INDIAN RAILWAY FINANCE CORPORATION



CSR PROJECT IMPACT ASSESSMENT

Sulabh International Social Service Organization

PROJECT: Construction of Toilet Complexes (U.P. & Karnataka)

JUNE 2023 - JUNE 2024

Prepared for:
Indian Railway Finance Corporation (IRFC)

Prepared by:
PHD Chamber of Commerce and Industry (PHDCCI)

ACKNOWLEDGMENT

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We acknowledge the cooperation of local authorities, beneficiary communities, and stakeholders at all six project locations: Pandeypur, Harishchandra Udyan, Chandua Sabji Mandi, and Durgakund in Varanasi; and Karnataka Institute of Medical Sciences (Hubballi) and Gadag Institute of Medical Sciences in Karnataka for their valuable contribution to this impact assessment study.

PHD Chamber of Commerce and Industry

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INDIAN RAILWAY FINANCE CORPORATION

PHDCCI

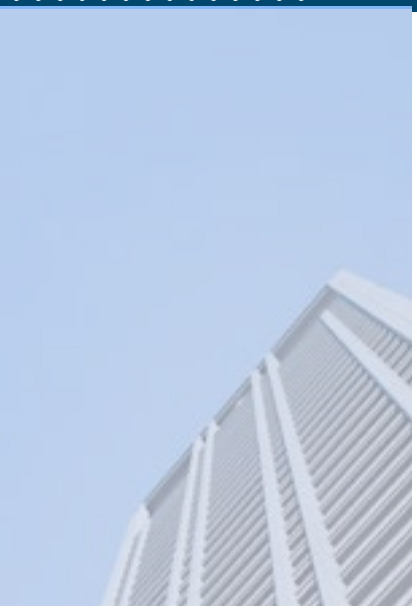


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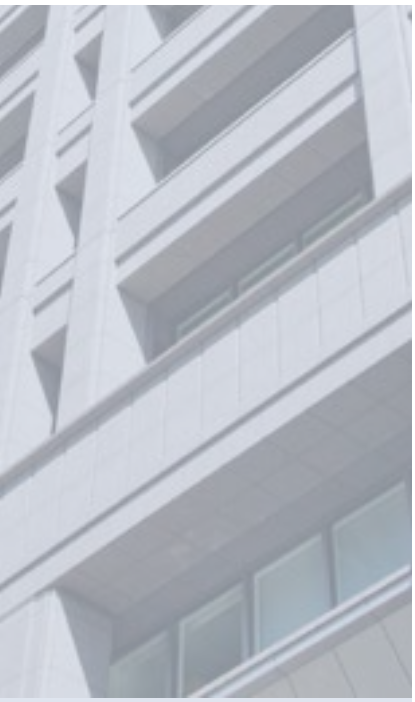
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ABBREVIATIONS

ABBREVIATIONS	FULL FORM
BPL	Below Poverty Line
CBCT	Cone Beam Computed Tomography
CSR	Corporate Social Responsibility
IRECS	Inclusiveness, Relevance, Expectation, Convergence, Service Delivery
IRFC	Indian Railway Finance Corporation
MOU	Memorandum of Understanding
PSE	Public Sector Enterprise
PSU	Public Sector Undertaking
SDG	Sustainable Development Goals
SOR	Schedule of Rates

ABOUT THIS REPORT

This report outlines the impact assessment of the CSR project undertaken by Indian Railway Finance Corporation (IRFC) through Sulabh International Social Service Organization for the Construction of Sulabh Toilet Complexes at Uttar Pradesh and Karnataka State for June 2023- June 2024.

The project involved construction of six toilet complexes across two states: four complexes in Varanasi, Uttar Pradesh (Pandeypur, Harishchandra Udyan, Chandua Sabji Mandi, and Durgakund) and two complexes in Karnataka (Karnataka Institute of Medical Sciences, Hubballi and Gadag Institute of Medical Sciences). The assessment evaluates the transformational impact on sanitation infrastructure, public health accessibility, community service delivery, and sustainable operational models.

All data collected and analysed within this report maintain a high standard of accuracy and transparency in impact measurement, assessment, and reporting processes for comprehensive CSR project evaluation.

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This report was produced under the supervision of PHD Chamber of Commerce and Industry (PHDCCI), one of India's premier trade and industry chambers, ensuring adherence to the highest standards of impact assessment methodology and regulatory compliance for CSR project evaluation.

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EXECUTIVE SUMMARY

This report presents the Impact Assessment of the CSR Project undertaken by Indian Railway Finance Corporation (IRFC) through Sulabh International Social Service Organization for the Construction of Sulabh Toilet Complexes at Uttar Pradesh and Karnataka State. IRFC has made contribution towards sanitation infrastructure development through the construction and establishment of modern toilet facilities, demonstrating its commitment to corporate social responsibility and community welfare.

