



## DISTRIBUTION OF AIDS & APPLIANCES TO AROUND 2000 PERSONS WITH DISABILITIES THROUGH ALIMCO

**Location:** Jammu and Kashmir, Uttarakhand,  
Assam, Arunachal Pradesh,  
Manipur

## PROJECT SUMMARY

|                      |  |
|----------------------|--|
| CSR PROJECT NAME     | Distribution of Aids and Appliances to 2000 Persons with Disabilities through ALIMCO   |
| EXECUTED BY          | Artificial Limbs Manufacturing Corporation of India  |
| SUPPORTED BY         | NHPC Limited   |
| TOTAL EXPENDITURE    | ₹ 2.08 crores  |
| COMPLETION YEAR      | 2021   |
| LOCATION             | Bandipora (Jammu & Kashmir),<br>Dhemaji and Lakhimpur (Assam),<br>West Siang and Kamle (Arunachal Pradesh)<br>Pithoragarh (Uttarakhand)<br>Churachandpur (Manipur) |
| NO. OF BENEFICIARIES | 2000   |





## ACKNOWLEDGMENTS

IIT Jammu extends its heartfelt gratitude to NHPC Limited for entrusting it with the Impact Assessment Study of NHPC'S Corporate Social Responsibility Project for Distribution of Aids/Appliances to PwDs through Artificial Limbs Manufacturing Corporation of India (ALIMCO). We also wholeheartedly thank all the individuals and the organizations, whose tireless efforts and support have been fundamental to the successful completion of the project.

We offer our profound appreciation to the District Administration of Bandipora, Jammu and Kashmir, District Administration Pithoragarh Uttarakhand, District Administration Lakhimpur and Dhemaji, Assam, District Administration West Siang and Kamle Arunachal Pradesh for their pivotal role in overseeing and coordinating this extensive study. Their leadership and expertise were crucial in ensuring the collection of critical data and insights that shaped the findings of this report.

Our thanks also extend to the PWD Associations and local people of these places, whose collaboration and support were instrumental in facilitating the smooth progress of our assessment operations. Their local knowledge and logistical assistance were invaluable in understanding the developmental outcomes of this project.

Moreover, we recognize the diligent work of the assessment team members, whose commitment and professionalism in conducting thorough research and comprehensive analysis have resulted in a detailed report.

Each contribution has played a crucial role in the fruitful completion of this assessment, and we eagerly anticipate continuing our collaborative endeavors to advance community development and infrastructure development in these regions.



## PREFACE

This is an Impact Assessment Report of Corporate Social Responsibility Activity supported by NHPC Limited and implemented in collaboration with Artificial Limbs Manufacturing Corporation of India. The Project aims to reduce inequalities and empower the Persons with Disabilities by providing them assistive aids & appliances.

This report briefly covers NHPC, its CSR policy, and its objectives. Further, the extent to which the aims and objectives of this CSR project have been met, is detailed by giving information about the beneficiaries living in different areas of Jammu & Kashmir, Assam, Arunachal Pradesh, and Uttarakhand.

The assessment has been carried out in all the regions where CSR activity was implemented. The beneficiaries of the CSR Activity were traced and key impact like satisfaction, improvement in living standards etc were measured. The impact assessment results are derived from quantitative and qualitative data collected and analyzed by experts along with case studies of beneficiaries.

The conclusions are specific to this intervention and encompass learnings, which may be embraced in the future endeavours.



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# List of Abbreviations

|                  |   |
|------------------|---|
| <b>AAPC</b>      | ALIMCO Auxiliary Production Centers   |
| <b>ALIMCO</b>    | Artificial Limbs Manufacturing Corporation of India   |
| <b>CP Chairs</b> | Cerebral Palasy Chairs  |
| <b>CSR</b>       | Corporate Social Responsibility   |
| <b>DBT</b>       | Department of Biotechnology   |
| <b>DSIR</b>      | Department of Scientific & Industrial Research  |
| <b>DST</b>       | Department of Science & Technology  |
| <b>IIT</b>       | Indian Institute of Technology  |
| <b>MGNF</b>      | Mahatama Gandhi National Fellowship   |
| <b>MSIED</b>     | Multi Sensery Inclusive Educational Device  |
| <b>MW</b>        | Megawatt  |
| <b>NGO</b>       | Non-Governmental Organisation   |
| <b>NIRF</b>      | National Institutional Ranking Framework  |
| <b>OECD DAC</b>  | The Organisation for Economic Co-operation and Development's Development Assistance Committee |
| <b>PWD</b>       | Persons with Disability   |
| <b>SDG</b>       | Sustainable Development Goals   |
| <b>UT</b>        | Union Territory   |



# EXECUTIVE SUMMARY

A significant CSR initiative of NHPC Limited during January 2020 to October 2021 focused on “Distribution of Aids & Appliances to approximately 2000 Persons with Disabilities (PwDs) at Bandipora (Jammu & Kashmir), Lakhimpur and Dhemaji (Assam), Pithoragarh (Uttarkhand), West Siang and Kamle (Arunachal Pradesh), and Churachandpur (Manipur) in collaboration with ALIMCO (Artificial Limbs Manufacturing Corporation of India). The initiative aimed at improving the lives of persons with disabilities (PWDs) by providing various assistive devices. The initiative resulted in successfully distributing assistive devices worth INR 2.08 crores to 1,987 beneficiaries across geographically challenging regions such as Pithoragarh, Lakhimpur, Bandipora, West Siang, Kamle, Dhemaji, and Churachandpur. The provided assistive devices included mobility aids like walking sticks, wheelchairs and tricycles, sensory aids such as hearing aids, C.P. chairs, and Multi-Sensory Inclusive Educational Devices (MSIED) Kits, among others.

A detailed impact assessment by IIT Jammu was undertaken in OECD DAC framework using a mixed methods approach involving both quantitative and qualitative methodologies. The research instruments were designed and were pilot tested and course corrected. These included survey questionnaires, semi structured discussions, in depth interviews and focus group discussions. The interactions were conducted in local languages and were transcribed and translated for reporting purposes. Social return on investment metrics included mobility, improved livelihood, gainful employment and such others whereas aggregate community satisfaction metrics included participant optimism, confidence in a better future etc.

A large number of beneficiaries indicated substantial improvement in their mobility, functionality and confidence. Some of the success stories were indeed heartwarming. Further the geographic reach of the initiative has truly been ambitious and demonstrates inclusivity to the extreme. While many beneficiaries reported improved daily living and increased self-esteem, the correlation with improved livelihood in economic terms was less direct.

While the initiative did impact almost 2,000 beneficiaries positively and demonstrated geographic inclusivity, the initiative revealed areas for improvement. The areas for improvement identified included need for active sustained engagement of program partner (ALIMCO) and the neighboring project staff of NHPC Limited, need for training on the use of aids, and need for a maintenance mechanism for electronic assistive devices such as hearing aids.

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Recommendations for enhancing the program include improving the initial assessment process to better match aids with beneficiary needs, providing comprehensive training on aid usage, and enhancing feedback mechanisms between beneficiaries and stakeholders. Additionally, clearer communication and streamlined distribution guidelines are suggested to ensure that the assistive devices reach their intended recipients effectively and promptly.

This initiative aligns with several United Nations Sustainable Development Goals (SDGs). It directly supports SDG 3 (Good Health and Well-being) by improving the quality of life for PwDs through health support and SDG 10 (Reduced Inequalities) by promoting inclusivity and reducing inequalities faced by persons with disabilities. Furthermore, it contributes to SDG 17 (Partnerships for the Goals) by showcasing effective collaboration between NHPC Limited and ALIMCO.



# 1. INTRODUCTION

## 1.1 ABOUT IIT JAMMU



IIT Jammu, was established in 2016 and is located in Jammu and Kashmir, India. It is recognized as an Institute of National Importance and offers a variety of programmes at the undergraduate, postgraduate, and doctoral levels. IIT Jammu provides Bachelor of Technology (B.Tech) degrees in several engineering disciplines such as Chemical Engineering, Civil Engineering, Computer Science and Engineering, Electrical Engineering, and Mechanical Engineering. It also offers Master of Technology (M.Tech) and Doctor of Philosophy (Ph.D) programmes across various specializations.

IIT Jammu was ranked 67th in the engineering category by the NIRF in 2023. This places it among the top performers of the third generation IITs. IIT Jammu has undertaken various collaborative projects with other agencies to enhance research and development in key technological areas. IIT Jammu is actively involved in collaborations with national agencies like the DST, the DBT, and the DSIR, and with the Government of UT of Jammu and Kashmir. These partnerships focus on advancing research and development across multiple disciplines and leveraging opportunities for funding and expertise from different sectors.

IIT Jammu is engaged in significant collaborative efforts with industrial partners. These collaborations aim to align academic research with industry needs, facilitating practical applications and innovations that can be commercialized for greater good. Through these partnerships, IIT Jammu aims to enhance its research capabilities and provides its students and faculty with direct exposure to industry-specific challenges and solutions.

## 1.2 ABOUT NHPC LIMITED



NHPC Limited is the largest hydropower development organization in India, with capabilities to undertake all the activities from conceptualization to commissioning of hydro projects. NHPC has also diversified in the field of Solar & Wind energy development etc.

