
CSR Impact Assessment Report

Refurbishment of School Sanitation Complex

Prepared For



Prepared By



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ISO 27001:2013 Certified

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ABBREVIATIONS

| | |
|--------------|---|
| IHHLS | Individual Household Latrines |
| FY | Financial year |
| CSR | Corporate Social Responsibility |
| HM | Head master/mistress (based on the respondent's gender) |
| GHSS | Government Higher secondary school |

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EXECUTIVE SUMMARY

Background



Project activities

Construction of Toilets in Government Schools, Improving sanitation practises, household and environmental hygiene, and personal hygiene practises.



Project year

FY 2018-20



Beneficiaries

50K+ School students



NGO Partner

Gramalaya



Project Location

Trichy, Tanjore, Pudukkottai, Madurai, Namakkal and Salem districts of Tamil Nadu.

SDG Goals



Research Methodology



Application of Quantitative Techniques

The quantitative study was used to assess the impact of divergent CSR Activities through the Structured tool of the Interview Schedule. This helped in getting quantifiable information.



Application of Qualitative Techniques

Qualitative Techniques of Interviews with key project stakeholders like school principals, teachers and community members were adopted for a better understanding.



Research Design

Geography Covered (States)

Tamil Nadu

Direct Beneficiaries Covered

150

Sample Technique

Purposive & Stratified Random Sampling

Stakeholders

School Head Teachers, Teachers and Community members.

Key Output:



86.7%

had said that they had attended the Awareness session on Nutrition.

98%

of the students said that the new toilet is clean and usable.



83.3%

had attended the awareness session on health and hygiene workshop.

93%

of school students who attended the workshops on health and hygiene educated their parents too about the same.

Impact:

95.3%

of the students reported that the open defecation has stopped after the construction of new school toilets.

92.7%

of the girl students attend the class during periods.

100%

of the girl students use the incinerator attached in girls toilet.

98%

of the girl students feel comfortable to change the sanitary pads in the toilet.

CHAPTER 1: INTRODUCTION

Project Background

HDB Financial Services had partnered with Gramalaya and built school toilet blocks in Trichy, Tanjore, Pudukkottai, Madurai, Salem and Namakkal Districts in Tamil Nadu. Their main focus is to enhance personal hygienic behaviours, household and environmental hygienic and sanitation facilities and behaviours. To empower children in development activities, thereby enhancing their personality and leadership. Increasing ownership of school and community in hygienic and sanitation activities. Maintaining sustainability of hygiene and sanitation facilities and behaviours through school – community partnerships.

NGO had conducted the baseline survey and need assessment for the schools where the new toilet blocks are going to be constructed with the help of HDB Financial Services. As a follow up, NGO had also undertaken gap analysis to ascertain specific type of interventions, constructions really required for different schools. NGO had also interacted with all stakeholders which includes school students, staffs, local community members and local government authorities in order to identify the needs and also their preferences with respect to the proposed solutions. NGO also instructed that the toilets had to be maintained by the schools themselves in order to sustain this project in future.

About NGO Partner

Gramalaya is a non-governmental organization (NGO) based in India that focuses on water, sanitation, and hygiene (WASH) initiatives. The organization was founded in 1987 and is headquartered in Tiruchirappalli, Tamil Nadu. Gramalaya primarily works towards improving sanitation and hygiene practices in rural and urban areas, with a particular focus on community-led initiatives. The organization aims to promote sustainable sanitation solutions, enhance access to clean water, and raise awareness about hygiene practices to improve public health outcomes.

Some key activities and initiatives undertaken by Gramalaya include Community-Led Total Sanitation (CLTS), construction of Toilets, Menstrual Hygiene Management, Capacity Building and Training, Research and Advocacy.



Provision for Urinal at School

CHAPTER 2: RESEARCH METHODOLOGY

Research can be stated as a logical and systematic search for new and useful information on a particular subject matter. Social Science Research refers to the systematic activity of gaining new understanding by following scientific principles and methods to minimize bias and subjectivity. It is opposed to writing something based on assumptions or speculations. Though insight on certain facts can also be gained through common sense and based on general observation and hearsay, those facts will not be considered valid until they have been obtained in a methodical manner and stand the test of time. The defining characteristics of scientific research are objectivity, ethical neutrality, reliability, testability, and transparency. Identification of the research problem provides the starting point of research, which is then defined and redefined through a proper review of the literature on the problem or deliberations with research experts and knowledgeable others in the subject matter of interest. Each research problem has a multitude of perspectives and dimensions, which research cannot cover all in a single study. Thus, we need to delimit the research problem into a 'measurable problem and formulate objectives, make decisions on the research design, sample design, type of research instruments for collecting the data, and how these data can be edited, coded, classified, tabulated, and interpreted so that findings and conclusions can be reached.' Every research needs to have a proper methodology to foresee the problems that could arise during research and steer through the research process in a proper direction without losing focus.



Pictures of interaction with stakeholders (Teachers, Principals and Parents)

Use of Mixed Methodology for Maximum Insights

The research problem consisted of understanding the extent of impact created by Gramalaya supported initiatives to increase awareness and sensitivity of the government schools towards improving the quality of life through environmental initiatives. To gain maximal insight, both quantitative and qualitative techniques were used.