PHDCCI Report Number: 2025-26/PHDCCI/S/W/IR-005
Date of Project Assessment: Site visits conducted on 18th August, 2025 (Karnataka) and 11th September, 2025 (Varanasi)
Date of the Report: 13th September, 2025

A.1 PROJECT BACKGROUND

FUNDED BY
IRFC

IMPLEMENTATION PARTNER
Sulabh International Social Service Organization

PROJECT DURATION
June 2023- June 2024

IRFC CONTRIBUTION
INR 1,57,15,341.80/-

PARAMETER	DETAILS
Project Category	Sanitation Infrastructure Development - Public Health Enhancement
Activity Undertaken	Construction of 6 toilet complexes with modern amenities and sustainable operations
Project Location	Uttar Pradesh: 4 complexes in Varanasi; Karnataka: 2 complexes at medical institutions
CSR Agreement Date	9th June, 2023
Construction Completion	2023-2024
Operational Since	2024
Service Pricing	₹5 per toilet use, ₹5 per bath (Urinals typically free)

A.2 KEY ACHIEVEMENTS

- Successfully constructed and operationalized 6 modern toilet complexes across strategic urban locations in Uttar Pradesh and Karnataka
- Established comprehensive staffing structure with 15 trained professionals for facility management, maintenance, and customer service
- Maintained high infrastructure reliability with 100% operational status across all sites, supported by regular maintenance protocols and technical support

A.3 IMPACT HIGHLIGHTS & INSIGHTS

SANITATION ACCESS INSIGHTS

INFRASTRUCTURE DEVELOPMENT	BENEFICIARY REACH	OPERATIONAL EXCELLENCE
• Modern toilet complexes with separate facilities for men, women, and differently-abled users operational since 2024 • Enhanced sanitation accessibility for urban communities, travelers, and vulnerable populations	• 1,600-2,100 total daily users served across 6 locations showing consistent utilization • Primary target groups include local residents, market vendors, hospital visitors, and general public	• Infrastructure reliability maintained with professional staffing and regular maintenance protocols • High stakeholder satisfaction across service parameters and operational efficiency

SOCIAL & ECONOMIC INSIGHTS

Daily user demographics ranging from 30-600 per site based on location type and community needs

Employment creation of 15 direct jobs with sustainable income generation for local communities

Revenue generation ranging from ₹3,000 to ₹40,000 monthly per site depending on footfall and operational hours

Affordable pricing structure (₹5 per use) making quality sanitation accessible compared to private alternatives

A.4 ALIGNMENT WITH SDG GOALS



A.5 KEY RECOMMENDATIONS

- Expand sanitation infrastructure CSR program to other urban centers with similar demographic profiles and sanitation needs
- Develop long-term partnership frameworks with municipal corporations for integrated sanitation planning
- Implement technology upgrades and digital payment systems to enhance user experience and operational efficiency
- Establish maintenance reserve funds for sustainable long-term operations and infrastructure upgrades



INTRODUCTION

Corporate Social Responsibility (CSR) has evolved from a voluntary philanthropic activity to a strategic imperative that drives sustainable business growth while addressing societal challenges. In India, the Companies Act, 2013 made CSR mandatory for eligible companies, requiring them to spend at least 2% of their average net profits of the preceding three years on CSR activities. This legislative framework has transformed the CSR landscape, making India one of the first countries to mandate corporate social spending through law.

The sanitation sector in India faces significant challenges, with inadequate public toilet infrastructure, limited access to clean and hygienic facilities, and high out-of-pocket expenditure affecting millions of citizens. This creates substantial burden on families and individuals, particularly those seeking basic sanitation facilities in urban areas. Public toilet complexes play a crucial role in India's sanitation ecosystem, serving not only local communities but also visitors, travelers, and vulnerable populations. These institutions often face resource constraints in establishing and maintaining quality sanitation infrastructure, limiting their service delivery capabilities. The integration of modern sanitation technologies and sustainable operational models represents a significant advancement in public health infrastructure.

B.1 THE EVOLUTION OF CSR REGULATIONS IN INDIA

The Companies (Corporate Social Responsibility Policy) Amendment Rules, 2022, further strengthened the CSR framework by introducing stringent impact assessment requirements. These amendments represent a significant step toward ensuring accountability and transparency in CSR implementation, mandating that companies with CSR budgets of INR 10 crore or more in any fiscal year, and all projects with outlays of INR 1 crore or more, must undertake comprehensive impact assessments by independent agencies.

Key Regulatory Requirements for CSR Impact Assessment:

- Companies with a CSR budget of INR 10 crore or more in any fiscal year and all projects with outlays of INR 1 crore or more must undertake an Impact Assessment by an independent agency.
- Impact Assessment must be conducted at least one year after programme implementation is complete.
- For multi-year programmes, Impact Assessment should be conducted after completion of the programme and a follow-up assessment after one year of programme completion.
- If programmes are renewed or scaled up after each financial year, separate Impact Assessments should be taken up every year.
- Impact assessment related expenditure may be booked as a CSR expense as long as it does not exceed 2% of the total CSR spending or INR 50 lakh, whichever is higher.
- The CSR impact assessment report will be annexed to the annual report on CSR.