NHPC Ltd. (Formerly known as National Hydroelectric Power Corporation Ltd.) was incorporated in 1975 under the Companies Act, 1956. The company is mandated to plan, promote and organize an integrated and efficient development of power in all its aspects through Conventional and Non-Conventional Sources in India and abroad. NHPC is a listed company on NSE and BSE after successfully concluding its IPO in 2009.

NHPC's total installed capacity as on 31 March, 2024 is 7144.20 MW including 1593 MW in Joint Venture, comprising 6971.20 MW from 22 Hydro Power Stations, 123 MW from three Solar Power Project and 50 MW from a Wind Power Project. NHPC's hydro power share of 6971.20 MW comes to about 14.85% of the country's total installed Hydro Power capacity of 46928.17 MW.



NHPC including its JVs/ Subsidiaries is presently engaged in the construction of 15 projects aggregating to a total installed capacity of 10442.70 MW.

In addition, twelve projects aggregating to a total installed capacity of 4707 MW are Under Clearance Stage.

#### Other initiative by NHPC in Renewable Energy :-

> Under MNRE scheme, NHPC has been nominated as Renewable Energy Implementing Agency (REIA)/Intermediary Procurer. Under this 700 MW Solar Project (320MW in Bikaner and 380 MW in Jaisalmer) has been developed and 5360 MW are under development by different agencies.

>NHPC has installed 4.08 MW Roof top Solar (RTS) capacity across 25 locations. Further, addition on Roof top capacity at NHPC locations as available and identified from time to time is also being carried out through respective Projects/Units.

>NHPC has also taken initiatives for development of Green Hydrogen Technology, wherein one 25 KW capacity Pilot Green Hydrogen Project at Leh and 2 Pilot green hydrogen-based e-mobility projects (one at Kargil) and one at Chamba, Himachal Pradesh) are under implementation. These projects are anticipated to be commissioned by F.Y 2024-25.

#### **NHPC's Vision**

- To be a global leading organization for sustainable development of clean power through competent, responsible and innovative values.

#### **NHPC's Mission**

- To achieve excellence in development of clean power at international standards.
- To execute & operate projects through efficient and competent contract management and innovative R&D in environment friendly and socio-economically responsive manner.
- To develop, nurture and empower the human capital to leverage its full potential.
- To practice the best corporate governance and competent value based management for a strong corporate identity and showing concern for employees, customer, environment and society.
- To adopt & innovate state-of-the-art technologies and optimize use of natural resources through effective management.

## 1.3 ABOUT ALIMCO



ALIMCO Limited is a Schedule 'C', Mini-Ratna Category II Central Public Sector Enterprise working under the aegis of Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Government of India. It was incorporated on 30.11.1972, registered under Section 25, Sub-section 1 clause (a) of the Companies' Act, 1956 (now Section 8 of Companies' Act, 2013) as a company formulated with charitable objects.

It aims to promote, encourage and develop the availability, use, supply and distribution of Artificial Limbs and accessories and constituents thereof to needy persons particularly disabled Defense personnel, hospitals and such other welfare institutions. It also works in the establishment of facilities for the manufacture of Artificial Limbs and accessories and constituents thereof and all other things which can be or may conveniently be used for the manufacture of or in connection with such articles, things as aforesaid. The corporation's vision extends beyond mere provision, as it actively engages in educational endeavors, fostering vocational skill development among diverse demographics, including children, women, the elderly, and differently-abled individuals. Moreover, ALIMCO leverages its expertise to contribute to the healthcare sector by manufacturing essential medical equipment, thus fortifying its commitment to public health and welfare.

The Corporation started manufacturing artificial aids and appliances in 1976. At present it has five AAPCs at Bhubaneswar (Orissa), Jabalpur (Madhya Pradesh), Bengaluru (Karnataka), Mohali (Punjab) and Ujjain (Madhya Pradesh). Sixth AAPC is coming up in Faridabad (Haryana). which is expected to be operational soon. The Corporation also has Pan-India presence through its five Marketing Centers at New Delhi, Kolkata, Mumbai, Hyderabad & Guwahati.

## 1.4 ABOUT CORPORATE SOCIAL RESPONSIBILITY



As per the Companies (CSR Policy) Rules, CSR means the activities undertaken by a Company in pursuance of its statutory obligation laid down in Section 135 of the Companies Act, 2013 in accordance with the provisions contained in these rules. As per sub-section (1) of Section 135 of the Companies Act, 2013, every company having net worth of rupees five hundred crore or more, or turnover of rupees one thousand Crore or more or a net profit of rupees five crore or more during the immediately preceding financial year shall constitute a CSR Committee of the Board consisting of three or more Directors, out of which at least one Director shall be an Independent Director, provided that where a company is not required to appoint an independent director under sub-section (4) of section 149, it shall have in its CSR Committee two or more directors.

The CSR Committee shall:

1. formulate and recommend to the Board, a CSR Policy which shall indicate the activities to be undertaken by the company in areas or subjects specified in Schedule VII;
2. recommend the amount of expenditure to be incurred on the activities referred to in clause (a); and
3. monitor the CSR Policy of the company from time to time.

The Board of every company referred to in sub-section (1) of Section 135 of the Companies Act, 2013 shall:

- after taking into account the recommendations made by the CSR Committee, approve the Corporate Social Responsibility Policy for the company and disclose contents of such Policy in its report and also place it on the company's website, if any, in such manner as may be prescribed; and
- ensure that the activities as are included in CSR Policy of the company are undertaken by the company.



The Board of every company referred to in sub-section (1), shall ensure that the company spends, in every financial year, at least two percent of the average net profits of the company made during the three immediately preceding financial years or where the company has not completed the period of three financial years since its incorporation, during such immediately preceding financial years in pursuance of its CSR Policy:

Provided that the company shall give preference to the local area and areas around it where it operates, for spending the amount earmarked for Corporate Social Responsibility activities;

Provided further that if the company fails to spend such amount, the Board shall, in its report made under clause (o) of sub-section (3) of section 134, specify the reasons for not spending the amount and, unless the unspent amount relates to any ongoing project referred to in sub-section (6), transfer such unspent amount to a Fund specified in Schedule VII, within a period of six months of the expiry of the financial year.

Provided also that if the company spends an amount in excess of the requirements provided under this sub-section, such company may set off such excess amount against the requirement to spend under this sub-section for such number of succeeding financial years and in such manner, as may be prescribed.

Thus, CSR provisions outlines in Section 135 of the Companies Act, 2013 and the Companies (CSR Policy) Rules emphasize the significance of not just adhering to regulations, but also promoting transparency and accountability in the ways that the companies contribute to the improvement of society and improvement.

## 1.5 ABOUT NHPC CSR POLICY



CSR has been an integral part of NHPC's business philosophy. NHPC Limited is conducting its business in a socially responsible way by maintaining high level of organizational integrity and ethical behaviour, in conformity with expected standards of transparency in reporting and disclosing the performance in all spheres of its activities, demonstration of concern for social welfare, adoption of best management practices and effective operational methods to win the trust and confidence of all stakeholders. NHPC is committed to making significant contributions to the community, environment, and society through well-planned CSR interventions.



NHPC has strengthened its commitment to CSR in line with Statutory Provisions. The CSR Policy of NHPC has been revised in accordance with Section 135 of the Companies Act, 2013 and the Companies (CSR Policy) Rules. NHPC also adheres to the Department of Public Enterprises (DPE) guidelines on CSR. The CSR activities undertaken by NHPC Limited align with the areas or subjects specified in Schedule VII of the Companies Act, 2013.

NHPC Limited has undertaken a number of CSR initiatives for the communities living in and around its Projects/ Power Stations / Units in the areas of Education, Health, Sanitation, Rural Development, Skill Development, Environment, Women Empowerment, Promotion of sports, etc.

NHPC has been assigned three Aspirational Districts, namely Baramulla in the UT of J&K, Chamba in Himachal Pradesh, and West Sikkim (now renamed as Gyalshing) in Sikkim, for focused development through CSR.

### **NHPC's CSR VISION**

- To contribute to sustainable development and inclusive growth while taking care of People, Planet and organizational goals / growth.

