections and compliance with basic school safety norms.

5.4 Support Structured Maintenance and School-Level Ownership

Although the hall is generally well-maintained, responses indicate that cleaning and upkeep are "sometimes" rather than regularly carried out. Strengthening maintenance practices will require a school-level maintenance plan specifying cleaning frequency, minor repair protocols, and responsibilities. A nominal annual maintenance budget should be in place to address repairs such as fan replacement, lighting upgrades, and furniture upkeep. Such measures will ensure the long-term functionality and sustainability of the hall.

5.5 Enhance Digital Learning Infrastructure in Schools

Students across schools expressed a strong need for digital learning resources. NPCIL may consider supporting smart classrooms with projectors, screens, or interactive boards, functional computer labs with internet-enabled systems and digital literacy programmes for students and teachers.

5.6 Strengthen Hygiene Facilities and Drinking Water Provision

Respondents highlighted hygiene and sanitation as essential for their well-being. Recommended actions may include: Upgraded and regularly maintained Safe drinking water facilities or stations with proper filtration, Regular cleaning and monitoring of these facilities.

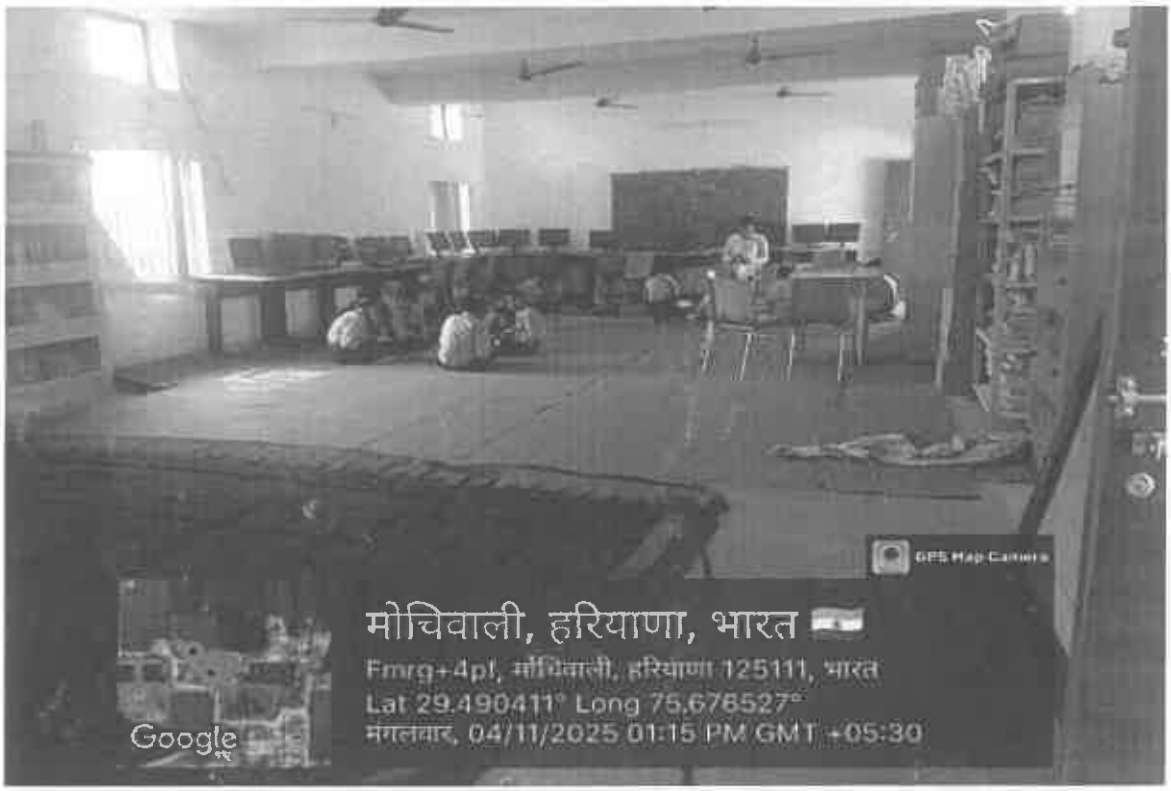
5.7 Provide Basic Health and Well-being Facilities

Several respondents expressed the need for a small health or first-aid room. NPCIL may consider supporting: A basic health room with first-aid supplies, Periodic school health check-ups in collaboration with their Mobile Medical Van programme that is already running under their CSR. Awareness sessions on hygiene, nutrition, and mental well-being can also be incorporated.

5.8 Support Green and Clean School Initiatives

As some respondents suggested greener surroundings, the following measures may be supported: planting trees and maintaining a green campus, creating small garden spaces for student-led environmental activities, encouraging eco-clubs and cleanliness drives. Such initiatives promote environmental awareness and contribute to a pleasant school atmosphere.

PICTURES FROM THE MULTIPURPOSE HALL AT SCHOOL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IMPACT EVALUATION OF THE CONSTRUCTION OF IFRASTRUCTURE IN MULTIPLE GOVERNMENT SCHOOLS BY NPCIL NEARBY GHAVP

1. About the Programme

Education infrastructure plays a foundational role in shaping the learning environment, academic performance, and overall development of students, particularly in rural government schools that often struggle with shortages of adequate physical facilities. Recognising these challenges, the Gorakhpur Haryana Anu Vidyut Pariyojana (GHAVP) of Nuclear Power Corporation of India Limited (NPCIL) undertook a significant education-focused CSR initiative to strengthen basic infrastructure across multiple government schools in Fatehabad and Hisar districts of Haryana. Under this initiative, 34 well-constructed classrooms, 03 library rooms, and 01 science laboratory room, 02 prayer stages, 03 water tank, 01 basket ball ground were developed across 11 government schools. These facilities were designed to address long-standing infrastructural gaps identified through consultations with school administrations, gram panchayats, district education authorities, and local communities.

Classrooms form the core of daily teaching learning processes. The construction of 34 new classrooms has enabled schools to reduce overcrowding, create safe and comfortable learning spaces, and ensure that students can study in distraction-free environments. In addition, three library rooms were constructed to provide dedicated spaces for reading and academic enrichment. Libraries play a transformative role in cultivating reading habits, supporting self-directed learning, and providing access to diverse educational resources beyond textbooks. Further, a fully functional science laboratory was constructed at Government High School, Kumharia, enabling hands-on scientific learning for students. Science laboratories promote experiential learning and help students develop scientific temperament, practical problem-solving abilities, and foundational skills relevant to STEM fields. Access to safe drinking water is a fundamental requirement for a healthy and inclusive educational environment.

Under this project, 03 drinking water tanks were also constructed across 03 schools, strengthening water availability and supporting improved sanitation practices. Adequate drinking water supply plays a critical role in promoting student health, reducing absenteeism, and ensuring that students can attend school regularly without discomfort or health-related

disruptions. The intervention contributes directly to creating a safer and more hygienic school environment.

The construction of 02 prayer stages with sheds addresses the spiritual, cultural, and community dimensions of schooling. These structures provide dedicated spaces for morning assemblies, prayer meetings, national celebrations, and cultural programmes, protecting students from harsh weather conditions while participating in collective activities. As part of the project, a basketball ground was constructed at the Government Girls Senior Secondary School, Gorakhpur. The availability of a dedicated sports facility has played a significant role in encouraging girls' participation in sports and physical activities. For many students, this facility represents their first exposure to structured laboratory-based learning., playgrounds and other such things.

2. Methodology for Evaluation

The evaluation of the construction of infrastructure includes: 34 well-constructed classrooms, 03 library rooms, and 01 science laboratory room, 02 prayer stages, 03 water tank, 01 basket ball ground were developed across 11 government schools. This evaluation followed a mixed-method approach. The study combined quantitative feedback from students and qualitative insights from school staff to understand the relevance, effectiveness, and impact of the infrastructure created by NPCIL–GHAVP.