Application of Quantitative Techniques

A quantitative study will be needed if the focus is on presenting the study problem in terms of numbers, frequencies, percentages, etc. A quantitative study always uses structured tools like questionnaires and interview schedules, in which questions are planned well in advance by the researcher before entering the field. Though the information that is obtained is easily amenable to various statistical measures and tests, quantitative information has its limitations. It can uncover only the surface phenomena. It is unable to penetrate beneath the surface and identify what is hidden underneath. In this study, to assess the impact of structured tools like the interview schedule administered was used, which helped in getting quantifiable information.

Application of Qualitative Techniques

Qualitative research can only unravel enriched and hidden information that may not be evident on the face of it. The qualitative approach is distinguished by deeper probing and flexibility, and it can yield massive amounts of data that were not anticipated when the research was initiated. For better accuracy, to ensure anonymity and at the same time, to cover a larger sample population, quantitative techniques were used. Qualitative techniques of interviews with key stakeholders and interviews with community people were adopted for a better understanding of the problem alongside quantitative research.

Ensuring Triangulation

Triangulation is needed to increase the credibility and validity of the research findings. It is also a measure taken to ensure the trustworthiness of the research process. The findings of the quantitative research have been verified with the insights from qualitative research and the reports have also been structured to reflect this point.

Research Design

- **Name of the project** : School Toilet Project
- **Project Partner** : Gramalaya
- **Research Design used** : Descriptive Research Design
- **Sampling Technique** : Random Sampling
- **Sample Size** : 150
- **Qualitative Methods used** : In-depth interview of the stakeholders (Headmaster/ Headmistress and Teachers)

Study Tools

Tools used during the study

SoulAce has developed a mobile application platform for data collection that the field team used to undertake the study. This application has real-time data entry and data upload with GPS location details along with a questionnaire, for interaction with the project beneficiaries. It also has a provision to take pictures of each respondent.



Primary data was collected using two types of questionnaires.

Questionnaire for Primary Beneficiaries:

Structured questionnaires were developed after reviewing the project details for each of the focus areas and indicators were pre-defined before conducting the surveys.

Questionnaire for Secondary Beneficiaries & Stakeholders:

Semi-structured questionnaires were developed for each type of sample of this group. Stakeholders were identified across the focus areas. One-on-one on One discussion was done with beneficiaries to prepare the case studies.

Ensuring Commitment to Research Ethics

Anonymity

Anonymity refers to not revealing the identity of the respondents. This research study strictly stuck to not revealing the identity of the respondents unless the same is warranted for the illustration of success stories or case studies. After the research was completed, the study did not reveal which individual respondents answered which question in what manner. The results were revealed only as an aggregate, so no one would be able to single out the identity of a particular respondent. It was required to not break the trust of the respondent by not revealing the individual identity.

Confidentiality

Research subjects participate in the process only based on the trust that confidentiality has been maintained. Hence, the research would not reveal any data regarding the respondents for purposes other than the research study.

Non-Maleficence

Research would not lead to any harm to the research subjects. This study ensured that the respondents were not harmed in any way.

Beneficence

Any research study should lead to some benefits for the respondent. This research study also ensured that individuals, groups, and communities benefit and their wellbeing is enhanced.

Justice

Justice refers to being fair to all. This research study ensured equal treatment of all its research subjects and no biases or prejudices towards any group based on social stereotypes or stigma associated with being a member of a certain group or class.



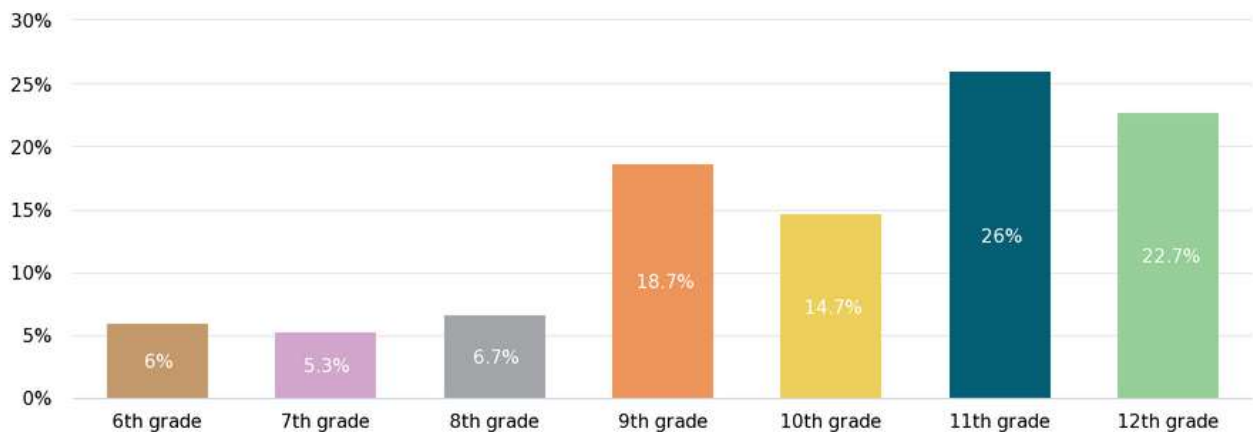
கைகளை கழுவுவது நல்லது
கைகளை கழுவுவது நல்லது

School Sanitation Block, Tanjore Block

CHAPTER 3: MAJOR FINDINGS OF THE STUDY

This chapter contains the major findings from the impact assessment done in the school toilets. These findings helped us to comprehend the student population by grades, availability of toilets, conditions of the toilets before and after the CSR intervention, facilities available in the newly built toilets, awareness programs conducted in the schools, cleanliness of the toilets, women's health and hygiene, open defecation, and practices followed in their homes.