### **NHPC's CSR MISSION**

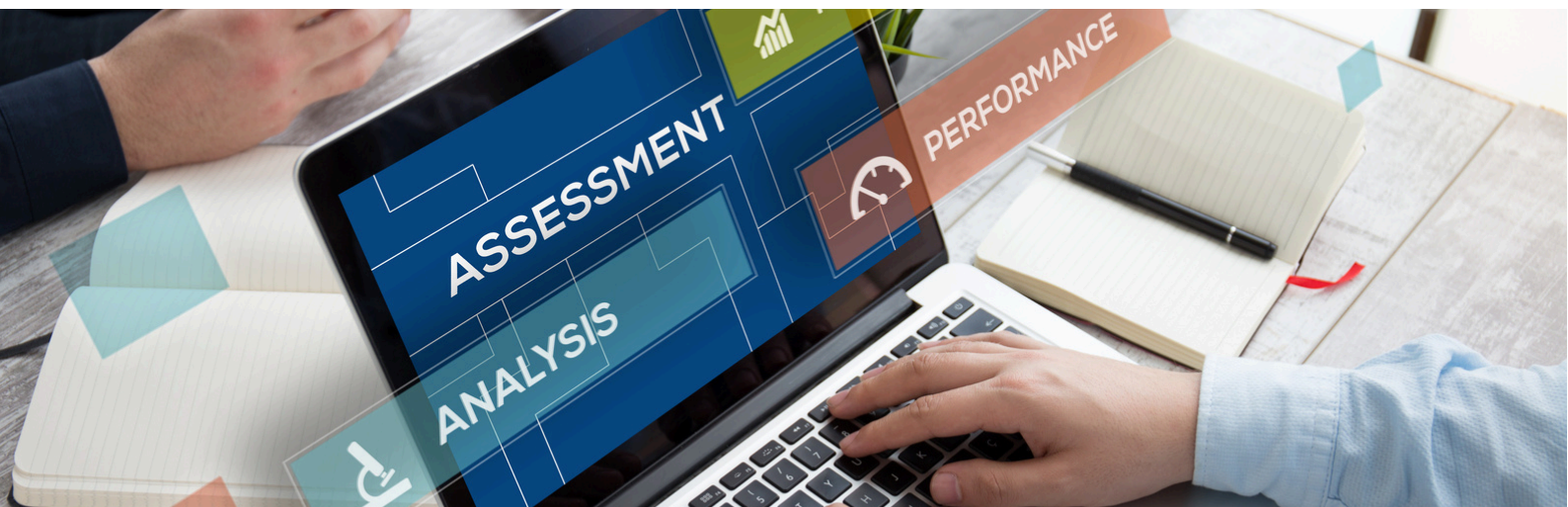
- To become socially responsible corporate entity committed to improving the quality of life of the society at large.
- To create and develop facilities for the communities it engages with.
- To balance social, economic and environmental development objectives through collective and unified efforts of all stakeholders.

The CSR Policy of NHPC is committed to the guideline of localizing its efforts, with the concentration being given to the communities located in and around its power stations and projects. It is this close proximity that enables the company to respond directly to the specific needs of those communities by intervening in ways that are relevant, timely, and directly beneficial to the residents. Accordingly, this approach of holistic community involvement gives priority to education, health care, environmental conservation, and rural development-related projects. NHPC collaborates with the government, local administrations, and NGOs, including community leaders, in such a way that their proposed projects be in line with national priorities and recommendations of the local populations.

The company has strong monitoring and reporting mechanisms of each CSR initiative built into place that would enable checking on the progress of these at regular intervals. These include the preparation of comprehensive reports outlining what is spent, achieved, and the efficiency of initiatives undertaken, put in the public domain. This not only enhances transparency of the exercise but also makes room for adjustments and improvements in strategy based on empirical evidence and stakeholder feedback.

CSR Policy of NHPC Limited exemplifies the company's commitment to being a responsible corporate citizen by its strategic and localized community engagements, The policy also exemplifies the commitment of NHPC towards sustainable development and a realization at the company's end that it's one amongst the leaders in corporate responsibility among energy companies in India.

## 1.6 ABOUT IMPACT ASSESSMENT



The Ministry of Corporate Affairs in India mandates impact assessments for CSR activities through amended rules. Every company having average CSR obligation of ₹10 crores or more in pursuance of sub-section (5) of Section 135 of the Companies Act, 2013, in the three immediately preceding financial years, shall undertake impact assessment, through an independent agency, of their CSR projects having outlays of Rs. One Crore or more, and which have been completed not less than one year before undertaking the impact study. A company undertaking impact assessment may book the expenditure towards CSR for that financial year, which shall not exceed two percent of the total CSR expenditure for that financial year or fifty lakh rupees, whichever is higher.

An Impact Assessment in CSR is the critical evaluation tool that seeks to measure effectiveness and sustainability of initiatives taken by companies under their CSR obligations. This benchmark reflects not only the work being done but also the strategic alignment as to which CSR projects are aligned along with the long-term vision of the company and, more importantly, the genuine community needs. Therefore, the crux of the impact assessment of the CSR projects lies in its ability to give clear and measurable understanding of how the CSR projects are, in fact, creating value for society and the implementing organization.

Impact assessment is the method applied in systematic evaluation towards finding outcomes and benefits of social responsibility initiatives of a firm in relation to the invested resources. Data collection on the key indicators is done before and after the implementation of a project to capture the direct and indirect effects that the project has on the target community and other stakeholders.

Among the added values that come with a full impact assessment made by an independent third-party agency, there is also that of ensuring objectivity to the evaluation and bringing credibility to the findings. This is something that is crucial for better corporate transparency and trust among stakeholders. Furthermore, these recommendations from assessments for improvement in future always help companies refine their strategies and practices of CSR for increased impacts on the society.

From an operational point of view, impact assessment includes a number of steps: the definition of aims and scope of the assessment, methods to be chosen, data collection, and analysis. Then, an effective impact assessment should include, in the context of each CSR project, the level of intervention, geographical, and cultural setting of beneficiary community needs.

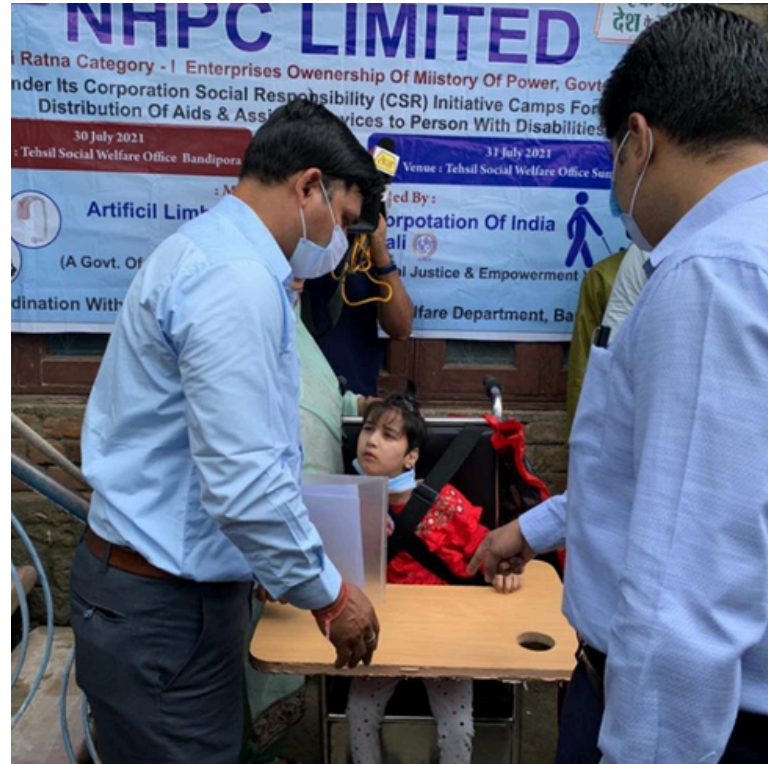
## 1.7 PROJECT BACKGROUND

NHPC Limited in partnership with ALIMCO has undertaken a commendable initiative as part of its CSR activities by distributing aids to persons with PwDs. Through this endeavour, NHPC demonstrated its commitment to contributing to the well-being and development of society by addressing the needs of a marginalized and often overlooked segment of the population.





The aids amounting to ₹ 2.08 crores, were distributed among 1,987 individuals with disabilities across various regions including Bandipora , Jammu & Kashmir; Pithoragarh,Uttarakhand; Churachandpur, Manipur; Dhemaji and Lakhimpur Assam; and West Siang and Kamle, Arunachal Pradesh. This widespread outreach highlights NHPC's dedication to ensure that its CSR efforts have a meaningful impact on communities in need, irrespective of geographical constraints. The aids provided to PWDs played a crucial role in enhancing their quality of life, both socially and economically. These aids included but are not limited to mobility devices such as wheelchairs, crutches, and prosthetic limbs, but also included sensory aids like hearing aids and visual aids.



By facilitating access to such essential tools, NHPC empowered PWDs to overcome barriers and participate more fully in society. Beyond the immediate benefits to individual recipients, these initiatives contribute to broader societal goals by promoting inclusivity, dignity, and equal opportunities for persons with disabilities. By enabling PwDs to lead more independent and fulfilling lives, NHPC's CSR activities support a more equitable and compassionate society.





## 2. APPROACH AND METHODOLOGY

The evaluation of the impact of Aids/Appliances employs a systematic and inclusive approach to data gathering and analysis. Various methods, including surveys, direct conversations, and in-depth interactions with beneficiaries, were utilized to gather diverse insights into the program's effectiveness.

- ✓ A crucial component of this evaluation process involves engaging beneficiaries through in-person discussions and virtual meetings. These meetings, led by the team from IIT Jammu, facilitated in-depth conversations to clarify uncertainties and gather feedback on the assistive devices provided and their outcomes from the stakeholders.
- ✓ The assessment encompasses both quantitative metrics and qualitative insights. Quantitative data, such as outcomes related to Satisfaction level, Ease of use of Aid/Appliances, Effectiveness of Aid, Training and usage and maintenance, Effect of Aid on Daily Tasks, Effect of Aid on Income were tracked and analyzed using statistical measures. This data provides insights into the program's impact on participants' employability and economic outcomes.
- ✓ Qualitative assessments play a significant role in capturing subjective experiences and perspectives. In-depth interviews with District Social welfare officers, Family members, and Associations offer rich narratives on the program's effectiveness, perceived impact, and areas for improvement. By integrating both quantitative and qualitative findings, a comprehensive understanding of the impact of Aids/Appliances was developed. This approach allowed for the identification of trends, contextualization of findings, and formulation of meaningful recommendations to enhance program's efficacy and relevance.





