



SOCIAL IMPACT ASSESSMENT OF CSR INITIATIVES OF GUJARAT GAS LIMITED

**SUPPLY OF GAS TO THE CREMATORIUMS
DURING 2021-2022**



Study conducted by : Gujarat Energy Research & Management Institute, Gandhinagar

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Preface

This report of Social Impact Assessment (SIA) is prepared by Gujarat Energy Research & Management Institute (GERMI) for Gujarat Gas Limited (GGL). GGL supported the crematoriums with gas supply across Gujarat and it was the need of the hour during COVID - 19 for cremation of deceased. The report has been prepared considering activities and details of the year 2021-2022.

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Executive Summary

COVID-19 has been a traumatizing experience for the humankind. It challenged us in all aspects of life, health, professions, services, commercial activities and so on. In response to the pandemic, the governments and healthcare systems have been forced to mobilize quickly, often with limited resources and in the face of rapidly changing circumstances. Medical supplies, including personal protective equipment (PPE), have been in short supply, making it difficult for healthcare workers to protect themselves and care for patients. The pandemic has also led to economic disruptions, with many businesses forced to close or reduce operations, resulting in job losses and financial difficulties for millions of people. Supply chains were disrupted, leading to shortages of essential goods and services, including food, medicine, and other basic necessities.

In the face of this crisis, Gujarat Gas Limited (GGL) through its' CSR initiative of 'Supply of gas to the crematoriums' in Gujarat, which was the need of the hour. Gas supply was done to 47 crematoriums by GGL, which has made an impact on many lives, especially during the most critical phase of the year 2021-2022. To understand the social impact of this intervention, GGL assigned a study to Gujarat Energy Research and Management Institute (GERMI), Gandhinagar. Some of the significant aspects, which have emerged from the study, indicate that the initiative has been positively impactful for the citizens. Especially it has been beneficial to the people in terms of 'finding an environment friendly option' of cremating their loved ones, when the existing services were not able to fulfil the rising demand of the time.

Over 14 crematoriums (30%) with Gas supply from GGL and 20 family members were interviewed using qualitative research tools. The analysis of data has helped in deriving at following research findings:

- 11 (78.57%) out of 14 crematoriums reported that the infrastructure was able to manage the load during the peak of COVID wave.
- All 14 caretakers of the crematoriums i.e. 100% confirmed that there was continuous and uninterrupted gas supply for cremation, which resulted in quick and easy cremation process.
- 13 out of 14 operators i.e. (92.85%) of gas kiln received training for operation and management of gas kiln through various agencies.
- All the crematorium caretakers knew that the gas supply is from GGL.
- Respondents (crematorium caretakers) have shared that 'use of gas for cremation has several advantages', such as; it takes less time in cremation, reduced chances of infection or spread, saves environment and creates less pollution. Additionally, there have been responses that 'use of gas' helps in saving electricity too.
- Out of 20 family members interviewed, 14 (70%) have said that 'using gas for cremation' was a better option especially in terms of 'saving environment'.

- Family members have shared that cremation through gas is preferred as it 'takes less time', 'environment friendly', 'less chances of infection spread', 'people have less time to attend funerals', 'wood is expensive' and 'gas is an environment friendly option for the new era'.
- The project has potential to change the belief system of community through providing cost effectiveness as well as environmental impact i.e. though prima facie it may seem during the present times that the cost of gas and wood used for cremation to be similar, but in long run if we consider the expected role of trees in nurturing life – then the cost of gas seems irrelevant.
- The most important impact the project have had is that it gave an opportunity for the family members to do the last ritual of their loved ones in an appropriate way without worrying about lack of facilities (general notion that was created among the population during Covid-19).
- Though not directly related to the 'gas supply', the crematorium workers have faced 'social isolation' from family and neighbours – as about seven respondents (50%) have expressed facing isolation because of the nature of their work during the COVID times. Similarly, the caretakers have had no facilities or access to mental health aspects, therefore six respondents (caretakers) (42.85%) have said that they have been able to 'manage own stress' and seven (50%) have shared that they were unable to manage the stress but had no option.
- At the face of pandemic, common facilities were being provided by the government and used by people from all social strata – without any prejudice.