Chart 1: Population distribution of students by grades



The study covered students from different grades; however, the highest number of respondents/students (26%) were from the 11th grade, followed by 22.7% of them from the 12th grade, 18.7% of them were in the 9th grade, 14.7% of them were in the 10th grade, 6.7% of them were in the 8th grade, 6% of them were in the 6th grade, and 5.3% of the students were in the 7th grade.



S. Manimekalai, HM- GHSS, Thoraiyur-Trichy

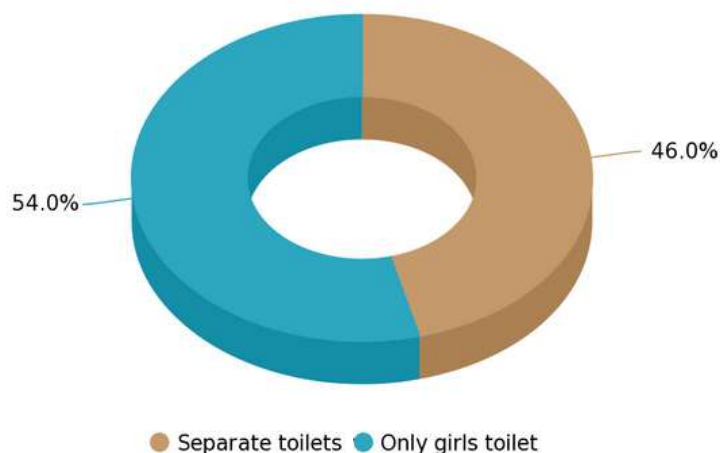


“I express my heartfelt thanks to HDB Financial Services for constructing the new toilet on our premises. It has been quite beneficial for my students. Before HDB Financial Services' intervention, the students were using the old toilet, and though it was in good condition, the new toilet is much better. In the new toilet, the running water force is not sufficient; however, the doors are in good condition and are durable. There is also a 500-litre overhead tank to store water and a good incinerator for the disposal of sanitary pads. The open defecation practice has been completely stopped after the construction of the new toilet. All the students attended the health and hygiene workshop conducted by NGO staff and they were taught about the basic hygienic activities and proper usage and disposal of sanitary pads. A nutrition awareness session was conducted as well.

My feedback about this toilet would be that a bigger overhead tank is needed to satisfy the students' need to use the toilets in shifts and that the water force must be checked as it isn't quite sufficient.”

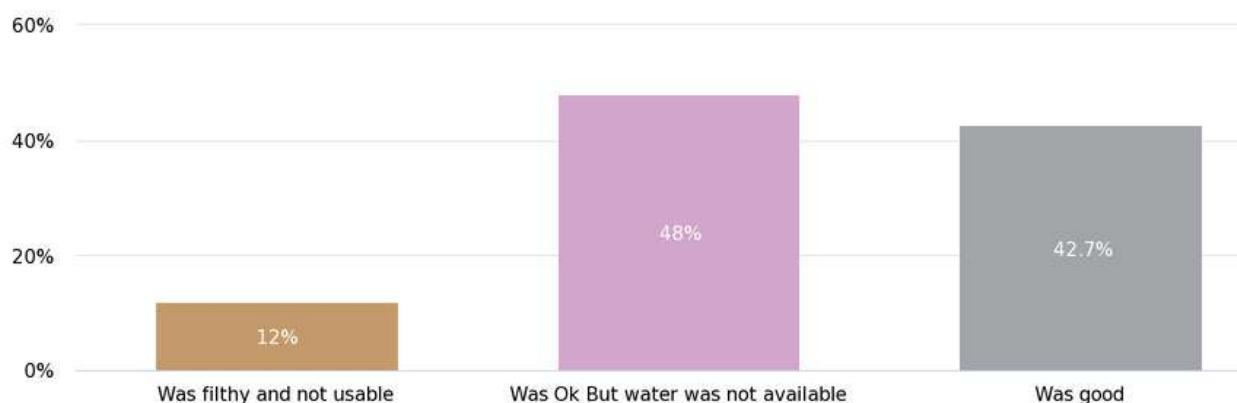


Chart 2: The status of toilet availability for the students in schools before the intervention



When the students were asked whether they had access to toilets before the intervention, 54% of them stated that they had separate toilets, whereas 46% of the students stated that only girls' toilets were available.

Chart 3: Condition of the toilets before CSR intervention



It can be inferred from the graph that 48% of the schools had toilets in very poor condition where basic water was not available, whereas 42.7% of the schools had good toilets, and 12% of the schools had very filthy and unusable toilets.

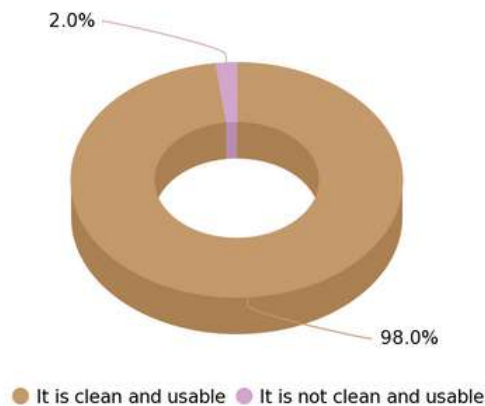
E.Thirumalavan, HM, GHSS-Karatampatti , Trichy



“HDB Financial Services has made a huge impact by building this girls' toilet, which has helped many students. The condition of the previous toilet was terrible and it was unusable, whereas, this new toilet is clean and safe to use. It has good running water, proper doors, soaps for washing hands, an overhead tank for storing water, sufficient lighting, and adequate space. Since the strength of the boys is quite high, we are unable to stop open defecation. All the students got benefited from the health and nutrition awareness workshop, where they learned about the need for handwashing, proper sanitary pads disposal, good habits, and so on. In addition to this toilet, we also need a new boys' toilet and it must be placed at a distance from the girls' toilet. We need a more modern version of the toilet with grip tiles and railings in it.”