Analyzing data from multiple perspectives enabled us to gain deeper insights into the program's outcomes, enabling informed decision-making for future improvements in aids/Appliances distribution initiatives for PwDs.

This commitment to evaluation ensures that NHPC's CSR efforts continue to make a meaningful difference in the lives of PwDs and contribute to their overall well-being and inclusion in society.



## 2.1 MEASURE OF SUSTAINABILITY

To measure the sustainability of the CSR Activity, IIT Jammu has used the OECD DAC framework. Each criteria used in the Impact Assessment Project acts as a lens giving a different perspectives on the intervention - both implementation and the results. The union of all these criteria provides a complete picture of the intervention. All criteria carries equal weightage with grading A (90-100), B (75-90), C (50-74), D (40-50) and F (<40). All Score are on a scale of 100.



Fig. 1: OECD DAC Framework



### 3. CSR ACTIVITY DETAILS

NHPC Ltd, in collaboration with ALIMCO, embarked on a venture to have appropriate assistive devices manufactured and distributed to PWDs. ALIMCO subsequently engaged with District Social Welfare Officers to coordinate assessment camps. NHPC targeted the beneficiaries in the areas where its projects are operational. NHPC contributed in Bandipora district of Jammu and Kashmir; Pithoragarh District of Uttarakhand; Dhemaji and Lakhimpur Districts of Assam; Churachandpur District of Manipur; and West Siang and Kamle Districts of Arunachal Pradesh.

The process for organizing and executing Assessment and Distribution Camps began with the initial Assessment Camp stage. This phase involved close coordination with District Authority and beneficiaries to identify appropriate locations for the camps. Once locations were decided, engagements with District Authorities were necessary to secure approval for the proposed dates and locations, ensuring all logistical and regulatory bases were covered. Concurrently, an aggressive publicity campaign was crucial, utilizing both print and electronic media to maximize the attendance of PwDs. This stage also tasked the AAPCs with the responsibility of deploying teams of professionals and managers to the selected locations. On the day of the event, these teams conducted physical examinations of patients, collecting and compiling data in the prescribed format.

Transitioning to the Preparatory Stage, the focus shifted to logistical preparations based on previously collected data concerning the types and quantities of aids needed. Ensuring the readiness of these materials was paramount, followed by their packing and dispatch to the respective destinations, ideally arriving 2-3 days prior to the Distribution Camp. Proper storage and safe custody were essential upon arrival, particularly for complex equipment like tricycles, which also needed to be assembled in preparation for distribution. Notifications were sent to NHPC Management and local dignitaries or public representatives to attend and support the Distribution Camp.

The final stage, the Distribution Camp, kicked off with a press conference and media interactions to further publicize

the event and encourage community involvement.

The camp then moved into full swing with meticulous event management overseeing the distribution of aids and assistive devices to pre-identified PwDs. Receipt of Utilization Certificates from recipients ensured accountability and proper use of the aids distributed. Following the event, a detailed compilation of the appliances distributed and the expenditures incurred was prepared. This comprehensive data collection culminated in the preparation of a final Project Report, which provided insights into the overall success and areas for improvement in future camps. This systematic approach ensured that the camps were not only well-organized but also effectively met the needs of PwDs, enhancing their quality of life through better accessibility and support.

The types of aids distributed are as follows:

- Tricycles: Both motorized and non-motorized tricycles were provided to enhance mobility for persons with severe mobility restrictions.
- Wheelchairs: Standard wheelchairs and joystick-controlled wheelchairs were distributed, catering to different levels of mobility impairment.
- C.P. Chairs: Specialized chairs were designed for individuals with cerebral palsy to provide them better posture control and comfort.
- Hearing Aids: Various models of hearing aids were provided to cater to different degrees of hearing loss.
- Crutches and Walking Sticks: These aids were provided to assist those with partial mobility impairments.
- MSIED Kits: Multi-Sensory Inclusive Educational Development kits, likely containing tools and materials for educational and developmental activities.
- Smartphones: Distributed to aid communication and possibly for apps that assist in daily living or medical management.
- Miscellaneous: Other miscellaneous aids including specialized medical or mobility devices.



Glimpses of Distribution Camps



## 4. IMPACT ASSESSMENT

### 4.1 GEOGRAPHICAL REACH

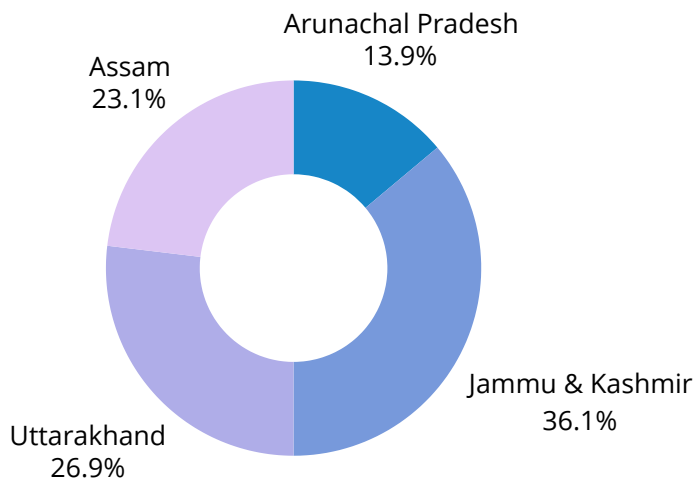


Fig. 2: State Wise Sample

The Impact Assessment analysis focused on exploring the effectiveness and satisfaction derived from various aids and appliances provided to individuals with disabilities. The primary goal was to assess how these aids impact daily activities, quality of life, and economic status, and to identify potential improvements based on user feedback. **The team surveyed 108 beneficiaries from Jammu and Kashmir, Arunachal Pradesh, Assam and Uttarakhand.** The team could not survey Churachandpur in Manipur due to instability in the area.

Some people reported that they didn't receive the aid/appliance.