2.1 Sampling

The evaluation covered all 11 schools where the infrastructure was developed. Schools were selected purposively based on the infrastructure created under the project. The sample size included 10% of the student beneficiaries across these schools. The schools covered under the evaluation include, for each of the construction include:

Table no. 1: School Infrastructure Table

Name of School	Class Room	Prayer Stage	Basket Ball Court	Library room	Science Lab room	Water Tank
Govt. Girls Sr. Sec. School, Gorakhpur	4		1			1
Shaheed Rajesh Kumar Govt. Sr. Sec. School, Gorakhpur	4	1				
Govt. High School, Kumharia	5			1	1	1
Govt. High School, Mochiwali				1		
Govt. Primary School, Kumharia	2					
Govt. Primary School, KhajuriJatti	1					1
Govt. Middle School, KhajuriJatti	1					
Govt. Girls Middle School, Chobara	5					
Govt. Primary School, Mochiwali	1					
Kasturba Gandhi Girls Middle School, Kumharia	11			1		
Govt. Girls Sr. Secondary School, Bhuna		1				
Total	**34**	**2**	**1**	**3**	**1**	**3**

2.2 Methods and Tools of Data Collection

Multiple methods were employed to gather comprehensive insights from students, teachers, principals, and school settings.

Table No. 2: Sample Size, Methods and Tools of Data Collection

Respondents	Sample Size	Methods of Data Collection	Tools Used
Students	10% of the beneficiaries (all selected schools)	Interviews	Interview Guide
Teachers	Available teachers at each school	Interviews and informal discussions	Interaction Checklist
School Principals / In-charges	Informal interactions	Observation & short conversations	Observation Notes
Infrastructure	34 classrooms, 03 library rooms, and 01 science lab room, 02 prayer stages, 03 water tank, 01 basket ball court	Direct observation	Observation Checklist

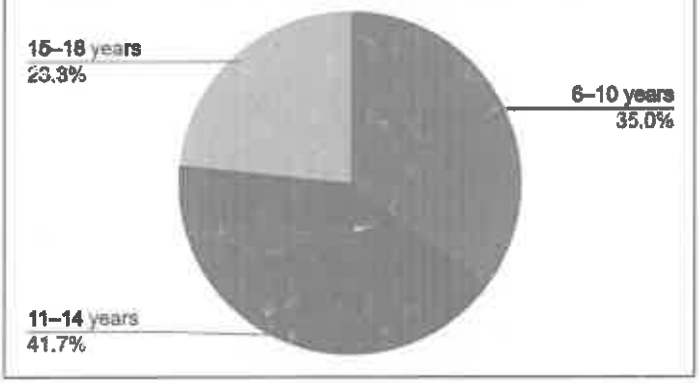
3. Profile of Respondents

This section presents the demographic characteristics of the student respondents who participated in the impact evaluation. The data helps contextualise how the newly constructed classrooms, libraries and science lab are being utilised by students from varied socio-economic and educational backgrounds.

3.1 Age Distribution

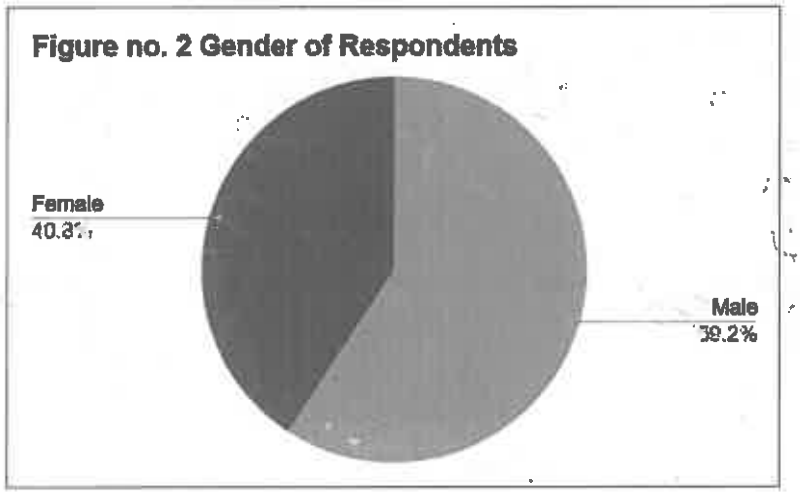
The age of the respondents ranged from 6 to 18 years, covering the full spectrum from primary to senior secondary classes. The majority of the respondents (41.7%) consists of students aged 11–14 years who are in middle school and are primary users of classroom and library infrastructure. While 35.0% of respondents were aged between 6–10 years, indicating

Figure no. 1 Age Distribution of Respondents



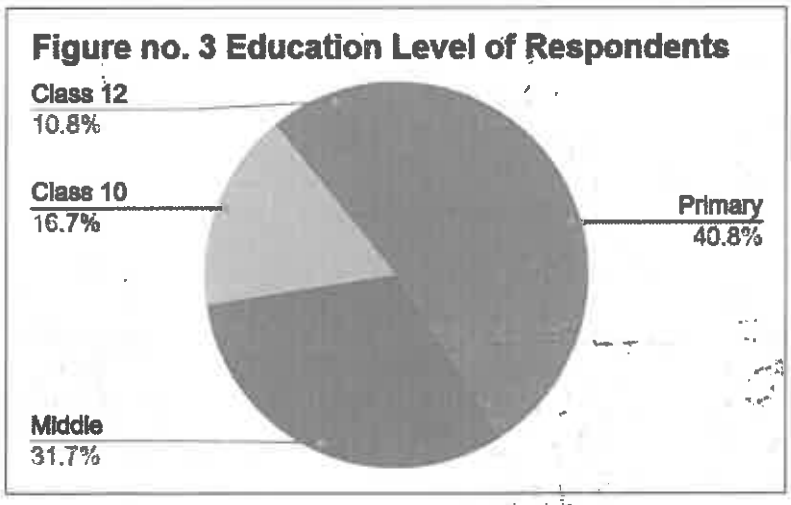
substantial use of newly constructed primary-level classrooms. An additional 23.3% were in the 15–18 age group, representing secondary and senior secondary students, who particularly benefit from the new science lab and senior classrooms. It shows that the infrastructure is being used by students across all age groups, with the highest utilisation among middle school learners.

3.2 Gender of Respondents



The majority of respondents (59.2%) were male students and 40.8% were female students, reflecting the enrolment pattern in rural government schools of Haryana. The presence of over 40% girl students demonstrates that the educational infrastructure created by NPCIL is reaching a significant proportion of female learners, ensuring inclusivity and supporting gender-equitable access to learning spaces.

3.3 Educational Level of Respondents



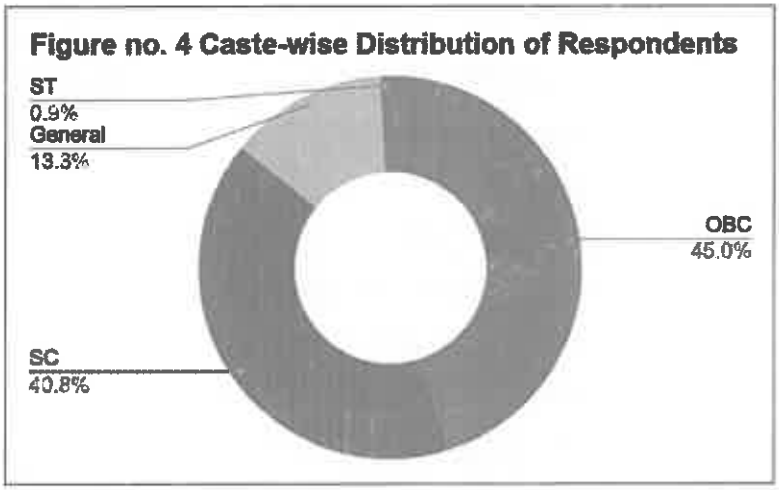
The respondents belonged to different stages of schooling. A significant 40.8% of respondents were from primary classes, aligning with the high number of classrooms built at this level. Respondents from middle classes formed 31.7%, showing substantial usage of both classrooms and libraries.