B.2 ABOUT INDIAN RAILWAY FINANCE CORPORATION (IRFC)

Indian Railway Finance Corporation (IRFC) is a Navratna Public Sector Enterprise under administrative control of the Ministry of Railways, Government of India. The company was set up in December 1986 for mobilizing funds from domestic and overseas markets to meet the pre-dominant portion of Extra Budgetary Resources requirement of Indian Railways.

Since inception, IRFC has funded acquisition of 13,764 locomotives, 76,735 passenger coaches and 2,65,815 freight wagons. The focused approach to supporting the expansion and modernisation of Indian Railways keeps perfectly poised to make Indian Railways future-ready. The company has played a critical role in augmenting the annual plan outlay of Indian Railways by way of mobilizing funds from all across the financial spectrum forming part of EBR funding.

B.3 IRFC COMMITMENT TO CORPORATE SOCIAL RESPONSIBILITY

As part of its Corporate Social Responsibility and Sustainability Policy, IRFC strives to remain a responsible corporate entity aware of its responsibilities to all stakeholders. The corporation supports Sustainable Development programmes of the Government to save the mother earth and for healthy living of future generations of mankind. It contributes towards inclusive growth and equitable development in the society, through empowerment of the marginalized underprivileged sections.

IRFC's CSR Policy and its Initiatives:

As a responsible corporate citizen, IRFC has been committed to make Corporate Social Responsibility an important element of the working of the Company thereby addressing environmental, social and economic concerns of the society.

IRFC envisions supporting the cleanliness initiatives of the Government and promoting Sustainable Development, renewable energy, capacity building in collaboration with the Government and/or with other Public Sector Undertakings and/or with Government agencies, in a scalable manner and thereby set a foundation for a clean, green, educated and capable & bright India. IRFC's CSR policy has been framed in accordance with the Companies Act, 2013, CSR Rules, and Guidelines issued by Department of Public Enterprises (DPE). The policy encompasses activities listed in Schedule VII of the Companies Act, focusing on:



Healthcare and Sanitation:
Promoting healthcare access, safe drinking water, provision of toilets especially for girls, health and sanitation



Education and Capacity Building:
Enhancing educational opportunities and employment-enhancing vocational skills



Environmental Sustainability:
Contributing to Swachh Bharat Abhiyaan and Clean Ganga Fund, ecological balance, conservation, and environmental protection



Support to Marginalized Communities:
Addressing basic needs of deprived, underprivileged, neglected and weaker sections including SC, ST, OBCs, minorities, BPL families, old and aged, women/girl child, physically challenged persons



Infrastructure Development for Railway Ecosystem:
Projects peripheral to the activities of Indian Railways

B.4 IRFC'S CSR PROJECT IMPACT ASSESSMENT REPORT

Impact assessment is an important tool for accessing the consequences of possible and actual programs and presents relevant evidence on the positive and negative effects of CSR intervention. The evaluation of CSR initiatives enables organizations to embrace and catalyze organizational change, leading to significant performance improvement by incorporating best practices, emphasizing stakeholder focus, and leveraging external, value-added perspectives.

The impact assessment of CSR project funded by IRFC aims to comprehensively evaluate the effectiveness and long-term sustainability of their healthcare infrastructure initiatives and provide insights into their impact on the medical institutions and communities they serve. This study assesses various aspects, including project scope, objectives, equipment performance, patient benefits, healthcare service enhancement, and clinical outcomes.

CSR PROJECT - SULABH TOILET COMPLEXES CONSTRUCTION, UTTAR PRADESH & KARNATAKA

IRFC partnered with Sulabh International Social Service Organization, a premier non-profit organization with extensive experience in sanitation infrastructure development. This partnership exemplifies effective public-private collaboration in addressing sanitation infrastructure challenges within urban communities.

The Sulabh Toilet Complexes construction project represents IRFC's strategic investment in public sanitation infrastructure, addressing a critical gap in clean and accessible toilet facilities across high-footfall locations in Uttar Pradesh and Karnataka. This initiative demonstrates the corporation's commitment to meaningful CSR intervention that creates lasting impact while supporting India's sanitation infrastructure modernization.

The project emerged from a comprehensive needs assessment that identified the requirement for quality public sanitation facilities in strategic urban locations, serving local communities, travelers, and vulnerable populations in Varanasi and Karnataka regions.



SCOPE OF WORK

The main objective of the study is to evaluate the CSR Activity of Indian Railway Finance Corporation (IRFC), specifically focusing on the construction of Sulabh Toilet Complexes at Uttar Pradesh and Karnataka State through Sulabh International Social Service Organization for promoting sanitation infrastructure and public health accessibility. The study aims to evaluate the impact of the project on the beneficiaries and communities it serves.