Fig. 2: Aid/Appliance received

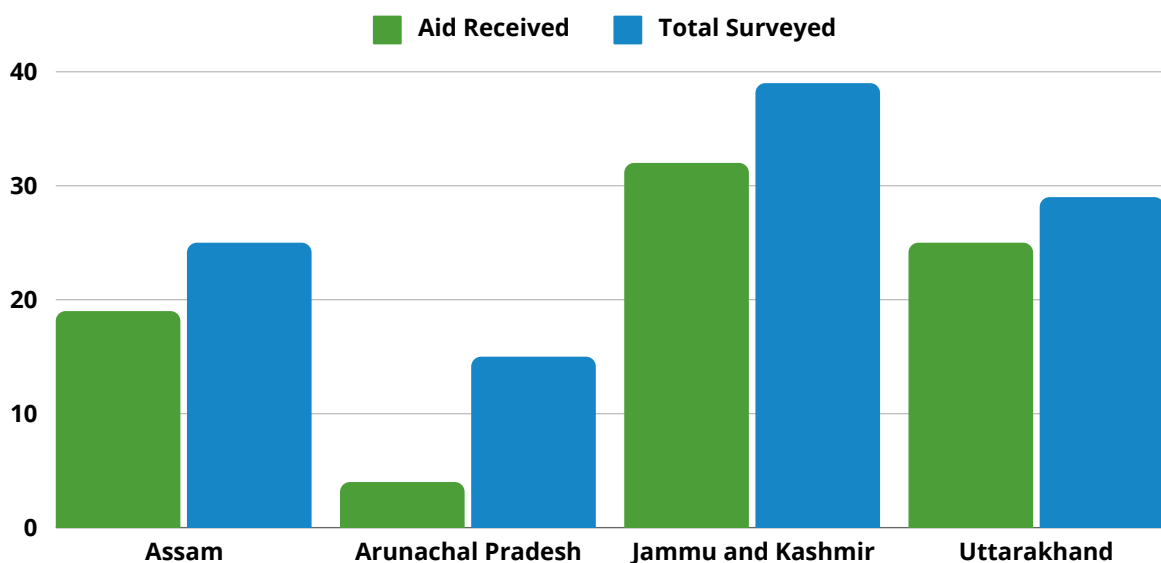


Fig. 4: State wise Aid/Appliance Received

## 4.2 AGGREGATE COMMUNITY SATISFACTION

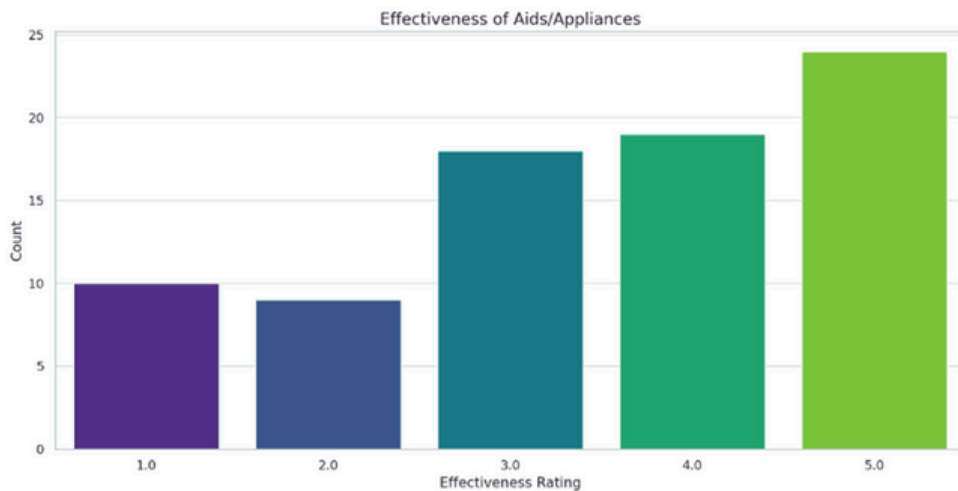


Fig. 5: Effectiveness of Aid/Appliance

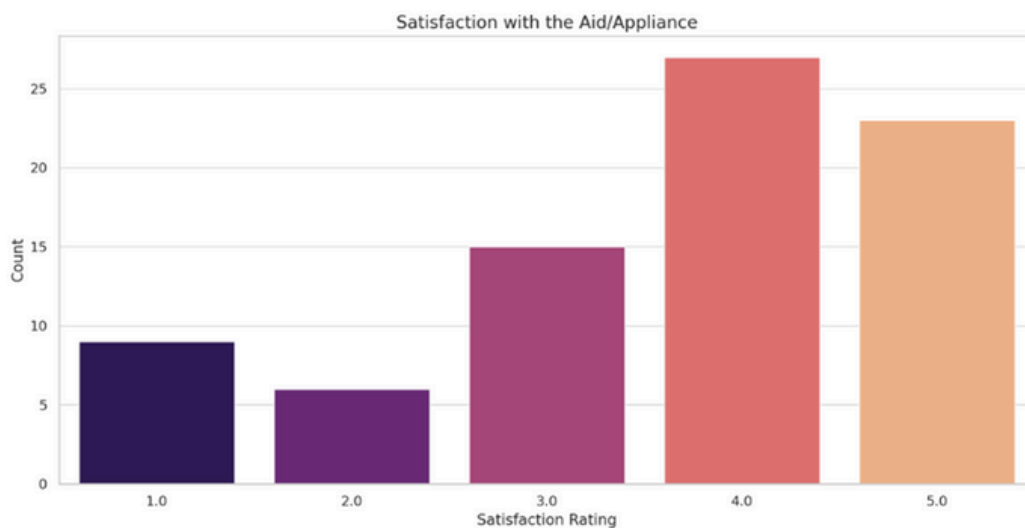


Fig. 6: Satisfaction with Aid/Appliance

Most ratings for the effectiveness of aids and appliances cluster around higher values, suggesting that most respondents find their aids somewhat to very effective. Similar to effectiveness, satisfaction ratings are predominantly high, indicating that recipients are generally pleased with the aids and appliances they received.

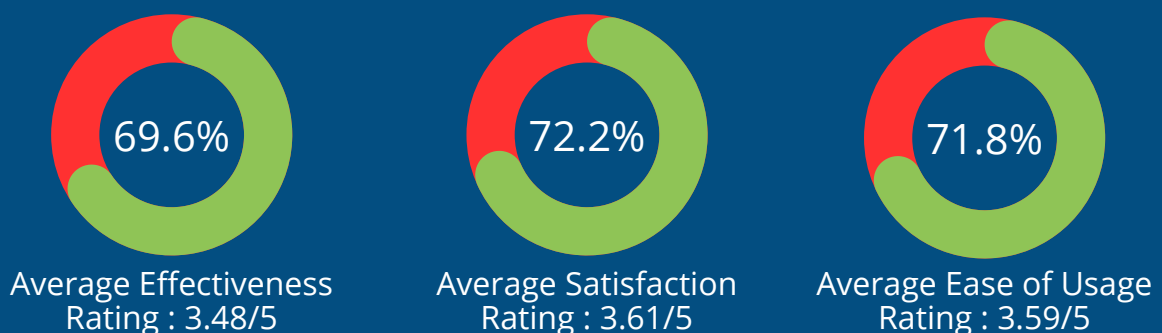


Fig. 7: Average User Ratings

## 4.3 SOCIAL RETURN ON INVESTMENT

For the projects of this nature, a reliable measure of social return of investment can only be done in the backdrop of baseline data and using a longitudinal study. Since the longitudinal study is beyond the scope of the work. So, establishing social return of investment metric wasn't possible. Nevertheless, some economic metrics were explored and the responses show a mixed view on economic improvement. While 23.7% respondents have noticed economic benefits, 78.7% told that they didn't see significant economic changes. This factor may also be influenced by various external factors such as employment opportunities in the area, the type of disability, and the specific functionality of the aid.



Fig. 8: Impact on Economy

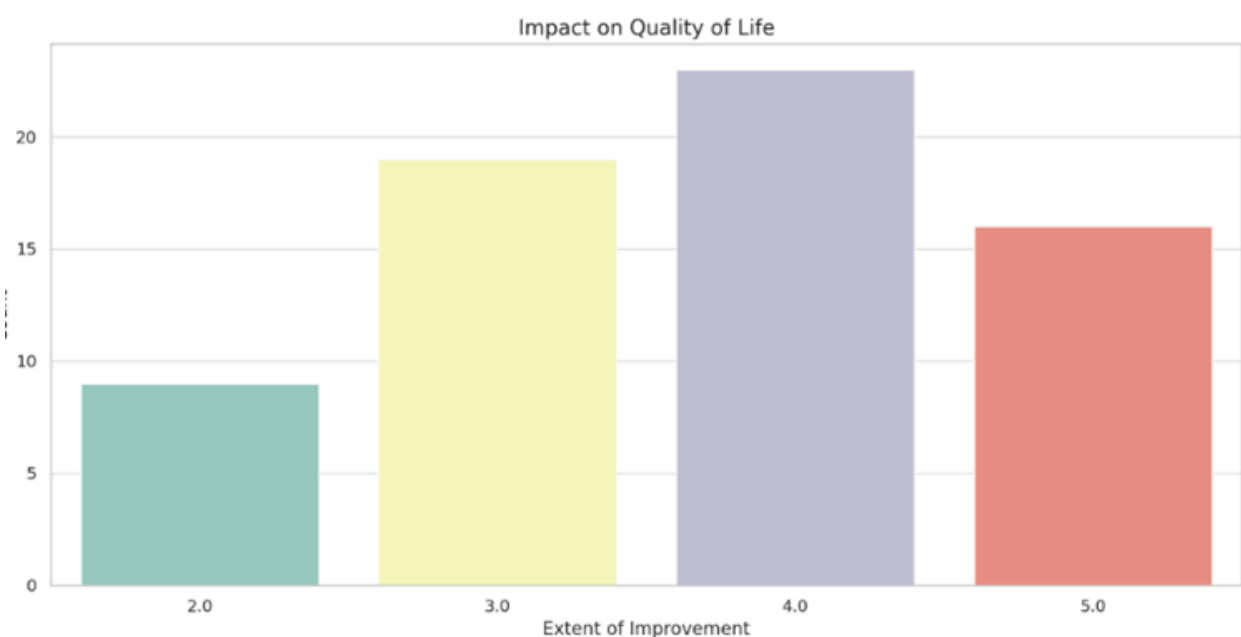
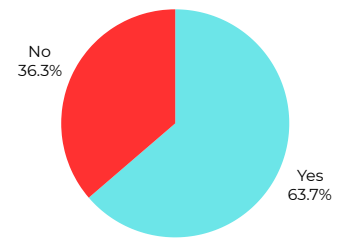
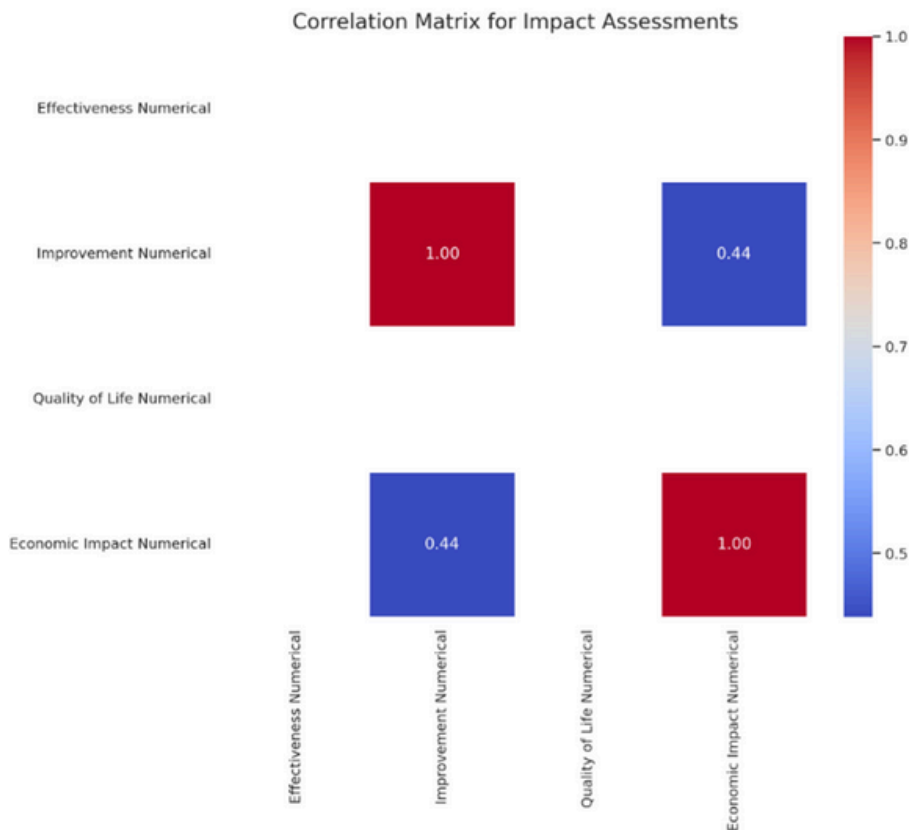


Fig. 9: Impact on Quality of Life rating

Out of all beneficiaries, who received the aid/appliance, majority informed that they didn't receive any training of using that aid/appliance.