Secondary students (Class 10) accounted for 16.7%, and Senior secondary students (Class 12) comprised 10.8%, highlighting that a quarter of the respondents are older students who use advanced infrastructure such as the science lab and senior classrooms. This demonstrates that the infrastructure is serving students across all educational levels, with the largest share from primary and middle classes (72.5% combined).

3.4 Caste Category

The respondents came from diverse socio-economic backgrounds, including General, OBC, SC, and ST categories. The majority of respondents belonged to OBC (45.0%) and SC (40.8%) categories, indicating that 85.8% of the beneficiaries come from socially and economically disadvantaged groups. Only 13.3% belonged to the General category, while only 0.9% were from ST communities. This highlights that the infrastructure created by NPCIL is significantly benefitting marginalised students, helping reduce long-standing educational inequities in rural Haryana.

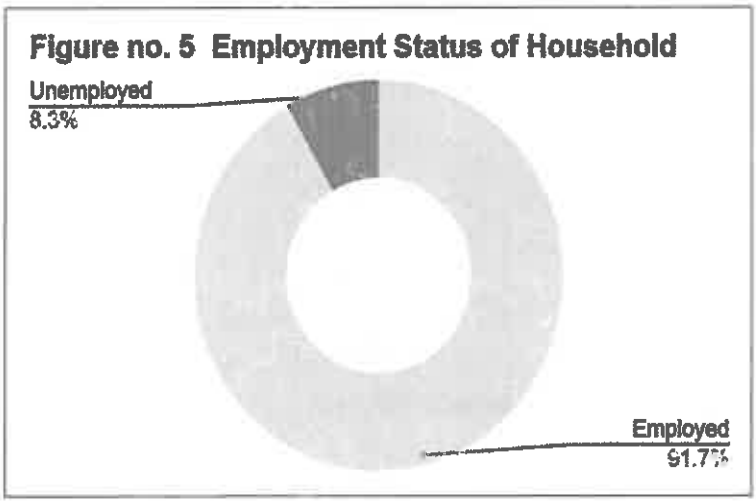
Figure no. 4 Caste-wise Distribution of Respondents



3.5 Employment Status of Household

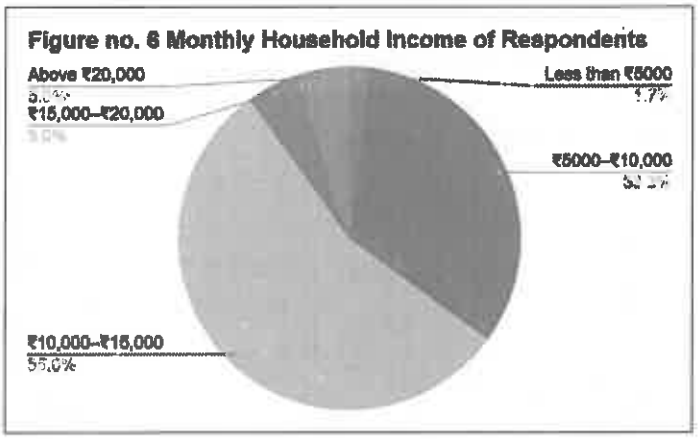
This variable shows whether the student's household has at least one employed member. The majority of respondents (91.7%) reported having an employed member in the household, whereas only 8.3% indicated unemployment. This suggests that while most families have some income

Figure no. 5 Employment Status of Household



stability, nearly 8.3% households face economic vulnerability. This reinforces the importance of high-quality public educational infrastructure for families with limited financial capacity.

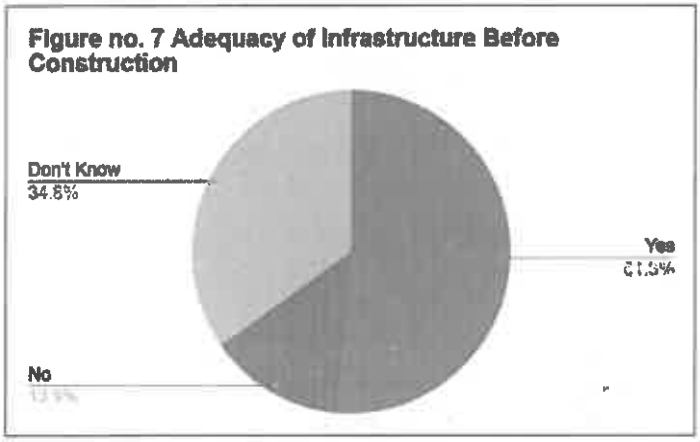
3.6 Monthly Household Income



Even though most of the respondents (91.7%) reported having one stable income in the family, they also reported varying household income levels and it shows that a majority of the respondents belong to low-income households. Together, 90.0% of respondent's households earn less than ₹15,000 per month, reflecting significant economic constraints and highlighting the value of strong public school infrastructure for such communities. 55.0% of the respondent's families earn between ₹10,000–₹15,000 per month and 33.3% fall in the ₹5,000–₹10,000 range. Only 5.0% reported monthly incomes of ₹15,000–₹20,000 and 1.7% reported incomes below ₹5,000. Interestingly, only 5% of the respondents reported monthly family income above ₹20,000. This illustrates that the infrastructure created by NPCIL is serving a wide and diverse group of learners, especially those from socio-economically disadvantaged households.

4. Major Findings from the Evaluation

This section presents the major findings of the construction of the 34 classrooms, 03 library rooms, and 01 science laboratory room, 02 prayer stages, 01 playground, 01 drinking water tank , 02 overhead tank, 01 septic tank, 03 underground water tank, 01 basket ball ground in 13 government schools by NPCIL nearby GHAVP.



4.1 Relevance of Infrastructure Constructed

4.1.1 Adequacy of School Infrastructure Before Construction

Respondents were first asked whether the school had adequate infrastructure prior to the construction of new classrooms, labs or libraries. More than half of the respondents (51.3%) reported that the earlier infrastructure was "*not adequate enough to meet the learning needs of students.*" Only a small proportion (13.9%) felt that the infrastructure was adequate, while a significant number of respondents (34.8%) were unsure about the adequacy of the school infrastructure before the construction. This indicates that even where basic structures existed, they were often insufficient, outdated, or not able to support the current academic and co-curricular requirements or water requirements of the school community.

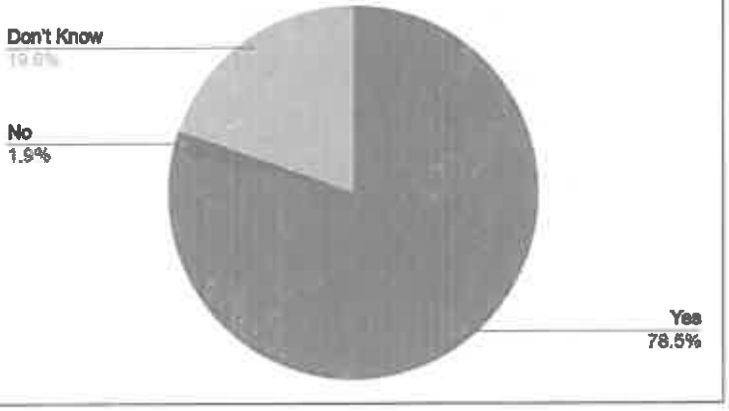
4.1.2 Reasons for Redevelopment

Respondents who indicated "Yes"" for the presence of earlier infrastructure were asked why redevelopment was needed. Their explanations show recurring concerns regarding the safety, usability, and condition of existing structures. The most frequently mentioned reasons include: "classrooms and buildings were old, damaged, or unsafe, with visible cracks and leakage", some mentioned "poor ventilation, lighting, and seating arrangements, making learning difficult." Most of the respondents said, "overcrowded classrooms, requiring additional space to accommodate growing enrollment", "needed space for morning assemblies", " safe drinking water was a problem". Some of the respondents also mentioned the "worn-out and outdated structures that did not meet present educational standards." These responses highlight that redevelopment was widely seen as a necessity for creating safe, modern, and supportive learning environments.