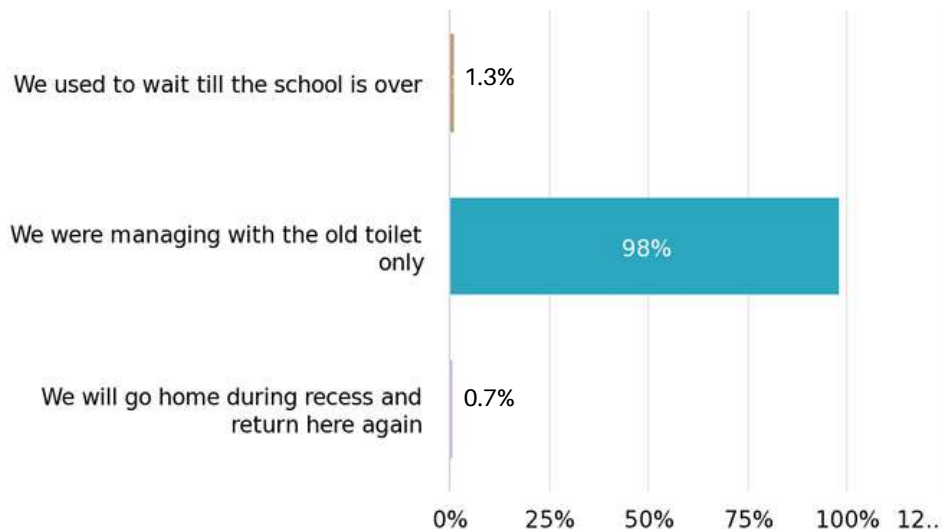
Chart 4: Condition of the newly constructed toilets



All the students reported that they had separate toilets for boys and girls after the intervention.

As per the chart, almost all the students (98%) said that they had a clean and usable toilet, whereas only 2% of them said that the school toilet was not clean and was unusable.

Chart 5: Managing toilets before the construction of new toilets



According to the graph, most of the students (98%) reported that before the construction of the new toilets they had managed with the old toilet only. However, 1.3% of them said that they used to wait till school got over and 0.7% of them said that they would go to their respective homes during the lunch break.

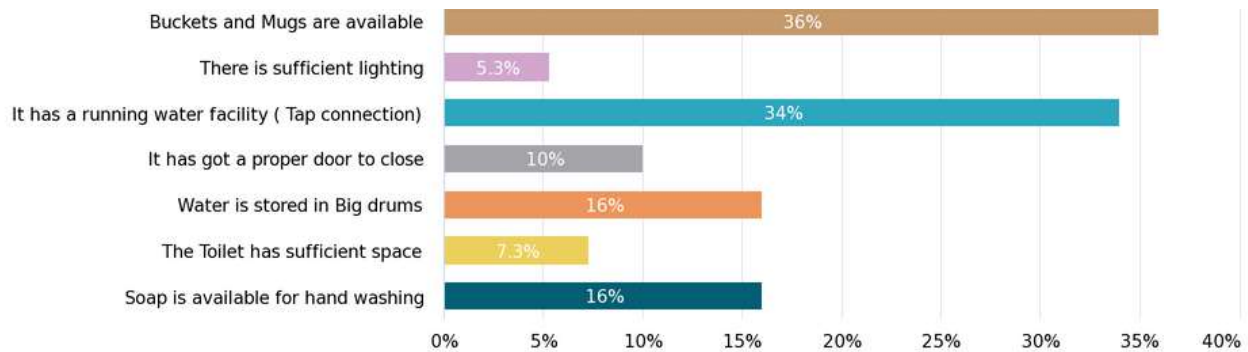


“The new toilet is built just outside our school compound, which makes it difficult to monitor the activities of the students during their recess. The students have destroyed the urinals and taps which has made the toilet unusable. We regret to say that we have tried everything to stop them, but we could not.”

K. Nehru, HM- GHSS, Thirukarrukavor-Tanjore

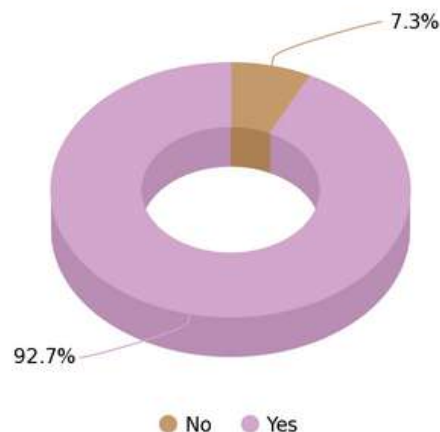


Chart 6: Facilities available in the new toilet built



The students reported about different facilities available while using the toilets. However, there were some small inconveniences also reported by some of the students like inadequate illumination and queues; inadequate illumination especially on rainy days and queues, particularly in leisure time. Students further reported some damaged doors, particularly in the boys' toilets.