**Fig. 10: Training Received**



**Fig. 11: Correlation Matrix**

There's a positive correlation, suggesting that higher effectiveness ratings are associated with more significant improvements in the ability to perform daily tasks. A strong positive correlation indicates that as the perceived effectiveness of the aid increases, so does the perceived improvement in quality of life.

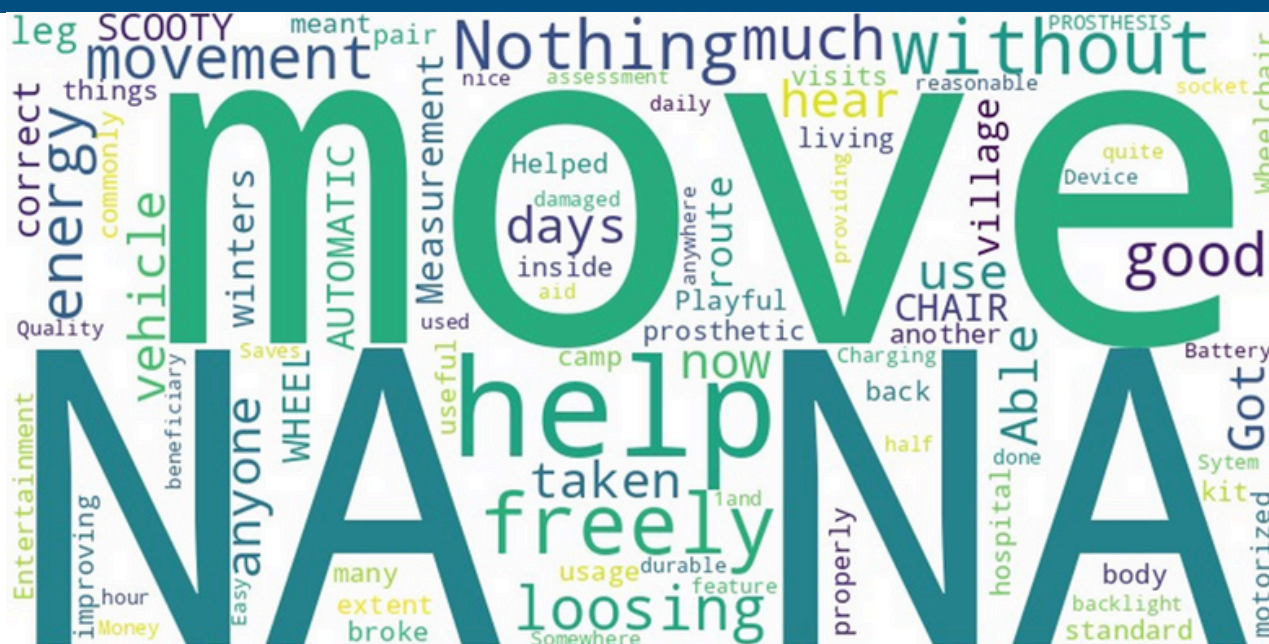
This also shows a positive correlation, reinforcing the idea that aids that improve daily task performance tend to enhance overall quality of life.

The economic impact shows weaker correlations with other variables, suggesting that while aids significantly improve daily functionality and quality of life, their direct effect on economic improvement is less pronounced. This might be influenced by various external economic factors or the specific nature of the disability and employment opportunities.



## 4.4 WORD CLOUD VISUALIZATION

The word cloud visualization highlights terms that suggest positive quality of life aspects such as "comfort", "ease", "helpful", and "functional". This indicates that users generally value the practical benefits that the aids bring to their daily lives, emphasizing usability and comfort.



**Fig. 12: Positive Word Cloud**

For improvements, terms like "quality", "durability", "size", and "adjustment" are prominent. These suggestions point to a desire for more durable and high-quality materials, better sizing options, and easier adjustment mechanisms. This feedback can guide manufacturers to focus on these aspects to enhance user satisfaction and product functionality.



**Fig. 13: Limitations Word Cloud**

## 4.5 Case Studies

"Come back soon,  
Take a bus or take a train,  
Take a boat or take a plane,  
Take a taxi, take a car,  
Maybe near or maybe far,  
Take a rocket to the moon,  
But be sure to come back soon!"

**Kumkum Doley, Jonai, Assam**



Against a backdrop of verdant landscapes, lived a spirited young girl named Kumkum Doley. Born into the Mishing tribe in Jonai, a placid village in Assam. At the tender age of seven, she possessed a resilience that belied her years.

Kumkum was not like other children in her village. She had been disabled with locomotor disability from birth—a challenge that could have dampened her spirits. But, through the path of unbeaten determination against life's hindrances, her smile remained undiminished.

Living in the heart of the village's interior, Kumkum stayed with her mother, and formed an unbreakable bond with her. It was a test of life every day that both together passed, with grace and courage. Her mother, a beacon of strength and love, stood by her side, nurturing her dreams with tender care.

But Kumkum was nothing less than a bright star in the community. She always carried on with her studies and even at the English medium school in Jonai, where the odds were heavily stacked against her. In that small frame, she harbored the grand dreams of becoming a school teacher. Dreams of inspiring others with her indomitable spirit.

Three years before, some sparkle of hope had reached the life of Kumkum in the form of a wheelchair given under the NHPC's CSR initiative. The aid provided her new freedom allowing her to move with greater ease. However, the manual wheelchair posed its own set of challenges. Kumkum dreamt of a motorized wheelchair, one that would grant her even greater independence and mobility.

Despite her physical constraints, Kumkum excelled in her studies, her passion for learning shining brightly that reflects in the poem composed by her above.

"My mother has been paralysed for 16 years. Under NHPC CSR programme, she received a wheel chair and crutch. Due to these aids, we are able to take her anywhere and I hope the social initiatives like these shall continue in future."

**Mehraj Ud Din, Sumbal, Bandipora, Jammu & Kashmir**



Mehraj Ud Din, a resident of Sumbal, Bandipora in Jammu & Kashmir, had been a firsthand witness to the positive impacts of social initiatives under the NHPC CSR Programme. His mother, who has been paralyzed for 16 years, received critical mobility aids—a wheelchair and a crutch—through the program. These aids have been instrumental in enhancing her quality of life by significantly improving her mobility.

With the help of the wheelchair and crutch, Mehraj and his family can now take his mother to various places, thus breaking the barriers of immobility that once confined her. This not only allows her to engage more with the community but also restores a sense of normalcy and inclusion in family activities and societal interactions.

Mehraj appreciates NHPC's efforts and expresses a heartfelt hope that such social initiatives continue. He believes that continued support can make a substantial difference in the lives of many who are in similar situations as his mother.

His story is a powerful reminder of the necessity for ongoing social support programs and the profound difference they can make in the lives of individuals with disabilities and their families.



"I really liked the horn and the back light of the cycle as it gives a indicator to the vehicles coming behind me, and they would stop with the back lights indicator, at that time I would feel really good, I feel I am being respected despite of my disability."

**Beauty Gogoi, Shilapathar, Assam**



Beauty Gogoi runs a shop in a remote area and is one of the empowered beneficiaries under the NHPC CSR Program. This goes to show that businesses, whether small or large, have to be all-embracing for the common good. Beauty was facing big problems in movement before being given the motorized cycle by NHPC. Her activity in managing the business was limited. The strong battery, with user-friendly features of the motorized cycle, really came up to serve her in mobility and independence. Beauty would only need to charge the bike once a week and, with this, she had the potential to make her movements better, faster and more comfortable.

In two years, life of Beauty changed. This helped her easily carry goods purchased for her shop, so it was not just convenience but a facilitator of her self-esteem and gaining her the respect of the society.

At the same time, this cycle gave her dignity of the visibility of a human being in society —meaning some level of acknowledgment and respect, despite the disability. But the journey of Beauty had problems when the cycle became in-operational because of damage and there were no spares available in her locality. This brought down the quality of her life because now she had become more dependent upon others for a number of activities, thus wasting time and energy. Feedback of Beauty covers a lot of suggestions for improvements, such as improving the speed of the cycle and fortifying the controller for current flow fluctuations to make battery replacement locally accessible.