Scope of work of the study includes the following:

- To study consistency of the project implementation
- To study the direct/ indirect impact of the project- achievement of the objective for which the project was sanctioned
- To study the financial outgo of the project
- Verification of relevant documents of the CSR project
- Understand Cost Effectiveness of the Project
- Analyse the feedback of the Target Beneficiaries
- Assess the Impact of the Project on the target beneficiaries and communities



METHODOLOGY OF THE STUDY

The main objective of the study is to evaluate the CSR Activity of Indian Railway Finance Corporation (IRFC), specifically focusing on the construction of Sulabh Toilet Complexes at Sridham Mayapur through Sulabh International Social Service Organization. The study aims to evaluate the impact of the project on the beneficiaries and communities it serves.

C.1 APPROACH FOR IMPACT ASSESSMENT

The Impact Assessment of IRFC CSR project was conducted through a systematic approach designed to evaluate the effectiveness, operational performance, and community impact of the Sulabh Toilet Complexes construction initiative. The assessment employed approach combining quantitative performance metrics with qualitative stakeholder feedback to provide a comprehensive understanding of the project's outcomes. The methodology included primary data collection through facility manager interviews and beneficiary surveys, secondary data analysis of operational utilization records and maintenance reports, and on-site technical verification to assess the infrastructure's contribution to enhance sanitation access and community health outcomes.

C.2 METHODOLOGY FOR IMPACT ASSESSMENT OF CSR PROJECT

The broad methodology adopted for the Impact Assessment of CSR Project, followed with IRECS Framework (Inclusiveness, Relevance, Expectation, Convergence, Service Delivery), is furnished below:



1. PRELIMINARY DATA/INFORMATION COLLECTION:

- Collection of preliminary data/information pertaining to CSR Project from Sulabh International Social Service Organization and IRFC.
- Evaluation of the available documentation to gain a comprehensive understanding of the project's background and technical specifications.
- Review of CSR MOU dated 9th June, 2023 & other project documents.

2. PHYSICAL VERIFICATION & STAKEHOLDER ENGAGEMENT:

- Conducted physical verification of toilet complex installations and operational status
- Engaging in interviews and discussions with key stakeholders
- Understanding the beneficiaries involved





3. INFRASTRUCTURE PERFORMANCE ASSESSMENT:

- Assessment of infrastructure conditions, functionality and maintenance
- Evaluated operational efficiency through utilization statistics, daily footfall, and maintenance records
- Assessed community health outcomes and sanitation access improvements using the enhanced toilet facilities

4. IMPACT ASSESSMENT:

- Conducted survey of beneficiaries by semi-structured questionnaire
- Identified and assessed impact of advanced toilet complex infrastructure on sanitation accessibility
- Evaluated short-term & long-term benefits generated by the facilities





5. REPORT PREPARATION AND SUBMISSION:

- Prepared comprehensive Impact Assessment report, capturing all findings, insights, and recommendations.
- Submitted the report to IRFC, highlighting the project's achievements, operational effectiveness, infrastructure efficiency, and potential areas of improvement for future sanitation infrastructure CSR initiatives.



ASSESSMENT OF CSR PROJECT

D.1 CSR PROJECT OVERVIEW

The project received an approved fund allocation from Indian Railway Finance Corporation (IRFC). The entire sanctioned amount was utilized for construction and establishment of six Sulabh Toilet Complexes across Uttar Pradesh and Karnataka states through Sulabh International Social Service Organization.

IRFC provided funding for the sanitation infrastructure aimed at enhancing public toilet accessibility and hygiene standards in high-footfall urban locations. The project encompassed comprehensive construction activities including civil works, plumbing installations, electrical systems, water supply arrangements, and establishment of sustainable operational frameworks. Sulabh International Social Service Organization undertook extensive coordination and implementation efforts to ensure seamless execution of the sanitation infrastructure development.

The project began with detailed site planning and design activities, followed by construction and installation spanning from 2023 to 2024. The toilet complexes were commissioned progressively and commenced full operational service thereafter.

D.2 OBJECTIVE AND EXPECTED OUTCOME OF THE PROJECT

The objective of CSR Project undertaken by IRFC through Sulabh International Social Service Organization:

- To enhance public sanitation infrastructure by constructing modern toilet complexes with separate facilities for men, women, and differently-abled individuals
- To improve community health outcomes through provision of clean, hygienic, and accessible sanitation facilities
- To provide sustainable sanitation services to urban communities, travelers, and vulnerable populations

EXPECTED OUTCOMES: The project aims to achieve positive community and operational impacts, including improved public health outcomes, enhanced sanitation accessibility, and strengthened position of urban areas in providing essential civic amenities through sustainable service delivery models.

D.3 ACTIVITIES AND IMPLEMENTATION

Following steps for implementation of Project:

D.3.1. PROJECT PLANNING AND INFRASTRUCTURE DEVELOPMENT:

The project involved construction of six toilet complexes across strategic locations in Uttar Pradesh and Karnataka. The construction included modern sanitation facilities with separate sections for different user groups, comprehensive water supply systems, electrical installations, and maintenance facilities.