The project 'Supply of gas to the crematoriums' has indeed made an impact in the lives of many people. The study clearly highlights that it has served people and has aided the government at a critical phase of pandemic. The CSR initiative of GGL has further facilitated the crematoriums, which were working over-time with less or no additional options.

CHAPTER I – Background

A. COVID-19: An Era of Emergency and Scarcity

COVID-19 has indeed been an era of emergency and scarcity, as the pandemic has created unprecedented challenges for individuals, societies, and economies around the world. The virus has spread rapidly and caused immense suffering, with millions of people getting infected and thousands of lives lost.

In response to the pandemic, the governments and healthcare systems have been forced to mobilize quickly, often with limited resources and in the face of rapidly changing circumstances. Medical supplies, including personal protective equipment (PPE), have been in short supply, making it difficult for healthcare workers to protect themselves and care for patients. The pandemic has also led to economic disruptions, with many businesses forced to close or reduce operations, resulting in job losses and financial difficulties for millions of people. Supply chains were disrupted, leading to shortages of essential goods and services, including food, medicine, and other basic necessities.

The COVID-19 pandemic has highlighted the importance of emergency preparedness and the need for robust and resilient healthcare and economic systems. It has also demonstrated the importance of working together and supporting one another in times of crisis.

B. Gujarat Gas Limited and Corporate Social Responsibility

Gujarat Gas Limited (GGL) is India's largest City Gas Distribution (CGD) Company in terms of sales volume operating in 44 districts in 6 states of the Country. The Company has a strong commitment to Corporate Social Responsibility (CSR). GGL makes significant contributions towards development of social infrastructure, economic, environmental and social upliftment of communities in and around the areas of operation. The CSR initiatives of GGL enhances its reputation, create a positive brand image, and build strong relationships with its stakeholders, including customers, employees, government, non-government organisation and local communities. This can help to improve communication, create partnerships, and foster collaboration, which can be beneficial for the long-term improved stakeholder relationships. It has established several objectives for its CSR activities such as education, health and safety, environment and community development. Brief about these interventions is given in *Annexure 1*.

C. GGL CSR Initiative: Gas supply to the Crematorium during COVID-19

GGL through its CSR initiative under Environment Sustainability, provides uninterrupted gas supply to crematoriums in its operational areas across Gujarat. The initiative supported the efforts of the government and local authorities in managing cremation during COVID-19.

Under the project in the FY 2021-22, GGL provided gas supply to the crematoriums in various districts of Gujarat. The gas supply was used to power the furnaces used for cremation, ensuring that the process was carried out smoothly and efficiently.

The project was particularly important during the COVID-19 pandemic, as the number of deaths increased sharply, putting pressure on crematoriums and leading to delays in the cremation process. By providing uninterrupted gas supply, GGL helped to ensure that the cremation process was carried out in a timely and dignified manner, reducing the risk of overcrowding and related health hazards owing to delay and overcrowding. The project was widely appreciated by the government and local authorities, as well as by the general public. It was seen as a proactive and socially responsible initiative by GGL, which demonstrated the company's commitment to supporting the community at large during the pandemic.



This CSR initiative by GGL helped to address a critical need and supported the well-being of community during a challenging time. During this period GGL had supplied gas to 47 crematoriums to the tune of more than Rs. 6.05 crore. For details, refer to Annexure 2.

D. CSR Initiative: Activities Undertaken

The uninterrupted gas supply provided by GGL to crematoriums across Gujarat during the COVID-19 pandemic had number of activities and outcomes. Here are some of the activities:

Gas Supply: GGL provided uninterrupted gas supply to the crematoriums in various cities in Gujarat to ensure that the cremation process was carried out smoothly and efficiently. The gas is supplied free of cost for the crematoriums.