These would be important insights for NHPC, as these provide the needed reality on the ground and indicate probable areas that may require improvement in the dispensation of assistance in future. Her story is surely an evidence that well thought-through assistive devices can go much further in improving the lot of persons with a disability, and that devices need periodic review and adaptation to stay functional and useful on a sustainable basis.

## TILESHWAR NARAH, DHEMAJI, ASSAM



Tileswar Narah, aged 60, resides in a community where mobility is a key to independence and engagement. Three years ago, he received a life-altering aid—a motorized cycle—under a supportive program aimed at enhancing the lives of individuals facing mobility challenges. Prior to this, Tileswar had a manual cycle, which he found difficult to use due to a broken hand, limiting his mobility and independence.

The introduction of the motorized cycle significantly transformed Tileswar's daily life. With this new mobility tool, he could effortlessly travel to various essential locations such as offices and markets. More importantly, it empowered him to assist others in his community by running errands and handling tasks at places like the DC office without needing any external support.

Despite the benefits, Tileswar suggests some improvements for future versions of the cycle. He recommends adjustments to the cycle's height and space, as well as enhancements to the accessibility of the motor system for easier repairs. He faced challenges when the cycle's battery charger malfunctioned, noting the difficulty in finding replacement parts locally. Currently, he relies on a borrowed charging system from a friend to keep his cycle operational. Previously, Tileswar was a skilled craftsman, specializing in making sofa sets and other furniture. However, due to financial constraints, he has had to pause his craft. The motorized cycle did enable him to undertake a project where he crafted a large bamboo mandir, which he sold to aid his financial situation.

Tileswar expresses a clear expectation for the future: the need for the cycle's parts, like batteries, to be readily available in local shops. This improvement would ensure that users like him can maintain and fully utilize their cycles without undue hardship, thereby continuing to benefit from the enhanced mobility and independence that these devices are meant to provide.

## RUPAM CHUTIA, LAKHIMPUR, ASSAM



The story of Rupam Chutia, as narrated by his mother, is one that stands out for the challenges and interventions experienced since childhood in Lakhimpur. Rupam was just 7 months old when his parents first realized this very fact. He even struggled with simple milestones like sitting up, which children of his age group usually master with no difficulty. The parents were, therefore, highly concerned about these developmental delays and went for medical advice with the Lakhimpur Civil Hospital. This actually set forth a proactive stance that would bring to light family's strong dedication toward reaching solutions to his needs in a timely manner.

In their effort to support Rupam, the family had received aids and appliances that would help in his development. Regrettably, these were things that Rupam would be unable to use right then, and in a few years, he either lost them or broke them, so some of his needs were not met. This really brings out the need not only to provide aids to the users but also to ensure they are appropriate and sustainable enough for the users' conditions and environments.

Rupam's story is reflective of thousands of families facing similar challenges due to developmental delays and underlines the importance of timely and appropriate intervention to effectively manage such challenges.



"I have never let a challenge come in my way of trying to have a normal routine in my life. My Prosthetic leg is part of my body. I even ride my scooter everywhere and it helps me to increase my income opportunities. These schemes by NHPC will help a lot of people in need and improve their daily lives. The most important thing is that the measurement of prosthetic should be perfect and accurate otherwise it is not really user friendly."



### Pithoragarh, Uttarakhand



"I am very thankful to NHPC and District Administration Bandipora for this Hearing Aid provided. Initially, it was very good but with time, an unpleasant noise has started coming from it which has made it unusable. It would be better if the quality of hearing aid is improved."

### Bandipora, Jammu & Kashmir

"My brother is deaf since birth. He can somewhat hear loud sounds but can't hear soft sounds. He is helping me in household works and I love him. She would be glad if she gets the hearing aid which may help her brother in hearing."



### West Siang, Arunachal Pradesh



"The hearing aid has proven to be quite helpful in enhancing my hearing capabilities. However, due to its small size relative to my ear, I find it difficult to use comfortably."

### Bandipora, Jammu & Kashmir

"I am sister in Law of Toman whose name is in the beneficiary list. Toman hasn't received any hearing aid. 6 members of his family are deaf. All of them can neither speak nor hear. "



### West Siang, Arunachal Pradesh

## 4.6 STAKEHOLDER FEEDBACK/OBSERVATIONS

### BANDIPORA (JAMMU & KASHMIR)



**Mr. Sanjay Kumar Bhan**  
**Tehsil Social Welfare Officer, Sumbal**  
**Bandipora, Jammu & Kashmir**

“The initiatives like these by NHPC Ltd has no doubt increased the goodwill of NHPC in the eyes of the people of Kashmir.

The aids and appliances provided through NHPC’s CSR activity have not only enhanced the mobility and independence of PwDs but have also contributed to improving their overall quality of life. This has really helped in making a positive difference in the lives of those who need it most.

However, it's important to address a concern that has come to our attention during the distribution process. While the aids and appliances provided have been immensely beneficial, there are instances where individuals express a desire for aids with higher specifications, which unfortunately do not fall within the eligibility criteria. This has created some limitations for certain individuals who could greatly benefit from such specialized aids.

If it is possible in guidelines, we humbly request your consideration in exploring the possibility of relaxing the eligibility criteria for certain aids, especially for individuals with specific disabilities. By doing so, we can ensure that those in need have access to aids and appliances that are tailored to their unique requirements, thereby maximizing the effectiveness of our efforts in promoting inclusivity and empowerment.”

- Residents from flat areas expressed satisfaction with their wheelchairs but showed a preference for motorized versions.
- Individuals with mental disabilities requested assistive digital devices to facilitate their education.
- Some beneficiaries used the aids and it was benefitting them while some have stopped due to maintenance and handling issues.

#### AREAS OF IMPROVEMENT

- The smart canes provided were not suitable for the hilly terrain, failing to meet the needs of the users, indicating need for alternate designs for hilly areas.
- Individuals with mental disabilities requested assistive digital devices to facilitate their education.
- Durability, quality, and size of hearing aids is an area that needs focussed effort in future interventions.
- Kit handling and maintenance training for beneficiaries can be improved

## PITHORAGARH (UTTARAKHAND)



**Mr. Dilip Kumar**  
**District Social Welfare Officer**  
**Pithoragarh, Uttarakhand**

“The distribution of Aids through ALIMCO happened in 2021. Even after 3 years, people continuously ask about the similar future camps. They say that these camps are very helpful to them. I want to congratulate NHPC about the implementation of their CSR Activities at the grassroot levels and which reaches to the needy.”



**Harish Singh,**  
**Beneficiary, Pithoragarh, Uttarakhand**

“Despite precise measurements, the prosthetic turned out to be incompatible in size, rendering it unusable. This oversight has left me unable to benefit from its intended function, highlighting the crucial importance of accurate fittings in such crucial devices. There was another camp held in Municipality but I was not able to attend the camp. Then I got one from other place after getting my size measured. My specific feedback is that size should be carefully measured in prosthetic aids.”

- Beneficiaries gave positive feedback to Social Welfare Department and NHPC Ltd. for these aids.
- Aid/Appliance had reached the most of the beneficiaries.
- The assessments did not consider the terrain challenges sufficiently, leading to inappropriate aids such as wheelchairs in areas accessible only on foot.
- Issues with prosthetic sizing led some to seek alternatives at personal expense.

### AREAS OF IMPROVEMENT

- Common issues included a lack of training on effective utilization of aids.
- As the assessments did not consider the terrain challenges, leading to inappropriate aids such as wheelchairs for areas accessible only on foot.
- For locomotory challenges, terrain challenges must be considered.



## DHEMAJI AND LAKHIMPUR (ASSAM)



**Ms. Rubi Kalika**  
District Social Welfare Officer,  
Dhemaji, Assam

“In Dhemaji district, we have a considerable number of PwDs who face daily challenges that hinder their full and effective participation in society on an equal basis with others. Our region's unique geographical and socio-economic characteristics amplify these challenges, making accessibility and mobility considerably difficult for our disabled population.

The aids and appliances distributed by NHPC as part of CSR have ranged from wheelchairs and walking aids to specialized medical equipment, each tailored to meet the specific needs of the individual recipients. Such support is invaluable in our efforts to enhance the quality of life for these individuals and to ensure that they can lead more comfortable and dignified lives.

I want to highlight that during assessment camps, not all beneficiaries are able to attend due to financial constraints or distance barriers. This results in many beneficiaries being left out. My aim is to ensure that all beneficiaries, regardless of their circumstances, have access to aids and appliances.

On behalf of the Social Welfare Department of Dhemaji and all those who have benefited from NHPC's generous support, I extend our heartfelt thanks to NHPC.”

- Beneficiaries demonstrated significant improvement and satisfaction with their aids, particularly those who received MSIED kits.
- Recipients faced challenges using aids and appliances effectively, highlighting a need for additional support or training.
- Mobility aids such as wheelchairs, crutches, and walkers increased participation in social and economic activities, enhancing self-esteem and confidence.
- Barriers to distribution and effective utilization of aids included logistical challenges, inadequate resources, and a lack of follow-up mechanisms.