4.1.3 Demand or Need Expressed for Construction

A strong majority of respondents (78.5%) shared that teachers, parents, and students had expressed a clear demand for improved infrastructure like classrooms,

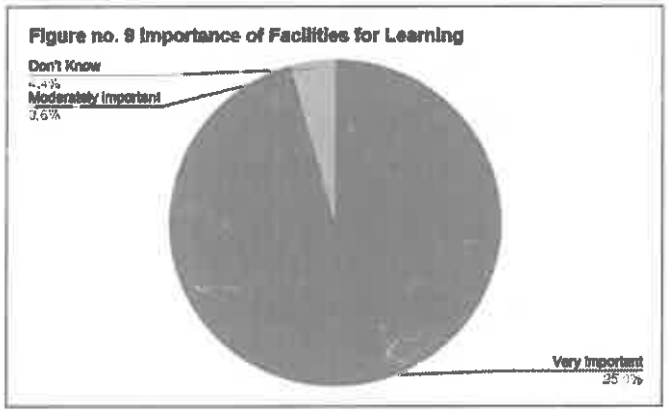
Figure no. 8 Demand/Need Expressed Before Construction



water facilities and playground among others before construction began. Only 1.9% said there was no such demand, while 19.6% were not aware. The findings suggest that the intervention was community-driven, aligning closely with needs voiced by multiple stakeholders within the school system.

4.1.4 Importance of Newly Constructed Infrastructure

Respondents overwhelmingly stated that the newly constructed facilities were essential for students' learning and overall development, recreation as well as overall physical and mental health. A vast majority (94.9%) rated these facilities as *very important*. Only 0.6% selected *"moderately important,"* and 4.4% were *"unsure"*.



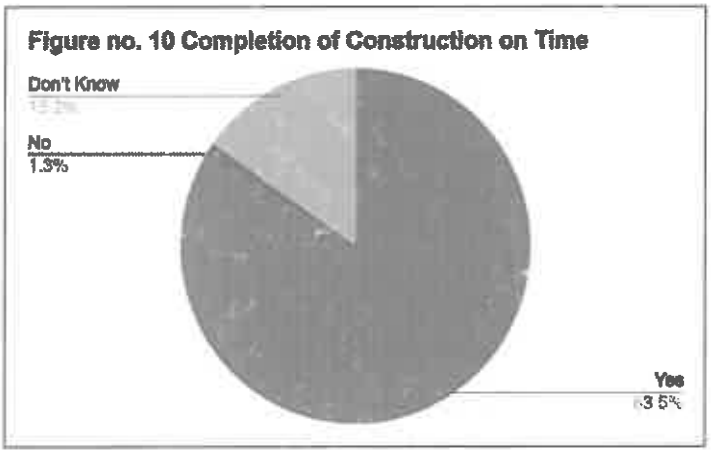
This strong consensus reflects the significance of well-designed learning spaces in supporting teaching, study habits, digital literacy, laboratory work, and quiet reading spaces for academic growth.

4.2 Effeciency

This section examines whether the construction work was completed on time, whether the quality of work was satisfactory, and whether resources such as funds, manpower, and time were used efficiently.

4.2.1 Timeliness of Construction

Most respondents (83.5%) reported that the construction work was completed on time. Only 1.3% respondents said it was not completed on scheduled time, while 15.2% were unsure. These responses suggest that schools largely experienced timely

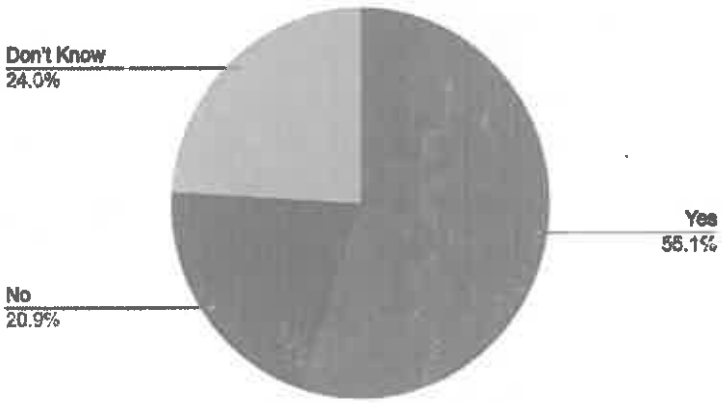


implementation, which is an important factor in ensuring minimal disruption to the academic calendar.

4.2.2 Quality of Construction

A little more than half of the respondents (55.1%) felt satisfied with the quality of construction. However, a notable proportion (20.9%) of respondents expressed dissatisfaction, highlighting issues such as finishing, durability, or functionality. Another 24.0% were uncertain, which often reflects limited familiarity with technical aspects of construction. This mixed response indicates that while many schools received good-quality structures, there are still pockets where quality concerns exist.

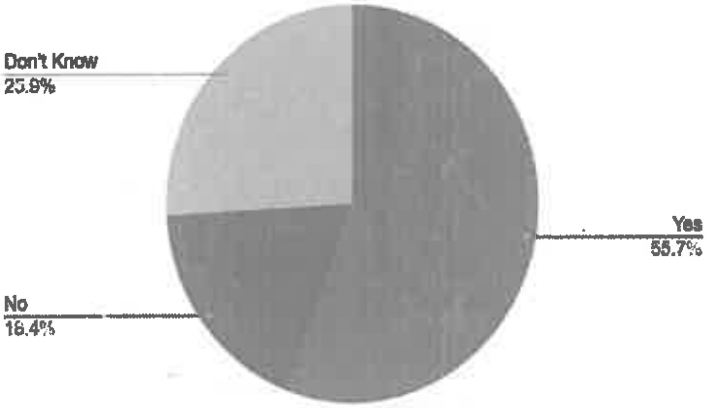
Figure no. 11 Satisfaction with Quality of Construction



4.2.3 Adequacy of Ventilation, Lighting, and Seating

A similar pattern was observed regarding ventilation, lighting, and seating arrangements in classrooms, library and science lab.. The majority of the respondents (55.7%) found these facilities satisfactory, whereas 18.4% respondents felt they were inadequate. A considerable 25.9% respondents were unsure. These findings suggest that while many classrooms and labs meet basic

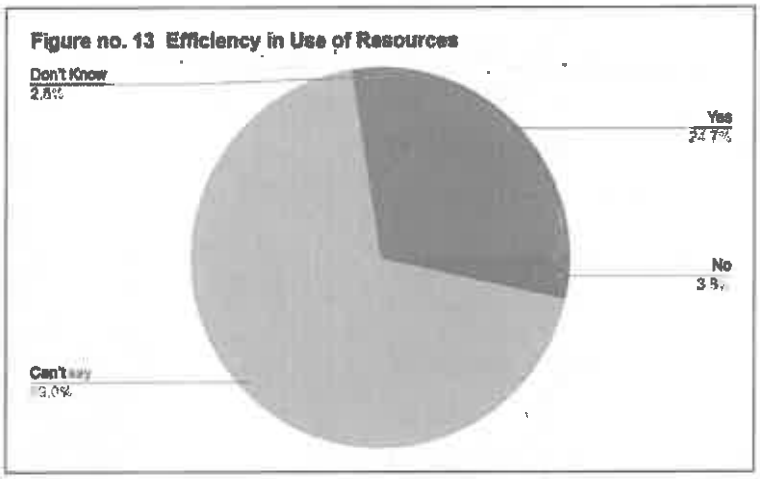
Figure no. 12 Adequacy of Ventilation, Lighting, and Seating



environmental requirements, some schools still need improvements in natural light, airflow, and ergonomic seating to create an optimal learning environment.