Regular Monitoring: GGL monitored and ensured the gas supply round the clock to the crematoriums.

Co-ordination with Local Authorities: GGL co-ordinated with local authorities and crematorium officials to ensure that the gas supply was provided in a timely and efficient manner.

E. CSR Initiative: Outcomes

Smooth and Efficient Cremation Process: The uninterrupted gas supply helped to ensure that the cremation process was carried out smoothly and efficiently, reducing the risk of overcrowding and its related health hazards.

Reduced Delays: The gas supply provided by GGL helped to reduce delays in the cremation process, allowing families to bid a final goodbye to their loved ones in a timely and dignified manner.

Positive Impact on Local Communities: The initiative by GGL had a positive impact on the local communities, as it demonstrated the company's commitment to support the community during difficult time.

Improved Image and Reputation: The CSR initiative by GGL helped to improve the company's image and reputation, demonstrating its commitment to social responsibility and community welfare.

F. CSR Initiative: Role of Stakeholders Involved

The uninterrupted gas supply initiative of GGL involved several stakeholders, each with their own roles and responsibilities. Here are some of the stakeholders and their roles in the project:

GGL: As the primary stakeholder, GGL was responsible for providing uninterrupted gas supply to the crematoriums in Gujarat during the COVID-19 pandemic. The company also coordinated with local authorities and crematorium officials to ensure that the gas supply was provided in a timely and efficient manner.

Local Authorities: Local authorities, including municipal corporations and district administrations, played a critical role in identifying the crematoriums that required gas supply and coordinating with GGL to ensure that the gas supply was provided efficiently.

Crematorium Officials: Crematorium officials were responsible for monitoring the gas supply and the functioning of the furnaces to ensure that the cremation process was carried out smoothly without delays.

Families of the Deceased: The families of the deceased were the end-users of the uninterrupted gas supply project. They benefitted from the timely, efficient and smooth cremation process in a dignified manner.

Society at Large: The uninterrupted gas supply project of GGL had a positive impact on society at large, as it helped to address a critical need during the COVID-19 pandemic and demonstrated the company's commitment to social responsibility and community welfare.

G. Gujarat: Policy, Legal and Administrative Framework during COVID-19

During the COVID-19 pandemic, the Gujarat government implemented a multi-pronged strategy to control the spread of COVID-19 and provided relief to those affected by the pandemic. The policies, legal frameworks, and administrative measures implemented by the

government helped to mitigate the impact of the pandemic and limit the spread of the virus in the State. The government implemented several legal frameworks to enforce COVID-19 protocols and brought people to justice, especially those who violated them. The state government also implemented the Epidemic Diseases Act, 1897, and Disaster Management Act, 2005, and empowered the administration to take necessary measures to control the spread of the virus.

CHAPTER II - Social Impact Assessment Study

II. A – Details of the Study

1. Scope of the study

Gujarat Energy Research and Management Institute (GERMI) was hired by Gujarat Gas Limited (GGL) as an independent consultant for the Social Impact Assessment study to understand the impact of 'Gas supply to the crematoriums during financial year 2021-22'. The study included; secondary research, preparation of research tools, training of GERMI field staff, pre-testing of research tools, data entry, analysis and development of report.

The study intended to understand the following aspects:

1. Impact of the intervention
2. Relevance during pandemic
3. Possibilities to enhance services

2. Research Methodology

As the study involved multiple stakeholders spread over the State of Gujarat and was to be done within a stipulated time, it was decided to use 'qualitative research methodology' to understand impact of the intervention. It has helped in understanding concepts, strategies, plans, mechanisms, implementation process and experiences.