Construction Specifications:

Location Coverage	4 complexes in Varanasi, UP and 2 complexes in Karnataka
Construction Period	2023-2024
Operational Since	2024
Service Categories	Men's facilities, Women's facilities, Differently-abled facilities

D.3.2. IINFRASTRUCTURE INSTALLATION AND COMMISSIONING:

Location	Area (sq.ft.)	Male Facilities	Female Facilities	Special Features	Water System	Inauguration
Pandeypur, Varanasi	730	2 Urinals, 2 Seats, 1 Bathroom	2 Seats, 1 Bathroom	Divyangjan facilities (Toilet + Bathroom)	Boring (24hrs)	28th Feb 2024
Harishchandra, Varanasi	480	2 Urinals, 2 Seats, 1 Bathroom	2 Seats, 1 Bathroom	Divyangjan facilities (Toilet + Bathroom)	Boring (24hrs)	Jul 2024
Chandua Sabji Mandi, Varanasi	640	2 Urinals, 2 Seats, 1 Bathroom	2 Seats, 1 Bathroom	Divyangjan facilities (Toilet + Bathroom)	Boring (24hrs)	1st Oct 2024
Durgakund, Varanasi	740	2 Urinals, 2 Seats, 1 Bathroom	2 Seats, 1 Bathroom	Divyangjan facilities (Toilet + Bathroom)	Boring (24hrs)	1st Oct 2024
KIMS Hospital, Karnataka	4x9m, H:2.6m	1 Indian, 1 Western, 1 Bathroom, 3 Urinals	2 Indian, 1 Western Toilet	Staff Room 2.5x3m	Bore well 450ft	2024
Gadag, Karnataka	4x9m, H:2.6m + 1m Parapet	1 Indian, 1 Western, 1 Bathroom, 3 Urinals	2 Indian, 1 Western Toilet	Staff Room 2.5x3m	Bore well 325ft	2024

Technical Specifications:

- Door materials: Stainless steel for washrooms, GI for main gates
- Lighting: Each site LED tube lights (2W), LED outdoor lights (30W)
- Ventilation: Each site Ceiling fans (60W), exhaust fans
- Signage: Glowing signage boards
- Infrastructure: UGD lines, multiple chambers, landscaping

D.3.3. OPERATIONAL SYSTEMS IMPLEMENTATION:

Location	Operating Hours	Daily Users (Approx)	Monthly Revenue	Staffing	Charges
Pandeypur, Varanasi	24 hours	400-600	₹25,000	Caretaker: 1 No. Cleaner: 2 Nos.	Toilet: ₹5, Bath: ₹5
Harishchandra, Varanasi	24 hours	500-600	₹30,000	Caretaker: 2 No. (one at Day & one at Night) Cleaner: 1 Nos.	Toilet: ₹5, Bath: ₹5
Chandua Sabji Mandi, Varanasi	24 hours	500-600	₹40,000	Caretaker: 2 No. (one at Day & one at Night) Cleaner: 1 Nos.	Toilet: ₹5, Bath: ₹5
Durgakund, Varanasi	4am-8pm (Closed Sat-Sun)	30-40	₹3,000	Caretaker: 1No. Cleaners: 1 Nos.	Toilet: ₹5, Bath: ₹5
KIMS Hospital, Karnataka	24 hours	125-150	₹12,000-18,000	Site In-charge: 1 No. Site Engineer: 1 No. Cleaner: 1 No.	Toilet: ₹5, Bath: ₹5
Gadag, Karnataka	24 hours	125-150	₹15,000-18,000	Maintenance Staff: 2 Nos. Cleaner: 1 No.	Toilet: ₹5, Bath: ₹5

D.3.4. OPERATIONAL SYSTEMS IMPLEMENTATION:

- Service Categories: General public, with special provisions for differently-abled users
- Pricing Structure: ₹5 per toilet use, ₹5 per bath (urinals typically free)
- Service Applications: Public sanitation, community health, urban hygiene improvement

D.4 OBSERVATIONS & ASSESSMENT OF COMPLETENESS OF PROJECT

The PHDCCI team visited the Sulabh Toilet Complexes on 8th August, 2025 (Karnataka) and 11th September, 2025 (Varanasi) and conducted comprehensive field assessment at the project site. The team thoroughly examined the construction quality, operational status, and community utilization patterns of the toilet facilities. Various project-related documents were reviewed including the CSR MOU dated 9th June, 2023, fund utilization certificates, construction completion reports, and operational performance records.