4.2.4 Efficiency in Use of Resources

When asked about efficient use of funds, manpower, and time, only 24.7% of the respondents responded positively. A very small percentage of respondents (3.8%) felt that resources were not used efficiently. The majority (69.0%) responded with "Can't say," indicating that most stakeholders do not have direct visibility into financial and administrative processes.

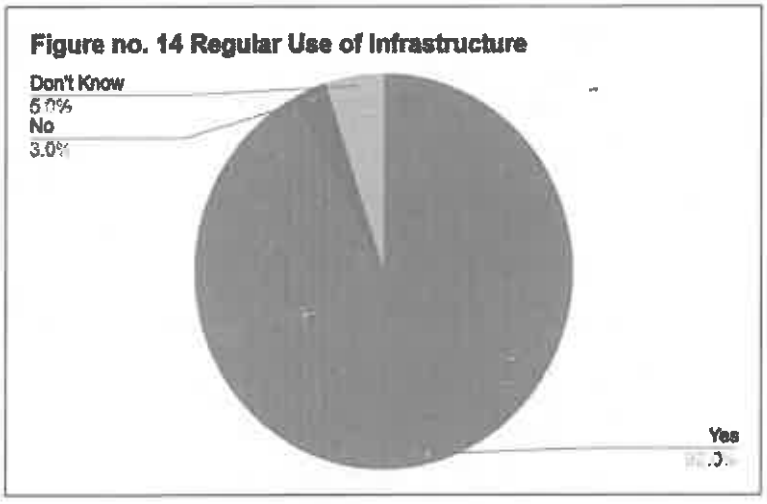


4.3 Effectiveness

This section highlights how effectively the newly constructed classrooms, laboratories, libraries, are being used and how they have contributed to improving teaching and learning processes across schools.

4.3.1 Regular Use of New Infrastructure

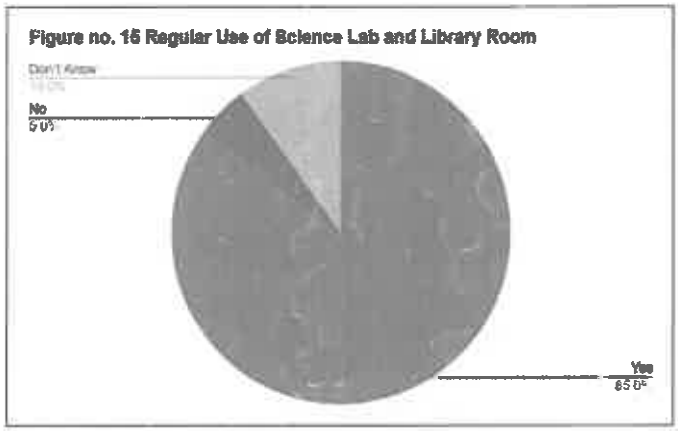
Most of the respondents (92.0%) shared that the new classrooms, library rooms, science lab are being used regularly for teaching, confirming that these spaces have become an integral part of daily school activities. They also mentioned the regular use of a prayer shed and drinking water facility among other constructions done. Only a very small proportion (3.0%) noted irregular usage, while a few



respondents (5.0) were unsure. These findings show strong utilisation of the infrastructure created.

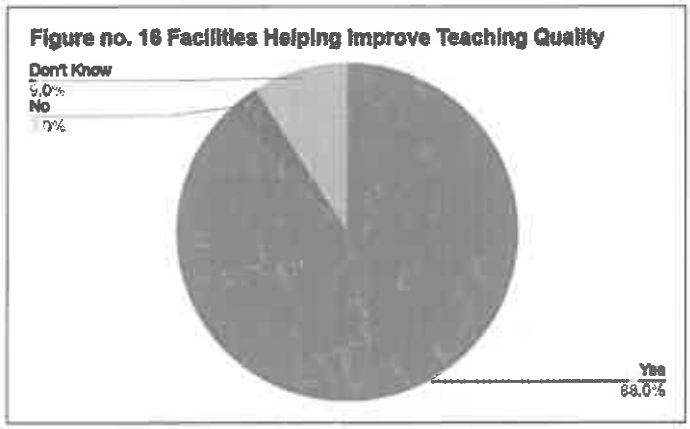
4.3.2 Regular Use of Library and Science Lab

When asked about the regular use of the library and science lab, around 85% of respondents indicated that the new library room or science lab is being used regularly. A small percentage (5%) reported irregular use, and some respondents (10%) were unsure. This suggests that most schools have integrated these learning spaces into their routine academic timetable.



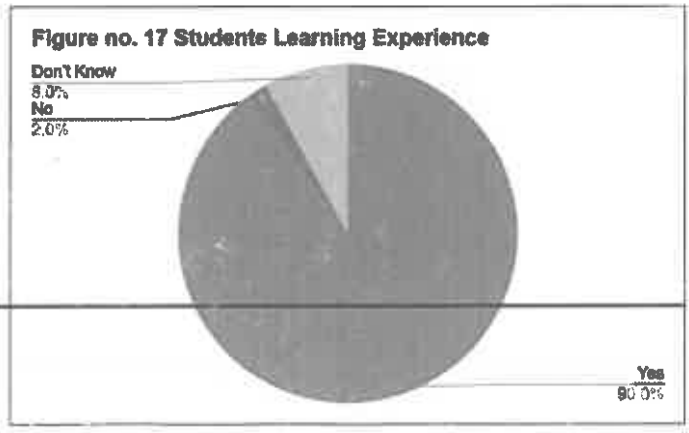
4.3.3 Helpfulness of Improving Teaching Quality

A large majority (88%) of respondents expressed that the new facilities have helped them improve teaching-learning quality. Only 3% of the respondents said "no" and 9% of the respondents said "don't know". Teachers have also shared that better lighting, organized seating, and additional space have made it easier to maintain discipline, encourage participation, and deliver lessons more effectively.



4.3.4 Students' Learning Experience

The majority of the respondents (90%) when asked if the new construction has improved their



learning experience, reported significant improvements in their learning experience. While only 2% of the respondents said it had no impact and 8% of the respondents were unsure. Some of the respondents mentioned that, "learning has become easier and more interesting due to better classrooms, improved ventilation, seating, and access to library or science labs."

4.3.5 Problems Faced Earlier

When asked about the different problems that the respondents faced before the construction different problems surfaced like:

- Sitting on the floor or in cramped spaces
- Poor lighting and ventilation
- Overcrowded classrooms, noise, and distraction
- Disrupted classes during rains
- No access to safe drinking water
- No playground or prayer shed
- Leakage, damaged floors, broken furniture
- Lack of proper sanitation and drinking water
- Frequent shifting of classes outdoors or into corridors

These issues not only affected concentration but also impacted health, attendance, and the comfort of both students and teachers.

4.3.6 Benefits Experienced After the Project

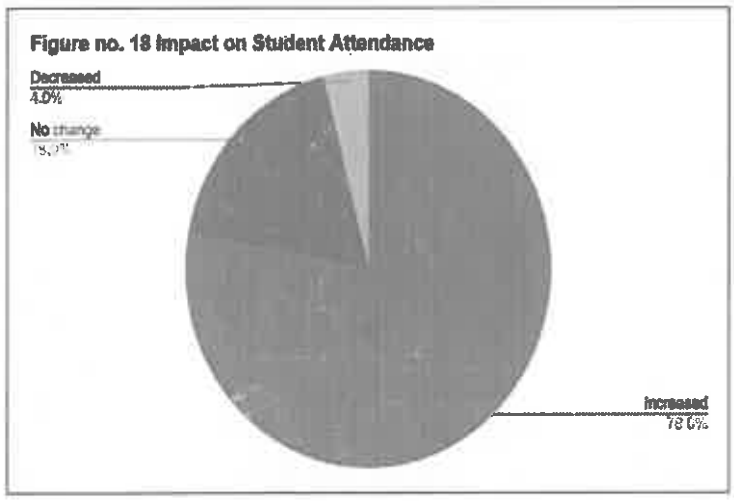
When asked about the benefits experienced after the implementation of the project, all the respondents across students and teachers, reported multiple benefits as given in the table below. These responses demonstrate the wide-ranging impact of the intervention in improving the overall teaching-learning process.