Chart 7: Attendance of girl students during their periods



92.7% of the school girls reported that they had attended school during their periods, whereas the rest, i.e. 7.3% of them had bunked school during their periods. Nevertheless, one of the main issues reported by a few of them (2%) was the discomfort of changing the pads in that small place.

Some of them reported that they would not change their old pads and rather would wait till school got over. Also, some girls' parents still considered periods as taboo, and would not allow their girls to go to school during that time. However, all the girls unanimously accepted that after the construction of the school toilets, they were able to change their sanitary pads during their menstrual periods.

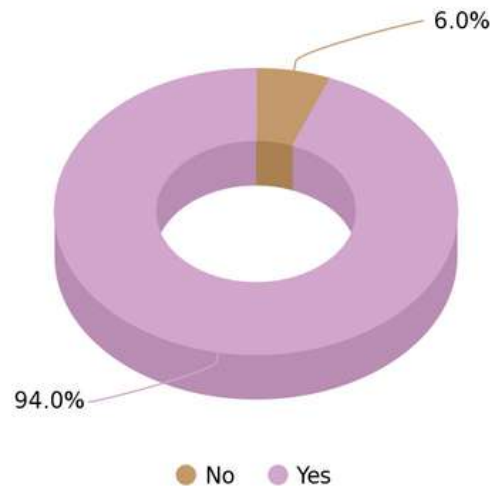
R.Rajakokila, Secondary grade, Panchayat Union Middle School, Kannukulam-Trichy



"HDB Financial Services proje has improved the hygienic aspect among the students by building a good quality toilet. The new toilet is neat and clean, which is much better than the old one. It has good running water and incinerators. It also has better quality doors, a good quantity overhead tank, more space, and mugs and buckets. The open defecation practice has been stopped completely, and the awareness sessions on health and nutrition have been beneficial for the students. The sessions taught them handwashing practices, the necessity of proper disposal of sanitary pads, etc. My suggestion for the future would be that we need a bigger capacity overhead tank and extra toilets for boys and girls."

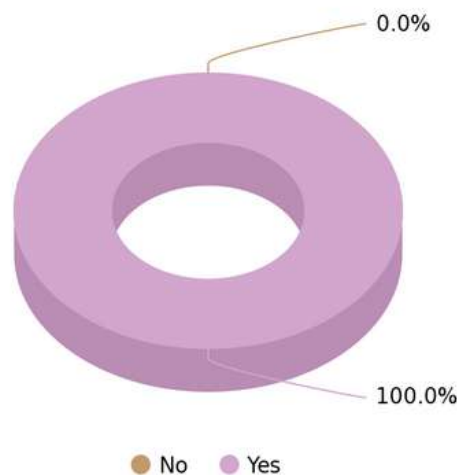


Chart 8: Usage of incinerator by the students



Most of the girl students (94%) stated that their toilet had an attached incinerator and they were using it to dispose of their sanitary napkins. However, a few of them (6%) were not using it.

Chart 9: Knowledge about using the incinerator



All the girl students were aware of the usage and benefits of the incinerator. When they were asked about it, they said that it caused less pollution while burning, it was helpful to remove the foul smell, and it was neat and safe to use.



“This new toilet that is built by HDB Financial Services has all sorts of basic amenities, especially how spacious it is. It also has an overhead tank to store water, good taps to provide running water, a good capacity incinerator for girls’ toilet, mugs and buckets, drums to store water, and proper ventilation. This was the toilet we were expecting for a very long time and we finally got it”.

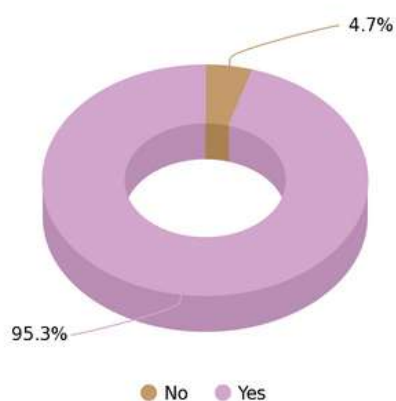
M. Malathi, Chemistry teacher- GHSS, Thoraiyur -Trichy

Chart 10: Comfort in the new toilet for changing the pads



According to the graph, the girl students were very comfortable using the new toilet for changing their pads. However, very few of them faced difficulties due to broken doors and poor lighting.

Chart 11: Status of open defecation practices



After the construction of the new toilet, the practice of open defecation had almost been brought to an end. It can be inferred from the above exhibit that, 95% of the students had stopped going out in the open areas, but 5% of them continued to do so, due to overcrowding during leisure time.



“The boys would go outside the school premises to buy snacks during recess and they would urinate in open spaces to save time. We had warned them several times, but they continue to do so.”

Syed Salim, Social science teacher , GHSS- Alakkudi-Tanjore

SCHOOL SANITATION BLOCK



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கிராமாலயா®
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ஆதரவுடன்



எச் டி பி

புறப்பள்ளியில்
சாவிசஸ்

தனியாகாங்கலம், இலாகா மேல்நிலைப்பள்ளி, மேலூர் இன்றியம், மதுரை மாவட்டம்.