Site: Sulabh complex Chandua Sabji Mandi, Sigra, Varanasi (221010)



Site: Sulabh complex C.M.O. Office near Vijaya Mall, Durgakund, Varanasi (221005)



















Site: Sulabh Complex Harishchandra Udyan, Opp. Harishchandra p.g. college, Near Thana Kotwali, Maidagain, Varanasi (221001)













Site: Sulabh complex Pandeypur Under Fly Over, Pandeypur Chauraha, Varanasi (221002)









Site: Karnataka Institute of Medical Sciences, Vidyanagar, P.B Road, Hubballi, Karnataka, India, Pin Code-580021






















Gadag Institute of Medical Sciences, SH 6, Malasamudra, Gadag, Gadag District, Karnataka, 582103

























The following observations and completeness status of the project, based on the target objectives, are provided below:

S.No.	TARGET ACTIVITIES	STATUS	OBSERVATION & REMARKS
1.	Infrastructure Construction	Completed	• All 6 toilet complexes successfully constructed and operational across both states. • Modern facilities with separate sections for different user groups. • Quality construction with stainless steel fittings and proper ventilation systems
2.	Water Supply Systems	Completed	• Boring wells established at all sites. • 24-hour water availability at most locations. • Overhead tanks and sump tanks installed as per specifications.
3.	Electrical Installations	Completed	• LED lighting systems installed. • Proper electrical connections for fans and exhaust systems. • Outdoor lighting for night operations where applicable.
4.	Staff Deployment	Completed	• Proper staffing structure with caretakers, cleaners, and maintenance personnel. • Regular salary disbursement system established
5.	Operational Service Integration	Completed	• Daily operational schedules established. • User fee collection systems functional. • Maintenance registers maintained. • Customer feedback mechanisms in place
6.	IRFC Branding and Acknowledgment	Completed	• IRFC signage prominently displayed at all facilities. • CSR project documentation maintained.

D.5 COMPOSITION OF BENEFICIARIES

The toilet complexes have been benefitting local communities, travelers, visitors, and urban populations across both states. During the operational period since 2024, the following composition of beneficiaries has been observed:

BENEFICIARY DEMOGRAPHICS:



- **Local Communities**:
  Primary users including residents from surrounding areas
- **Travelers and Visitors**:
  People visiting markets, hospitals, and commercial areas
- **Vulnerable Populations**:
  Including elderly, women, and differently-abled individuals

GEOGRAPHIC COVERAGE:

- **Primary Catchment**: Varanasi metropolitan region and Karnataka urban centers
- **Service Area**: High-footfall commercial and institutional areas

UTILIZATION STATISTICS (SITE-WISE):

Parameter	Pandeypur, Varanasi	Harishchandra, Varanasi	Chandua Sabji Mandi, Varanasi	Durgakund, Varanasi	KIMS Hospital, Karnataka	Gadag, Karnataka
Peak Usage Hours	Early morning-evening	Early morning-evening	Early morning-evening	Early morning-evening	Hospital visiting hours	Hospital visiting hours
User Demographics	Mixed public	Mixed public	Market visitors	Mixed public	Hospital patients/ visitors	Hospital patients/ visitors
Cleaning Frequency	3 times daily	3 times daily	3 times daily	3 times daily	3 times daily	3 times daily

D.6 BENEFICIARIES INTERACTION

PHDCCI team conducted interactive sessions and structured interviews with various beneficiaries, including users of toilet facilities, facility managers, maintenance staff, and local community representatives.

The purpose was to gather comprehensive insights, assess infrastructure benefits realized, and obtain suggestions for service improvement. The interviews were designed to explore beneficiary experiences, assess sanitation access improvements, evaluate facility quality and cleanliness, and understand overall satisfaction levels.

BENEFICARY GROUPS:

- **Facility Users -** Local residents, travelers, and visitors utilizing the toilet complexes
- **Facility Managers -** Staff responsible for daily operations and customer service
- **Maintenance Personnel -** Cleaning staff and caretakers ensuring facility hygiene
- **Community Representatives -** Local stakeholders and area residents

D.7 BENEFICIARIES FEEDBACK (CASE STUDIES)

Facility Manager, Durgakund, Varanasi

"The toilet complex has significantly improved sanitation facilities in our area. We maintain high cleanliness standards and serve 400-600 people daily. The infrastructure is well-built and the revenue helps sustain operations effectively."

Maintenance Staff, Gadag, Karnataka

"We have been maintaining these facilities since inauguration. The construction quality is good and daily maintenance is manageable. We clean facilities three times daily to maintain hygiene standards."

Local Resident, Harishchandra, Varanasi

"These toilets are much cleaner than other public facilities. The ₹5 charge is reasonable and the facilities are well-maintained. Very helpful for our family and community."

Facility Manager, Karnataka KIMS Hospital

"The toilet complex serves both hospital visitors and staff. The facilities are modern and well-equipped. Revenue generation helps cover operational costs effectively."

Caretaker, Pandeypur, Varanasi

"We serve 400-600 people daily since inauguration. The facility is well-constructed and maintenance is manageable. Monthly revenue of ₹25,000 helps sustain operations. People appreciate the cleanliness and 24-hour availability. Urinals are usually free which helps the community."