Table no. 3 Benefits Experienced After Infrastructure Development

Group	Benefits
Students	Improved focus and attendance
	More comfortable seating and learning spaces
	Better hygiene and reduced health risks
	Safe enclosed space for prayers
	Access to clean drinking water
	Increased motivation and interest in studies
	Enhanced safety and well-being
Teachers	Easier classroom management
	Better visibility, ventilation, and teaching space
	Improved student engagement
	Reduced stress and improved teaching conditions

4.4 Impact of the Infrastructure Development Project

The infrastructure investments made through the project appear to have created meaningful changes in students' learning experiences, school functioning, and community perceptions. The following section summarises the overall impact based on responses collected from students, teachers, parents, and community members.

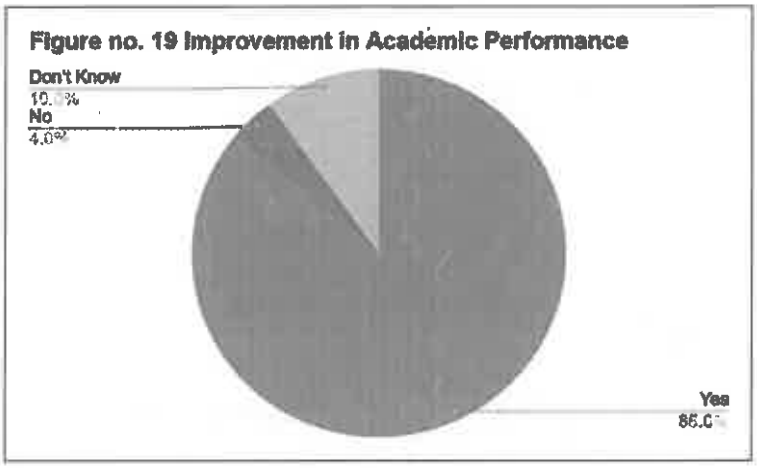


4.4.1 Improvement in Student Attendance

A significant proportion of respondents (78%) shared that student attendance has increased after the construction of new classrooms, labors, and libraries. Around 18% of the respondents reported no major change, while very few respondents (4%) felt attendance had decreased. This shows that this program has created better learning environments and appears to have encouraged children to attend school more regularly.

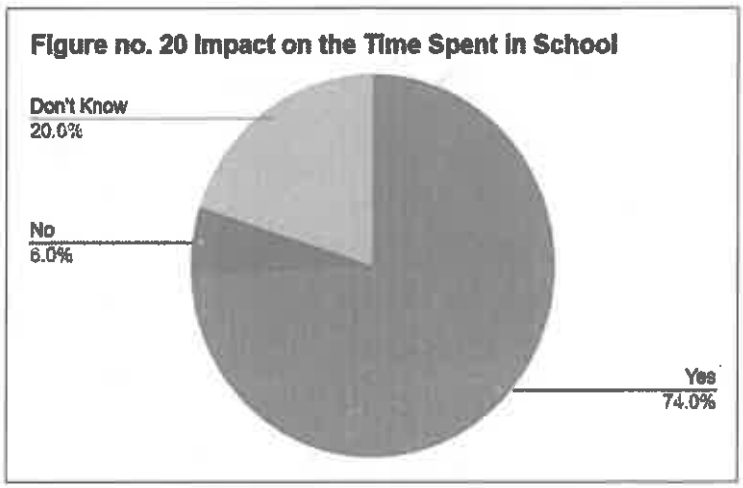
4.4.2 Improvement in Academic Performance

Most respondents (86%) observed that academic performance or pass percentage has improved after the construction of various infrastructure. Teachers attributed this to reduced classroom congestion, better visibility, quieter environments, and access to libraries and smart classrooms. Only 4% did not agree, whereas about 10% were unsure.



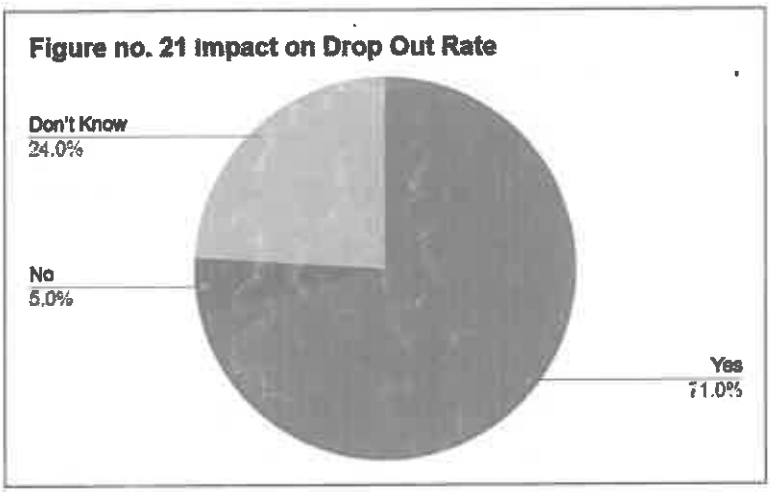
4.4.3 Increased Time Spent in School

About 74% of the respondents shared that students now spend more time in school for studies. This was linked to the presence of well-lit classrooms, functional labs, and comfortable seating. Meanwhile, 20% of the respondents could not confirm this, and only 6% of the respondents reported no change.



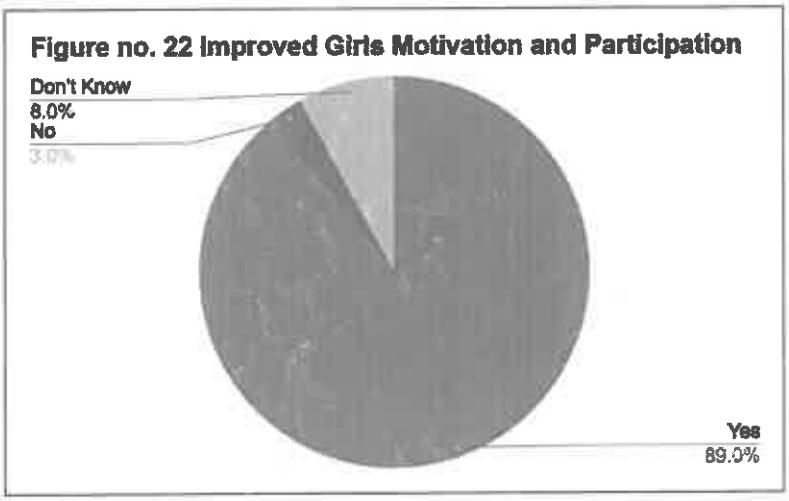
4.4.4 Decrease in Dropout Rates

When asked if there was any decrease in the dropout rate after the construction of infrastructure, nearly 71% of the respondents reported a decline in dropout rates following the improvements in infrastructure. Around 24% of the respondents were unsure, and only 5% of the respondents reported no reduction. Respondents particularly noted that safer classrooms, better sanitation facilities, and improved learning environments motivated children to continue schooling.