மாணவர்கள்



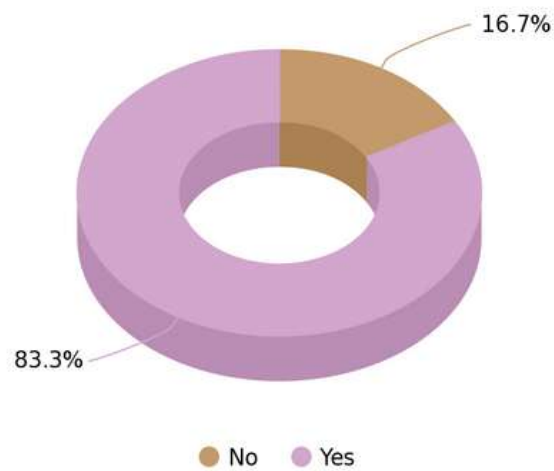
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செல்லும் போது காலில்
செருப்பு அணிந்து
செல்லவும்.

கூழ்ப்பாண்டத்தை
உபயோகித்த பின்
பூட்டி வைக்கவும்.

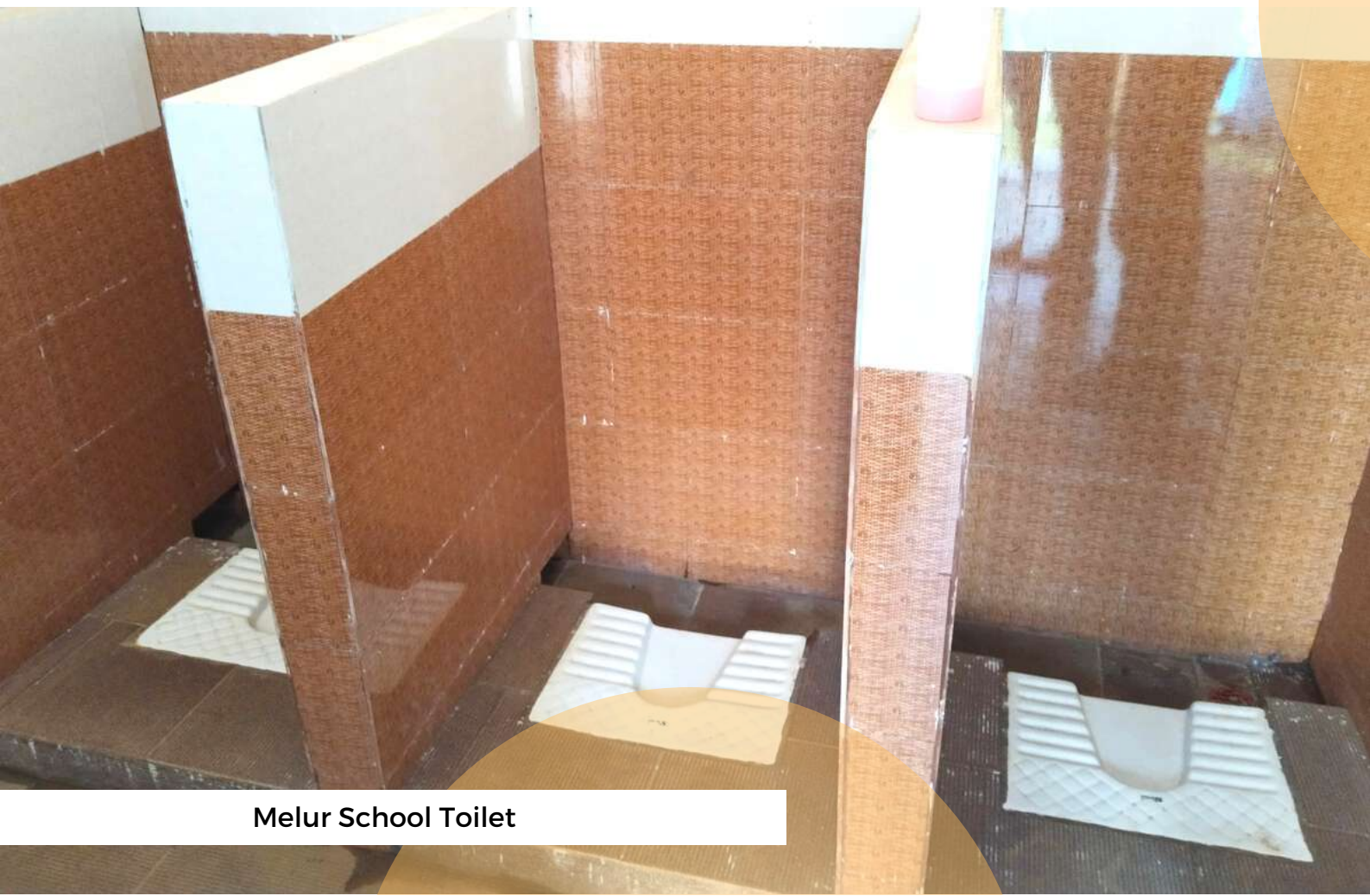


Melur School Sanitation Block

Chart 12: Attendance for the awareness workshop



The workshop on health and hygiene was greatly welcomed by the school staff and the students. The majority of the students (83.3%) had attended the workshop and reported to be benefitted from it, however, 16.7% of the students did not attend the workshop due to various reasons.