Day Manager, Chandua, Varanasi

"Market location brings high footfall. We generate ₹40,000 monthly revenue. Early morning vegetable vendors are regular users. The facility serves the entire market community effectively."

D.8 SUMMARY OF BENEFICIARY SATISFACTION

PARAMETER	SATISFACTION LEVEL	FEEDBACK SUMMARY
Infrastructure Quality	High	Well-constructed facilities with modern amenities and proper ventilation
Cleanliness Standards	High	Regular cleaning maintained with staff ensuring hygiene protocols
Accessibility	High	Good location accessibility with provisions for differently-abled users
Service Pricing	High	Affordable pricing (₹5 per use) compared to private alternatives
Operating Hours	Good	Flexible timing with some 24-hour facilities, though varies by location
Staff Behavior	High	Courteous and helpful staff maintaining professional service standards
Overall Experience	High	Strong satisfaction from regular users and community members

Note: The satisfaction levels were determined through a comprehensive assessment approach combining multiple data sources:

- **High:** Strong positive feedback with measurable benefits (infrastructure quality, cleanliness, accessibility, pricing, staff behavior, overall experience)
- **Good:** Positive feedback with potential for enhancement (operating hours - some locations have restricted timings)

Assessment Sources:

- Direct interviews with facility managers and maintenance staff
- User feedback and community input
- Operational staff testimonials
- Infrastructure quality and maintenance documentation



ASSESSMENT OF IMPACT

The CSR project had a significant impact on the sanitation infrastructure and community health outcomes across Uttar Pradesh and Karnataka, as evident from the comprehensive assessment study. The project has directly enhanced public sanitation accessibility and improved hygiene standards for urban communities through the implementation of modern toilet complex infrastructure. The study highlighted several positive impacts across multiple dimensions including infrastructure development, community health improvement, economic sustainability, and social inclusion.

E.1 PROJECT IMPACT OVERVIEW

SANITATION INFRASTRUCTURE AND COMMUNITY IMPACT:

1600-2100 users across all 6 sites
Approx. Total Daily Beneficiaries

₹1,28,000 from all 6 sites
Monthly Revenue Generation

15 direct jobs (caretakers, cleaners, supervisors)
Employment Generation

100% operational status maintained
Operational Reliability

E.2 COMPREHENSIVE IMPACT ANALYSIS

QUALITATIVE IMPACT	QUANTITATIVE IMPACT
Toilet complexes with clean, accessible facilities for diverse users including differently-abled individuals across urban locations	Combined monthly revenue of ₹1,28,000 across operational sites demonstrates cost recovery rate, with highest performing site (Chandua Sabji Mandi) generating ₹40,000 monthly
Improved dignity & social inclusion for urban communities through provision well-maintained facilities for men, women & differently-abled users, reducing health risks & social barriers	Average daily utilization ranges from 30-600 users per site, demonstrating effective site selection and community needs alignment
Established professional management systems with regular maintenance schedules, 24-hour operations at key locations, and customer feedback mechanisms ensuring consistent service standards	Direct employment generation of 15 positions across all sites with average monthly salary of ₹11,000, contributing to local economy, representing increase in local sanitation sector employment
Proper waste management, water conservation through boring wells, energy-efficient lighting, and regular cleaning protocols (3 times daily)	Average monthly maintenance cost of ₹6,200 per site shows operational efficiency
Dedicated differently-abled facilities, affordable pricing (₹5 per use), free urinal access, ensuring equitable access across socio-economic groups	Serving 1600-2100 average daily users across all sites represents increase in quality public sanitation access in targeted urban areas

E.3 IRECS FRAMEWORK ALIGNMENT

The IRECS Framework provides a comprehensive evaluation methodology that ensures systematic assessment of CSR projects across five critical dimensions. This framework validates the holistic approach adopted in developing and implementing the toilet complex construction project, demonstrating alignment with international best practices for sustainable development initiatives.

The project demonstrates strong alignment with the IRECS Framework and we have evaluated the project's adherence to the following framework dimensions on a scale of 'Good', 'Acceptable' and 'Need Improvement'.

IRECS FRAMEWORK ASSESSMENT CRITERIA:

'Good' - Positive outcomes;

'Acceptable' - Minor gaps;

'Need Improvement' - Significant gaps

INCLUSIVENESS:

The project includes diverse beneficiary groups - local urban communities, travelers, market vendors, hospital visitors, and vulnerable populations including differently-abled individuals. The stakeholder engagement process appears well-established to identify sanitation infrastructure needs across different user categories and locations. Assessment: Good.

RELEVANCE:

The project has developed a structured process to identify relevant sanitation infrastructure needs for urban communities across high-footfall areas. The CSR intervention addresses authentic public health gaps and critical sanitation access limitations faced by communities requiring quality toilet facilities in strategic locations. Assessment: Good.