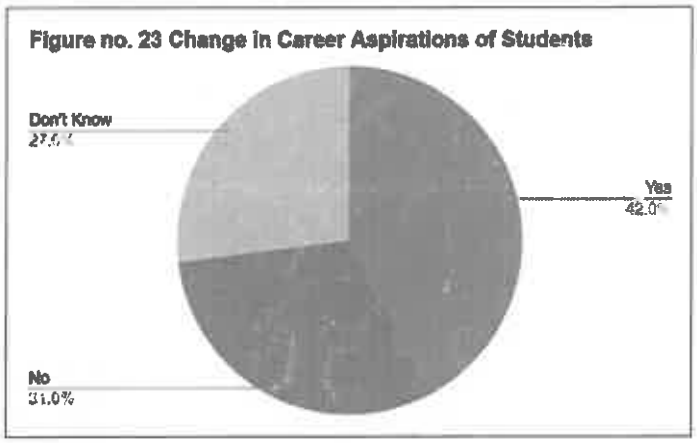


4.4.5 Increased Participation of Girls

The project seems to have had a strong positive effect on girls' education. When asked if these facilities motivated girls' education and participation, an overwhelming majority of respondents (89%) felt that girls' motivation and participation increased after the new facilities were introduced while only 3.0% respondents felt otherwise and 8.0% respondents were not sure about the impact. These newly constructed spaces by NPCIL contributed to this change.

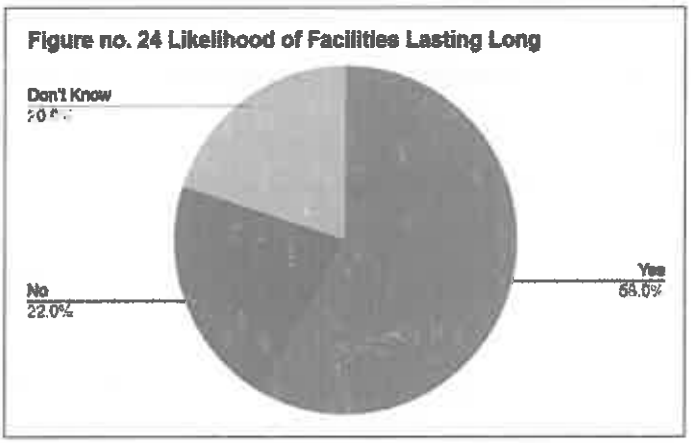


4.4.6 Career Aspirations of Students

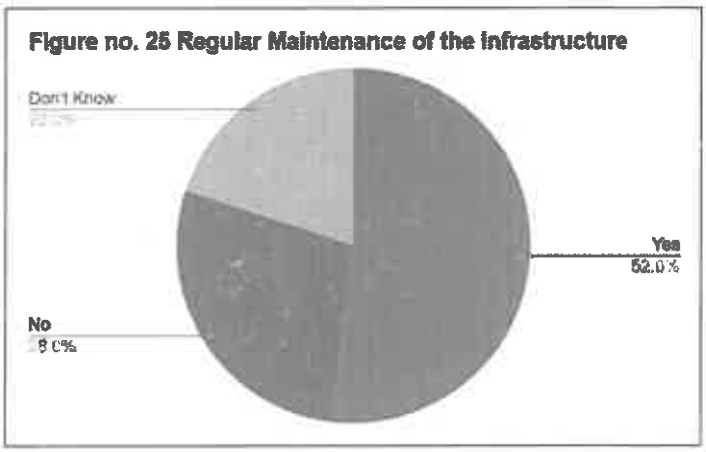


The introduction of various infrastructure facilities has led to noticeable changes in students' aspirations for about 42% of respondents who said that students have become more curious about different careers. However, 27% of the respondents were unsure and 31% respondents did not notice such changes, suggesting a need for more structured digital literacy programmes.

4.4.8 Likelihood of Facilities Lasting Long



When respondents were asked if they think these facilities will last long without frequent repairs, more than half of the respondents (58%) believe that the newly developed facilities will last long without frequent repairs. However, 22% expressed concern about durability, and 20% were unsure. This highlights the importance of regular upkeep.



4.4.9 Regular Maintenance of Facilities

When asked if the regular maintenance is being done to the constructed infrastructure, only 52% of the respondents felt that

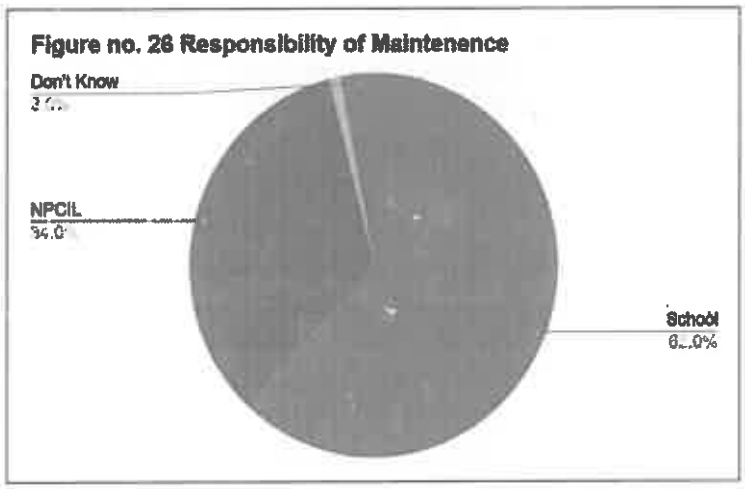
cleaning, repairs, and safety checks were happening regularly. A sizeable 28% of respondents said maintenance was inadequate, and 20% of the respondents were uncertain. This suggests that maintenance systems require strengthening to ensure sustainability of the constructed infrastructure.

4.5 Sustainability of the Infrastructure Developed

This section assesses how well the constructed facilities are being maintained and whether schools have the capacity to sustain them in the long term.

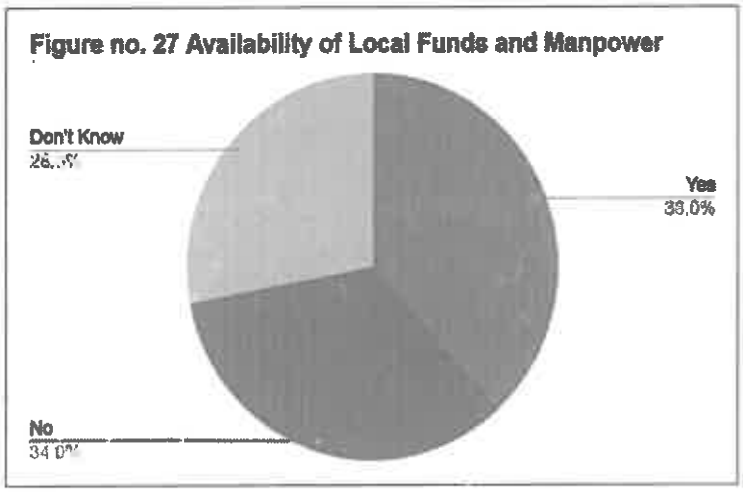
4.5.1 Responsibility for Maintenance

Most respondents (62%) stated that the school is primarily responsible for maintaining the newly constructed infrastructure by NPCIL but a considerable proportion of respondents (34%) believed that NPCIL is responsible, indicating some confusion about long-term ownership. Very few respondents (1%) mentioned the panchayat, while 3% were unsure. These responses highlight the need for clearer communication on maintenance roles.



4.5.2 Availability of Local Funds and Manpower

When asked about the availability of the local funds and manpower, only 38% of respondents felt that funds or manpower were locally available for repairs and upkeep. While a



similar proportion of respondents (34%) said that no local support existed, and 28% of respondents did not know. This indicates a need for stronger budget allocation and systematic maintenance planning.

4.5.3 Challenges to Sustainability

When asked about challenges that may affect long-term sustainability, respondents highlighted multiple issues. The most frequently mentioned was lack of regular maintenance (71%). Many also mentioned poor handling by students (48%) and lack of funds (42%). Some respondents felt that natural wear and tear, aging infrastructure, and unclear responsibility could also weaken upkeep.

Table no. 4: Key Challenges to Sustainability

Challenge	Percentage (%)
Lack of maintenance	71%
Poor handling by students	48%
Lack of funds	42%
Wear and tear due to usage/weather	11%
No clear responsibility	8%

4.6 Awareness and Perception of NPCIL's Support

This section captures how students, teachers, parents, and community members perceive NPCIL's contribution and what additional support they feel schools need in the future.