Melur School Toilet

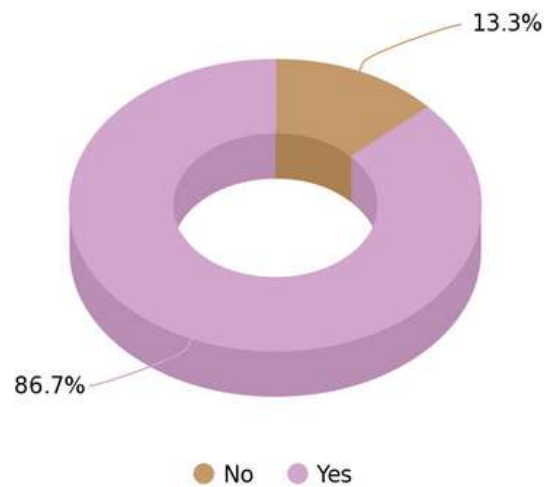
P.Kumaran, English Teacher, GMHSS,Machuvadi



“I am very happy to see the new toilet for the boys. It is neat, clean, and hygienic, which has helped in eliminating open defecation practices. The old toilet was in poor condition and required constant maintenance, which was a bit difficult to afford. This new toilet has a good running water supply, soaps for washing hands, good doors, and is quite spacious. The awareness session was an eye-opener for the boys and us as well. The boys have successfully learned to wash their hands properly after the toilet, how to avoid littering, and also learned to drink potable water. Our student intake and attendance have increased massively, just because of the new toilet. No student has fallen sick so far, but we would need an individual toilet for staff and some toiletry equipment.”



Chart 13: Attendance of the students in the nutrition workshop

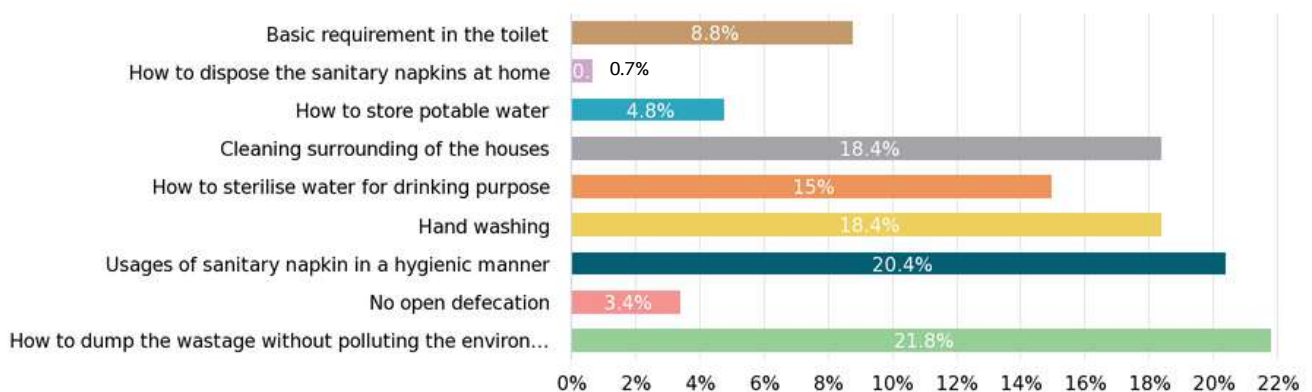


Nutrition workshops taught the students about the need for a balanced diet, natural well-being, and so on. These workshops were beneficial for many (86.7%) and helped them to lead a happy and healthy life. However, 13.3% of the students did not attend the workshop due to unknown reasons.



School Sanitation Block, Pudukottai School

Chart 14: Learnings from the awareness sessions



When the students were asked about the learnings from the awareness sessions, all of them regardless of their age and gender reported that they had a great and impactful learning experience. They also said that they were very excited to learn about all the new things. However, from the graph, we can see that some special sessions must be taken on various topics like:

- Disposal of sanitary napkins at home.
- About eliminating open defecation practices.
- Storage of portable water.



Overhead water tank arrangement, Melur School

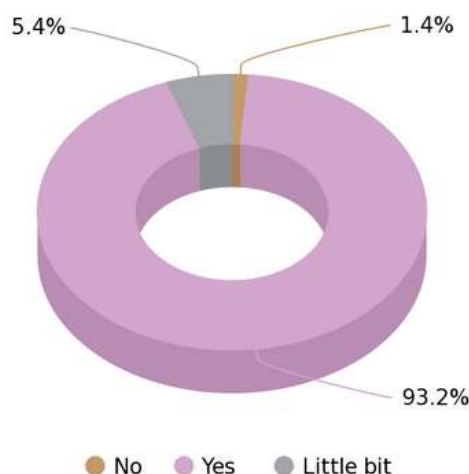
K.Vijayalakshmi, HM- GHSS,Poondi-Tanjore



"Previously, there was only one girls' toilet, which too was in poor condition. HDB Financial Services has built a neat and clean toilet for boys, which has helped them a lot, as previously they would go to open areas to relieve themselves. This new toilet has good running water, strong doors, mugs, and buckets, an overhead tank to store water, and sufficient space. Open defecation practices have completely stopped after this. Various awareness workshops on health and nutrition were conducted for students from classes 9 to 12th. It is from these workshops that the students learned to wash their hands properly, the girls learned to use sanitary pads appropriately, how to properly dump waste, and so on. Student enrolment has increased due to this toilet, attendance has increased, and students are now happier and healthier. In the future, we would need more additional toilets for boys and girls, an extra incinerator, and a sufficient quantity overhead tank."