EXPECTATION:

The project has demonstrated strong alignment with stakeholder expectations regarding quality sanitation infrastructure services. Community members, facility users, and local stakeholders provided positive feedback with high satisfaction levels reported across operational and service parameters. Assessment: Good.

CONVERGENCE:

The project demonstrates effective convergence through formal partnership mechanisms with Sulabh International Social Service Organization operations and coordination with IRFC CSR objectives. The convergence mechanisms appear comprehensive with proper documentation and MOU framework established. Assessment: Good.

SERVICE DELIVERY:

The project has implemented robust service delivery mechanisms ensuring consistent quality standards with daily operations serving 1,800-2,400 users and comprehensive maintenance protocols. The systematic approach demonstrates strong adherence to service delivery framework with sustainable revenue generation and professional staff deployment. Assessment: Good.

E.4 SUMMARY OF IMPACT STUDY

IMPACT ASSESSMENT CRITERIA:

High - Significant measurable benefits affecting large number of beneficiaries

Medium - Moderate benefits with some scope limitations

Low - Limited benefits or scope

S.No.	PARAMETERS	BENEFICIARY VIEW POINT	IMPACT
HEALTH BENEFITS			
1.	Enhanced sanitation access for urban communities through modern toilet complexes with clean water supply and proper waste management	Yes	High *(Direct health improvement with measurable sanitation access enhancement)*
2.	Improved hygiene standards for women, children, and differently-abled users through dedicated facilities and professional maintenance	Yes	High *(Hygiene maintained at the facility)*
3.	Reduced disease transmission risk through proper sanitation infrastructure and regular cleaning protocols	Yes	High *(Significant health risk reduction)*

S.No.	PARAMETERS	BENEFICIARY VIEW POINT	IMPACT
4.	Professional development for maintenance staff through comprehensive facility management	Yes	Medium *(Limited to 15 staff members)*
SOCIAL BENEFITS			
5.	Enhanced quality of life for urban communities through accessible, affordable, and clean sanitation facilities	Yes	High *(Approx. 1600-2100 daily beneficiaries from 6 sites served across urban network)*
6.	Employment generation and skill development for local community members in facility management and maintenance sectors	Yes	High *(15 direct jobs created with sustainable income generation)*
7.	Social inclusion through dedicated facilities for differently-abled users and affordable pricing structure	Yes	High (Universal access ensured across all demographic groups)
ECONOMIC BENEFITS			
8.	Revenue generation capability supporting operational sustainability and community economic development	Yes	High *(₹1,28,000 monthly revenue generation across sites)*
9.	Cost-effective sanitation services with transparent pricing structure	Yes	High *(₹5 per use rates)*



CONCLUSION

The CSR project undertaken by Indian Railway Finance Corporation (IRFC) through Sulabh International Social Service Organization has successfully achieved its objectives and made a significant impact on sanitation infrastructure and community health outcomes across Uttar Pradesh and Karnataka. The project has demonstrated IRFC's commitment to corporate social responsibility by creating sustainable sanitation infrastructure development that continues to benefit urban communities, travelers, and vulnerable populations while maintaining operational excellence and financial viability.

Through the construction of six toilet complexes across strategic locations in Varanasi and Karnataka, including comprehensive infrastructure development, professional staff deployment, establishment of sustainable operational systems, and implementation of quality maintenance protocols, the project has transformed public sanitation accessibility for diverse communities.

Furthermore, the project has not only addressed immediate sanitation infrastructure needs but also fostered long-term sustainability through consistent revenue generation, professional staff capability development, establishment of operational excellence standards within urban sanitation network, and creation of replicable models for future sanitation infrastructure initiatives.

F.1 QUANTITATIVE IMPACT SUMMARY

IMPACT METRIC	ACHIEVEMENT	TARGET STATUS
Infrastructure Development	6 toilet complexes operational across	Target Met
Total Daily Beneficiaries Served	1,600-2,100 users consistently served	Sustained Service
Employment Generation	15 direct jobs created with sustainable income	Achieved
Revenue Sustainability	₹1,28,000 approx. monthly revenue generation	Cost-Effective
Operational Efficiency	100% operational status maintained	High Performance
Service Accessibility	24-hour operations at 67% of sites	Sustained Service
Community Satisfaction	High satisfaction across all service parameters	Satisfied

F.2 FUTURE RECOMMENDATIONS

- Expand sanitation infrastructure CSR program to other urban centers across different states after conducting comprehensive needs assessments to identify critical public toilet facility gaps.
- Develop long-term partnership agreements with municipal corporations and urban local bodies to ensure proper integration with city sanitation master plans and sustainable maintenance frameworks.
- Implement capacity building programs alongside infrastructure construction to ensure local communities are adequately trained in facility management, hygiene protocols, and revenue optimization strategies.
- Establish fund provisions for critical infrastructure repairs and technology upgrades to ensure uninterrupted service delivery and long-term sustainability of CSR-funded sanitation facilities.