4.6.1 Awareness about NPCIL's Role in the Project

Just over half of the respondents (55%) were aware that NPCIL supported the project, while 45% had no information regarding NPCIL's role. This indicates the need for stronger visibility and community outreach.

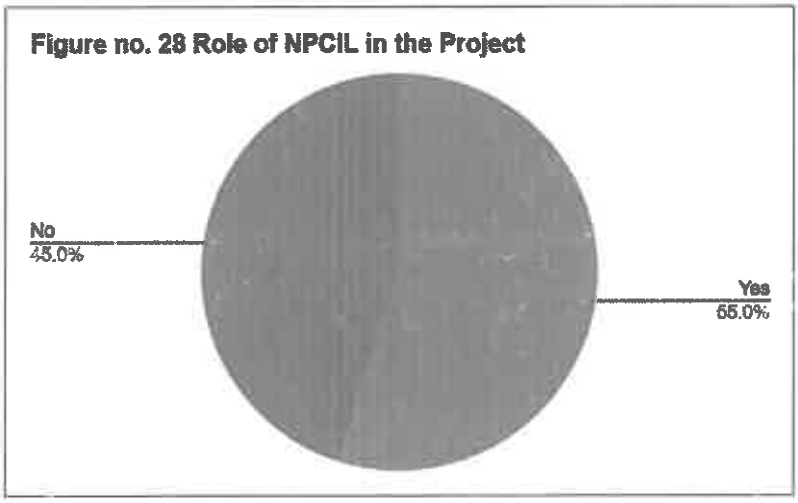
4.6.2 Further Improvements Needed in the Facilities

Despite the overall satisfaction with the new infrastructure, respondents suggested several areas that require improvement. The most common need was for additional classrooms to reduce overcrowding (58%). Many also recommended better ventilation, lighting, and fans (42%) and more digital and smart-class facilities (31%). Maintenance-related concerns were reported by 46%, indicating the need for regular painting, plumbing repairs, roof work, and upkeep of furniture. These suggestions reflect the growing aspirations of school communities and their desire to keep pace with modern learning requirements.

Table no. 5: Suggested Improvements in Existing Facilities

Suggested Improvement	Percentage (%)
More classrooms/reduce overcrowding	58%
Better ventilation, lighting, fans	42%
Regular maintenance and repairs	46%
Smart classroom/digital upgrades	31%

Figure no. 28 Role of NPCIL in the Project



Upgradation of old rooms	29%
Better furniture	18%
Fully equipped science labs	8%
Need for sweepers/support staff	4%

4.6.3 Other Needs Identified by Schools

Respondents also highlighted broader needs essential for a safe and holistic learning environment. The most urgent request was for better toilet facilities, particularly separate, clean, and functional units for boys and girls. Around 73% of respondents mentioned sanitation as a priority. A significant proportion (61%) asked for sports grounds, levelled play areas, and sports equipment. Drinking water facilities, such as RO units and multiple water points were mentioned by 52% of respondents. Other needs included transport support, handwashing stations, boundary walls, and first-aid kits, though these were mentioned less frequently.

Table No. 6: Other Needs Identified by Schools

Need Identified	Percentage (%)
Toilets / sanitation improvements	73%
Sports ground / sports equipment	61%
Drinking water (RO units, more water points)	52%
Hygiene facilities (soap, handwashing stations)	19%
Transport support	11%
Boundary walls / safety	8%
First-aid kits / medical support	4%

5. Recommendations

Based on the evaluation of the infrastructure development undertaken by NPCIL, and drawing from the findings, the following recommendations are presented to strengthen educational outcomes and ensure long-term sustainability of the facilities created.

5.1 Strengthen Maintenance and Upkeep Systems

- **Establish a Regular Maintenance Schedule:** Schools require periodic repair of classrooms, roofs, electrical fittings, furniture, and sanitation units. A structured maintenance plan, monthly cleaning, quarterly inspections, and annual repair—will help prevent deterioration.

- **Allocate a Dedicated Maintenance Fund:** Many schools reported difficulty managing minor repairs due to lack of funds. A small, annually renewed maintenance grant or a school-level maintenance corpus will support routine upkeep.

- **Build Local Maintenance Capacity:** Training local staff (sweepers, caretakers, helpers) or identifying a local maintenance vendor will ensure timely repairs and reduce long-term costs.

5.2 Improve Sanitation, Drinking Water, and Hygiene Facilities

- **Upgrade and Expand Toilets:**Separate, clean, child-friendly toilets for boys and girls remain a pressing need. Regular cleaning and water availability must be ensured.

- **Install Safe Drinking Water Systems:** Many respondents requested RO systems and multiple water points. NPCIL may support installation, water quality testing, and annual servicing.

- **Promote Hygiene Awareness:** Introducing handwashing stations, hygiene corners, and menstrual hygiene support, especially for girls, can greatly improve attendance and overall well-being.

5.3 Expand Classroom, Library, and Laboratory Infrastructure

- **Address Overcrowding Through Additional Classrooms:** Several schools continue to face overcrowded classrooms. Additional rooms should be prioritised in schools with rising student strength.

- **Upgrade Science and Computer Labs:** Modern equipment, working computers, and lab materials are essential for experiential learning. Upgrading old equipment will improve academic engagement.

- **Strengthen Libraries:** Many schools have library rooms but insufficient books. Increasing book collections, including storybooks, reference materials, and competitive exam resources would benefit students across grades.

5.4 Enhance Digital Learning Infrastructure

- **Provide Smart-Class Facilities:** Smart boards, projectors, tablets, and digital teaching tools were among the most frequently requested improvements. These will support more interactive and effective teaching.

- **Modernise Computer Labs:** Several schools have outdated or non-functional computers. Upgrading labs and ensuring reliable electricity/internet will support ICT skills development.

- **Offer Digital Literacy Training:** Both teachers and students may benefit from periodic training on digital tools, online safety, and use of educational platforms.

5.5 Develop Sports Infrastructure and Physical Activity Spaces

- **Level and Secure Playgrounds:** A properly levelled playground with basic safety features such as fencing will enable regular physical activities.

- **Provide Sports Equipment and Trainers:** Schools require footballs, cricket kits, volleyball nets, mats, and cones. Supporting structured sports sessions will enhance health and discipline.

5.6 Support Learning Materials and Equity Measures

- **Provide Essential Learning Materials:** For many families, the cost of school bags, uniforms, notebooks, and stationery creates a financial burden. Targeted support for economically weaker students will strengthen participation.

- **Promote Scholarship and Mentorship Programmes:** Scholarships, remedial coaching, and mentoring, especially for girls, will support academic growth and long-term aspirations.

5.7 Improve Transport and Accessibility

- **Introduce Community-Supported Transport Options:** In remote villages where children walk long distances, NPCIL may collaborate with schools and panchayats to explore shared vans or transport allowances, especially for girls.

5.8 Strengthen Safety and School Environment

- **Improve Boundary Walls and School Security:** Installation of CCTV cameras and strengthening school boundary walls will enhance safety, especially for younger children and girls.

- **Ensure Well-Lit and Ventilated Classrooms:** Improved lighting, ventilation, and seating contribute directly to attention, attendance, and comfort.

5.9 Promote Sustainability and Energy Efficiency

- **Introducing Solar Power Solutions:** Solar panels, energy-efficient lighting, and stable power supply will ensure reliable functioning of digital classrooms and labs.

- **Engage the Community in Facility Care:** Community participation through School Management Committees (SMCs) can support supervision, reporting of issues, and care of assets.

5.10 Strengthen NPCIL–School Coordination Mechanisms

- **Establish a Feedback and Grievance Cell:** Respondents noted that concerns sometimes go unanswered. A simple reporting mechanism like; WhatsApp helpline, quarterly meetings can improve responsiveness.

- **Periodic Monitoring Visits:** Regular NPCIL visits to schools will help ensure that infrastructure remains functional and that schools receive timely support.

PICTURES FROM THE INFRASTRUCTURE AT THE SCHOOLS


CYCLIST