3. Sample for Study (stakeholders)

GGL has supplied gas to over 47 crematoriums during the financial year 2021-22. Out of which, 30% sample was selected (14 crematoriums) from all over Gujarat (Central Gujarat, North Gujarat, Saurashtra-Kachchh and South Gujarat) for the study using random sampling method. To make the study comprehensive and meaningful in terms of its social relevance, family members of those who were cremated in these crematoriums were also involved in the study. And a total of 20 family members from across Gujarat were interviewed for the study. The sample selection has been carefully done through detailed discussions with GGL, to have a clear representational population. The sample of study is as listed below:

Table No. 1: Sample selection for the study

Zone	Location	Crematoriums	No. of family members interviewed
North Gujarat	Gandhinagar	1	1
Central Gujarat	Nadiad	1	1
	Anand	1	2
Saurashtra-Kachchh	Rajkot	2	2
	Surendranagar	1	2
	Morbi	2	1
	Jamnagar	2	2
South Gujarat	Surat	1	2
	Bharuch	1	2
	Ankleshwar	1	2
	Vapi	1	3
	Total	14	20

4. Tools Development

GERMI has developed in-depth questionnaires for the research study considering involvement of crematorium caretakers as well as for the family members of the deceased. Thus, the questionnaires were developed to ensure the comprehensiveness of the study.

Preliminary meeting was conducted with GGL team to understand the study and its scope. Secondary study of documents provided by GGL and/or its implementing agency and online resources helped in understanding the intervention further. Apart from these measures, crematorium staff of Mukti Dham Gandhinagar was met to understand the functioning of crematorium, gas supply and their COVID experience. This method helped to great extent in forming key research questions about the gas supply by GGL and how it helped the society. Refer to Annexure 3 for the final questionnaires of caretakers of crematorium and family members and the guidelines for data collection.

One-day training was organized at GERMI's office in Gandhinagar on March 6, 2023 to train the team to conduct the interviews/survey. A team of 7 data collectors were trained through in-depth explanation about social impact assessment process and the tools developed (questionnaires). The training also helped data collectors in getting acquainted with the study, its objectives and the set of questions. Followed by the training, pre-testing of the questionnaire for crematorium caretaker was done at Muktidham, Gandhinagar. After that few changes were made to the questionnaire and it was also translated into Gujarati for easy use.



5. Data Collection

The data collection was done by GERMI team during March 13 to 18, 2023. The data collection team included social scientists, administrative officials and project management executives. Therefore, this was a unique experience that served as an eye-opener of the difficult times everyone has gone through.

The data collection has been a mixed experience for the team with supportive and non-supportive respondents. At few locations, the data collectors have been given sufficient time, once the objective is made clear and have given responses.

The team also found that at a few locations awareness about gas supply is satisfactory; however, at some places it was felt that some communication effort has to be taken to make crematorium caretakers aware about operating gas supply.



After the data collection, the duly filled questionnaires were analysed by the team. Refer to the following table for details of data collection visits:

Table No. 2: Data collection visits

Date of Visit	Name of crematorium	Location
06-03-2023	Muktidham	Gandhinagar All Team Members. <i>'Pilot study to field test the tools'</i>
Team A: Ms. Sandhya Radhakrishnan and Mr. Nilesh Patel		
13-03-2023	Mahemdabad Samshan Nirman Trust	Mahemdabad, Nadiad
14-03-2023	Kailash Dham	Petlad, Anand
15-03-2023	Shantivan Crematorium	Bharuch
16-03-2023	Shantidham Samshan Gruh	Ankleshwar
17-03-2023	Ashwani Kumar Smashan Gruh	Surat
18-03-2023	Muktidham	Vapi
Team B: Ms. Krupali Mehta and Mr. Vikram Barot		
14-03-2023	Mokshdham - Joravarnagar Smasan	Surendranagar
15-03-2023	Muktidham - Raiya Gam	Rajkot
15-03-2023	Ramnathpara Moksh Dham	Rajkot
16-03-2023	Shree Shantidham Charitable Trust Mokshdham	Morbi
16-03-2023	Sonapuri Charitable Trust Mokshdham	Morbi
16-03-2023	Hindu Moksh Mandir, Gandhinagar	Jamnagar
17-03-2023	Aadharsh Moksh Dham	Jamnagar