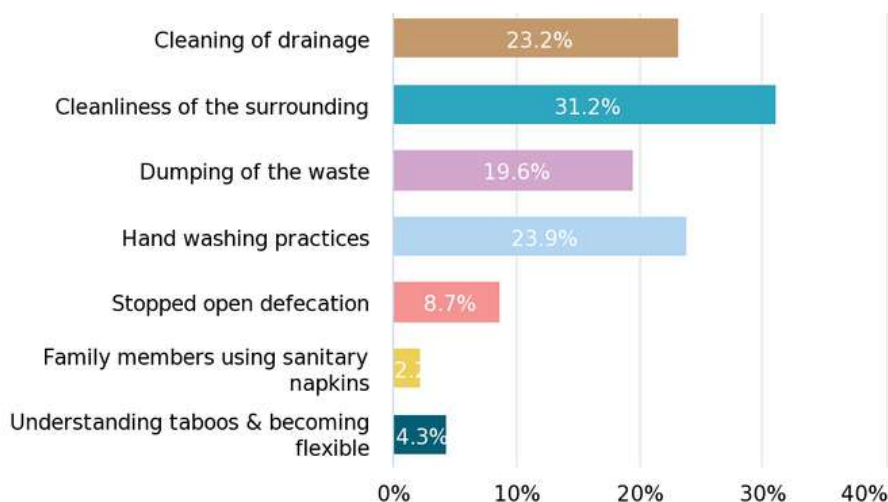


Chart 15: Conveying about the awareness session to their parents



The lessons learned from the awareness sessions were quite fruitful and interesting for the school students. They would ask to conduct the awareness workshops often, as it was beneficial for most of them. 93.2% of the students had conveyed to their parents the lessons that they had learned from the workshop, and the remaining did not.

Chart 16: Practices followed at home



The students conveyed the lessons that they learned to their parents and family, and it was reported that they understood and followed them. They even started to implement them in their everyday life like keeping the surroundings clean, keeping the drainage clean, and following proper handwashing practices. Still, some crucial things were yet to be followed like the usage of sanitary pads by the parents and moving beyond the menstrual taboos.



CHAPTER 4: OECD FRAMEWORK

RELEVANCE

RATING ● ● ● ● ●

In rural public schools of India, the scarcity of functional toilets for boys and girls, coupled with a lack of sanitary practices, poses a significant crisis. Moreover, the absence of proper facilities for girls during their menstrual periods leads to school absenteeism. In this context, the program implemented by HDB Financial Services, in collaboration with Gramalaya, in rural schools of Tamil Nadu, holds great relevance. While construction of toilet blocks is one of the primary goals, the program also prioritizes personal hygiene, household and environmental sanitation, and promoting hygienic behaviors, thus empowering students and instilling a sense of ownership and responsibility towards hygiene and sanitation.

COHERENCE

RATING ● ● ● ● ●

The project shows a robust alignment with the following Sustainable Development Goals (SDGs):

SDG-3 that aims to ensure good health and wellbeing for all.

SDG-5 that aims to achieve gender equality and empower all girls

SDG-6 that aims to ensure access to water and sanitation for all.

SDG-6, Target 6.1 that aims to achieve universal and equitable access to safe and affordable drinking water for all.

SDG-10 that aims to reduce inequalities.

It is also coherent with the goals of the Swachh Bharat Mission.



EFFECTIVENESS

RATING ● ● ● ● ●

The program's effectiveness in achieving its primary goals, as evidenced by the data, can be attributed to its multifaceted approach. By actively involving school children, the program has successfully addressed the long-standing issue of inadequate sanitation facilities through the construction of toilets along with instilling sanitary practices. Moreover, its dedicated focus on menstrual hygiene management has empowered girls and women by providing them with access to proper facilities and valuable education on menstrual health.

EFFICIENCY

RATING ● ● ● ● ●

The program has maximized resource utilization by effectively allocating resources to key activities such as toilet construction, menstrual hygiene management, and capacity building of students and the community. The program's streamlined implementation and targeted interventions have ensured optimal results while minimizing resource expenditure. Through efficient planning, coordination, and execution, the program has achieved its goals in a cost-effective manner, demonstrating its overall efficiency.

Index: 5 Points - Very High ; 4 Points - High ; 3 Points - Moderate ; 2 Points - Low ; 1 Point - Very Low

IMPACT

RATING



The program has had a significant impact on improving sanitation and hygiene practices in the target schools as well as the community. The provision of separate toilets for boys and girls has ensured privacy and created a safe and comfortable environment for students. This, in turn, has led to increased attendance and reduced the spread of diseases. Additionally, the program's focus on menstrual hygiene management has empowered girl students with knowledge and access to proper facilities, enabling them to attend classes regularly, even during their periods. Overall, these interventions have positively transformed the schools, enhancing the well-being, health, and educational experience of the students.

SUSTAINABILITY

RATING



The sustainability of the program is evident through key points. Firstly, the program has implemented infrastructure improvements, including the construction of toilets and installation of incinerators, ensuring the continued availability of necessary facilities. This contributes to long-term sustainability by providing essential resources for hygiene and sanitation practices. Secondly, behavior change modification has been achieved through comprehensive education and awareness campaigns, fostering lasting hygiene practices among students. Lastly, capacity building and training initiatives have equipped school staff and community members with the skills and knowledge needed to sustain and manage sanitation practices effectively.

Index: 5 Points - Very High ; 4 Points - High ; 3 Points - Moderate ; 2 Points - Low ; 1 Point - Very Low

CHAPTER 5: RECOMMENDATIONS

- The schools are highly satisfied with the new toilet constructed by HDB Financial Services. For long term sustainability, periodic monitoring visit can be undertaken to ensure the project has long lasting impact.
- There were a few suggestions made by the schools' headmasters and staff like adding an extra overhead tank in case of any power failure and to store water during water scarcity, spindle-type taps due to their long life, railing for the toilet ramps, and replacement of check valves.