### AREAS OF IMPROVEMENT

- Recipients faced challenges using aids and appliances effectively, highlighting a need for additional support or training for use of aid/appliance, especially hearing aids
- The need assessment needed to be carried out carefully to avoid mismatch of aid required and aid distributed.
- Spare Parts availability of aids/appliance like motorized tricycle must be ensured so that the people don't stop using aid/appliance after some time
- Logistical challenges, inadequate resources, and adequate follow-up mechanisms must be addressed during the distribution of aids/appliances.

## WEST SIANG AND KAMLE (ARUNACHAL PRADESH)

- A few beneficiaries did not receive the aids/appliances for which they were assessed, indicating a disconnect in the distribution process.
- Beneficiaries with locomotor disabilities reported that wheelchairs and e-tricycles were impractical for the hilly terrain.



**Ms. Rei Yakam**  
**Women President,**  
**PWD Association , Kamle, AP**

“Following a thorough assessment by ALIMCO our association, in collaboration with Social Welfare Department, successfully organized multiple distribution camps aimed at providing necessary aids and appliances to the identified beneficiaries. These items are crucial for enhancing the mobility and quality of life of our community members with disabilities.

However, we have encountered a significant challenge. Despite the availability of these aids in our storage facilities and numerous invitations and communications sent to the beneficiaries, there has been an overwhelming lack of response. Many individuals have not come forward to collect the aids assigned to them. This situation persists even though we have organized multiple camps and have personally reached out to these individuals.

It is important to note that our organization currently lacks the resources required to deliver these aids directly to the doorstep of each identified person. Our attempts to facilitate easy pickup through organized camps have not been as successful as we hoped, and as a result, many are yet to benefit from the aids that could significantly improve their daily lives.”

### AREAS OF IMPROVEMENT

- E-tricycles didn't help the beneficiaries because of the hilly terrain. Petrol based tricycles can be more suitable for the region.
- Availability of spare parts of aids/appliance should be ensured.
- Beneficiaries were unaware of distribution camps. A robust monitoring mechanism is required during distribution for maximum impact.

## 5.OECD DAC FRAMEWORK MEASURE

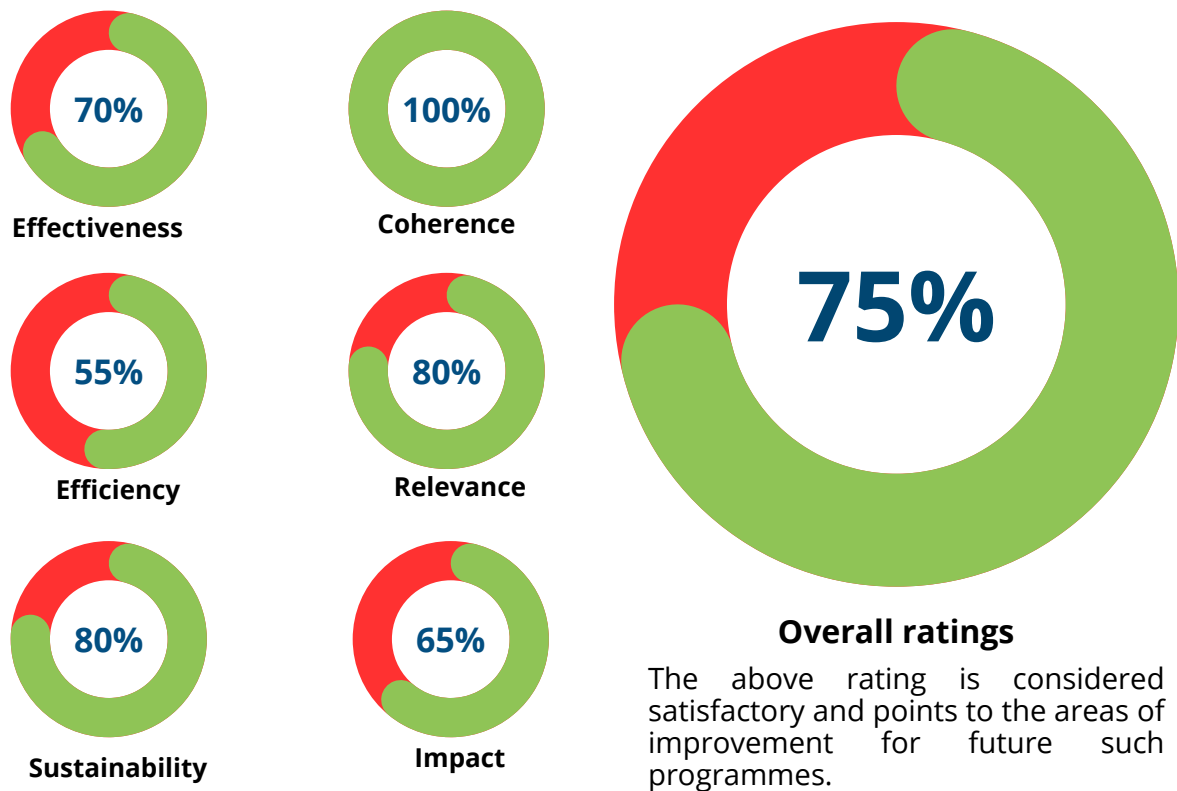


Fig. 14: OECD DAC Measure

### 1. Relevance:

- The project is highly aligned with NHPC's CSR Policy and the essential needs of the community, as identified through stakeholder consultations but implementation phase improvements can make it more relevant.

### 2. Coherence:

- Strong coherence is observed, with the project strictly adhering to NHPC's CSR policy and integrating effectively with other community development initiatives.

### 3. Effectiveness:

- Effectiveness is somewhat reduced by challenges in distributing aids and appliances, and inadequate training for the use of specialized aids like hearing aids.

### 4. Efficiency:

- The project's efficiency has been compromised by the ineffectiveness of aids in challenging terrains and issues with sizing and local support for maintenance.

### 5. Sustainability:

- The project scores highly on sustainability, as it is designed to provide long-term benefits to the communities.

### 6. Impact:

- The project has positively impacted the target communities, notably in increasing the income, locomotion and confidence level. However, the full impact is constrained by current efficiency issues.



## 6. ALIGNMENT WITH SDGs



This initiative directly contributes to several United Nations Sustainable Development Goals (SDGs):

**SDG 3 (Good Health and Well-being):** By improving the health and quality of life for PwDs through better accessibility to health support aids.

**SDG 10 (Reduced Inequalities):** By promoting inclusivity and reducing inequalities faced by PwDs through equitable distribution of assistive technologies.

**SDG 17 (Partnerships for the Goals):** Demonstrating effective collaboration between NHPC Limited and ALIMCO, creating partnerships that enhance capacity-building and sustainable development.



## 7. RECOMMENDATIONS

The recommendations for the future CSR Projects like these are as follows:

1. Initial assessment followed by a beneficiary identification process is the most important step towards effective intervention and distribution of aids and appliances. This needs to focus on measurements of sizes, relevant training, and supervision of the usage during the initial months post-distribution. Such interventions may, therefore, be more effective if there can be a robust system of monitoring and evaluation to ensure discrepancies are handled as soon as possible.
2. Periodic follow up reviews (say within six months) from the time assistive devices are distributed to beneficiaries can go a long way in effective usage if the assistive devices provided. This will bring about ease in distribution and improve effective usage of the product. Furthermore, local involvement needs to be ensured to ensure effective distribution and ensuring usage of the appliance, which in turn increases accountability and community satisfaction.
3. Effective feedback mechanisms including multiple channels of communication need to be ensured so that the beneficiaries remain aware of updates and any relevant information that may pertain to the process of distribution. There should be a campaign for them to know about the initiative and how they can benefit from it, ensuring greater participation.
4. A continuous sustained educational campaign can create an environment, in which the population of beneficiaries are aware of the assessment camps and the necessity of their active participation in these facilitating the process of distribution. This requires collaboration amongst the government departments, health institutions, NGOs, and the communities represented. Such partnerships are critically important for current bottlenecks and assuring such aids are properly distributed for making the desired impact. This will further enable the tracking and evaluation of the progress of these interventions and their impact on the quality of life of the beneficiaries.
5. Training in the use and maintenance of the aids and appliances should be imparted to the beneficiaries in a customized manner. Aid and appliance-use training will ensure maximum benefit from the aid and its proper usage in the long-term. This will also facilitate possible design changes and development in future improving the utility of the ongoing initiative in increasing the independence of the person benefiting from the assistive device and improving his or her quality of life.
6. There is a need to create effective feedback channels that could gather views from the recipients and stakeholders on areas where there are needs for improvements.

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Program sustainability initiatives need to be designed that focus on support during the life of the device provided and periodic evaluation of its maintenance. Such measures will help maintain the continuity and effectiveness of the intervention.

Lastly, guidelines on the mechanisms of distribution and timelines need to be reviewed from time to time.



# **DISTRIBUTION OF AIDS & APPLIANCES THROUGH ALIMCO TO 2000 PERSONS WITH DISABILITY**

## **IMPACT ASSESSMENT REPORT 2024**



भारतीय प्रौद्योगिकी  
संस्थान जम्मू  
INDIAN INSTITUTE OF  
TECHNOLOGY JAMMU