6. Limitations of the Study

GERMI undertook the social impact assessment study of 'Gas supply to the crematoriums during financial year 2021-22' vide work order GGL/GERMI/CSR/IA/2023/03 dated 16 January, 2023. GERMI has taken utmost care in conducting the social impact assessment study in its true sense i.e. "Social impact can be defined as the effect on people and communities that happens as a result of an action or inaction, an activity, project, programme or policy"¹.

¹<https://www.goodfinance.org.uk/latest/post/what-social-impact-and-how-do-i-measure-it#:~:text=Social%20impact%20can%20be%20defined,work%20with%20and%20buy%20from>

Even then, we have found certain limitations of the study, which are as follows:

1. **No Baseline Data:** As the situation of COVID was not a pre-assumed event, possibility of baseline survey was slim. Therefore, it lacked a baseline document to compare results and achievements in the assessment phase. Without baseline data, it is difficult to estimate and compare any changes – particularly what happens before and after the program has been implemented.
2. **No Proper Documentation:** The absence of proper documentation of implementation is also an impediment that affected the assessment.
3. **Time Constraint:** Due to paucity of time, all stakeholders could not be met to understand the impact in a holistic way.
4. **Lack of standardization:** There is no standard methodology for conducting SIAs, and different practitioners may use different methods and criteria for assessment, which can affect the consistency and comparability of results.
5. **Sensitive data:** Due to the sensitive nature of data, it had become difficult to ascertain records of actual beneficiaries.

II. B - Data Analysis

1. Relevance of the Intervention

The COVID-19 pandemic had posed serious questions on how to manage the bodies of those who died from the deadly virus. The WHO had alerted governments that the number of deaths may overwhelm the local capacity to handle dead bodies properly. As per the WHO's directive, people who have died with COVID-19 had to be buried or cremated. The GGLs' intervention of uninterrupted gas supply to the crematorium during COVID-19 was the need of the hour as a considerable number of fatalities occurred all over the country. In fact, the table below clearly shows that the no. of dead bodies coming to crematorium per day increased during COVID-19. It also shows the difference between the current and before COVID-19 figures.

Table No. 3: Deceased cremated by crematoriums

S/N	No. of bodies per day (range)	No. of crematoriums during COVID-19	No. of crematoriums before COVID-19	No. of crematoriums in present day
1	1 to 10	3	5	4
2	11 to 20	2	3	-
3	21 to 30	1	1	3
4	31 to 40	1	1	-
5	41 to 50	1	1	-
6	51 to 60	-	1	1
7	61 to 70	3	-	-
8	71 to 80	-	-	-
9	81 to 90	1	-	-
10	100 to 150	1	-	-
11	Not answered	1	2	4

Moreover, 11 (78.57%) crematoriums out of the 14 sample crematoriums visited reported that the infrastructure was able to manage the load during the peak of COVID wave. Barring few who mentioned that they had to build extra pyres for cremation during the peak. One of them even mentioned that due to fear of infection, workers refused to be on duty during difficult phase of COVID. The crematorium caretakers reported that the number of dead bodies from the surrounding villages was less; as majority of the dead bodies that came to the crematoriums were referred by the hospitals.

Table No. 4: Initiation of gas supply to the crematoriums

S/N	Year in which gas supply started	No. of kilns where Gas supply to the crematoriums were provided
1	2000	6
2	2006	6
3	2009	1
4	2010	1
5	2012	2
6	2017	1
7	2018	1
8	2020	2
9	2021	1
10	2022	1

As depicted in the table, it is seen that 10 (71%) out of 14 crematoriums visited had gas kilns since the year 2000. We can see gradual growth in the number of gas kilns being installed by the crematoriums. Some of them were started during peak of COVID-19 while few started the gas kiln in recent times. It was found that all of the crematorium caretakers knew the name of the gas supply agency/company i.e., Gujarat Gas Limited.

2. Effectiveness & Efficiency of the Intervention

India's crematoriums and burial grounds were working overtime to cope with the surging number of deaths from the country's escalating corona virus outbreak. Even our local media has been filled with grim reports of melting furnaces at crematoriums running non-stop and bodies piling up due to surging number of deaths. Workers at crematoriums across the country confirmed that COVID-19 deaths were climbing during the assessment period.

“Earlier 15 to 20 bodies were coming in a day and now around 80 to 100 dead bodies are coming daily,” said Kamlesh Sailor, the president of a trust operating a crematorium in Surat, a city in the industry-heavy western state of Gujarat. Even after the crematorium doubled capacity when India's first virus wave struck last year and started operating 24 hours a day, families still need to wait at least two to three hours to cremate the bodies of their relatives, he added. “We can't afford to have long queues of people at the crematorium, as that again

increases the risk of spreading infection,” Sailor said. “The situation is likely to worsen going ahead as hospitals across the city are filled to capacity.”²

In such times of crisis, it became very essential that our crematoriums are well equipped with the facilities to fight the deadly virus.

Table No. 5: Facilities available at crematoriums during assessment period

S/N	Facilities at the Crematorium during COVID-19	Yes	No
1	Gas for cremation	14	
2	Wood for cremation	13	
3	Electricity for cremation	2	
4	Sanitation	14	
5	PPE kits/masks for family members accompanying	13	
6	Collection/storage of ashes after cremation	14	
7	24/7 supply of gas	14	
8	24/7 supply of wood	12	
9	24/7 supply of electricity	1	
10	Cold storage facilities	5	10
11	Burial facilities	6	9
	Others: a. Riverside	2	
	Others: b. Mobile Van	1	

All the crematorium caretakers i.e. 100% confirmed that there was continuous and uninterrupted gas supply for cremation, which resulted in quick and easy cremation process. Wood was also much in demand even during COVID-19 and as Hindu tradition, several communities’ preferred wood cremation for last ritual. The facilities like sanitation, PPE kits, masks and collection of remains and ashes were available and carried out systematically. The crematorium voluntarily had chosen to send the ashes either to Haridwar or Rishikesh for immersing in the holy waters. **Most importantly, it was found from the study that there was 24x7 gas supply for cremation.** Similar was the case for wood availability.

Some of the special facilities provided during COVID-19 were: sanitisation tank to disinfect the relatives of the deceased (at 14 crematoriums), face shields (at 13 crematoriums), and complete PPE kit (13 crematoriums). There were two facilities/incidences of providing ‘ukalo’ - disinfectant decoction and food for crematorium staff during COVID.

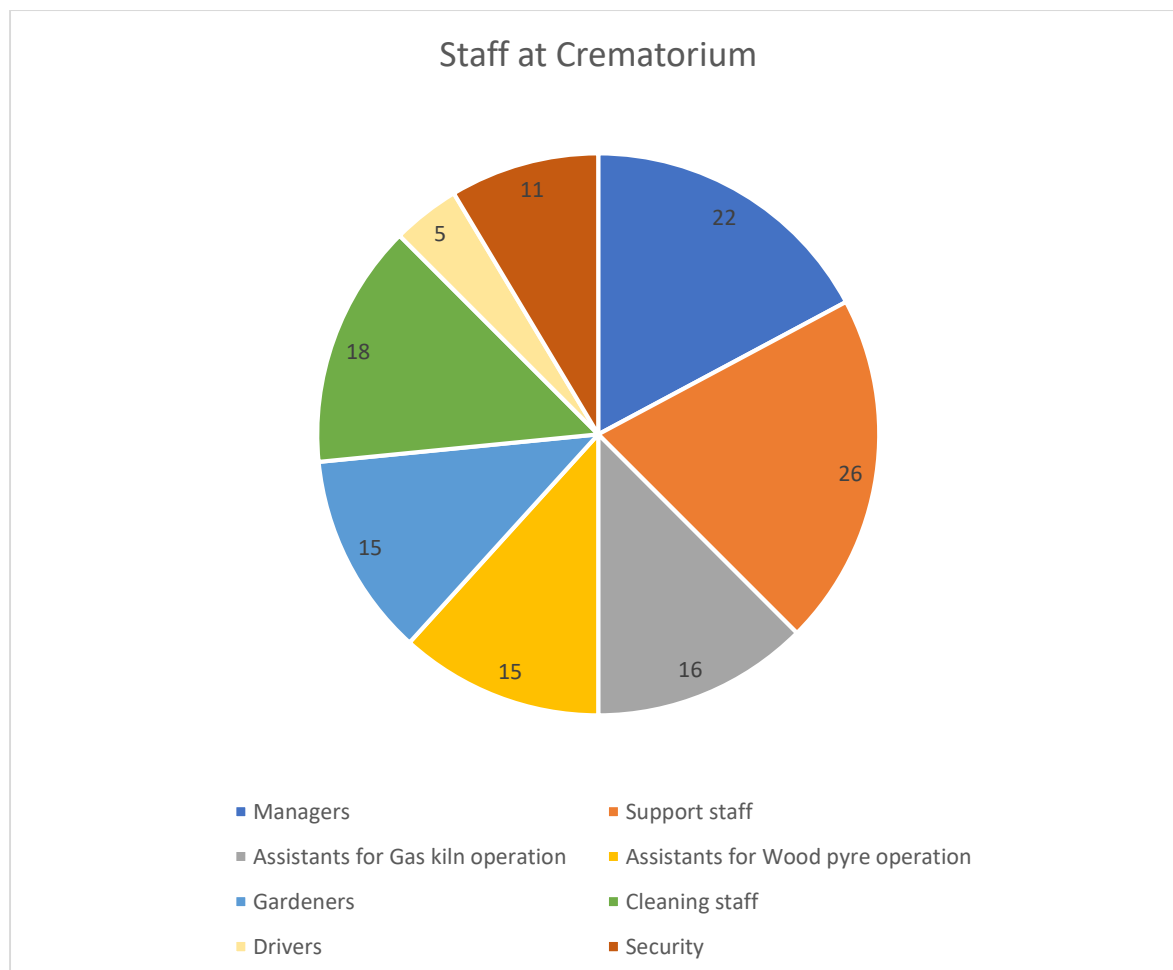
Most of the crematorium caretakers informed that the burning chambers had continuous gas supply for cremation during the peak of COVID-19 phase. Two of them had informed that there was minor break down; they apprised their problem to the concerned officials and it was addressed immediately. **13 out of 14 operators i.e. 92.85% of gas kiln received training for operation and management of gas kiln through various agencies.**

Unfortunately, most of the caretakers have not received any training to handle the deceased COVID patients.

²Source: The Print – article by Dhvani Pandya, Upmanyu Trivedi and Sudhi Ranjan Sen, dated 13th April 2021, 03:19 pm IST.

Amid rising cases and deaths in the country, crematoriums were inundated with bodies and following the workload, most crematoriums had increased the number of cremationist or helping hands i.e. increased the existing capacity to thrice. The need of additional human resources to deal with the challenging situation during the COVID-19 was also addressed. The following pie chart shows the number of staff engaged to manage the load during the peak of COVID:

Chart 1: Staff engaged to manage during COVID peak



3. Quality of the Intervention

In the backdrop of rising deaths all over the country owing to COVID-19, crematoriums were being overwhelmed with bodies and running round the clock. In Gujarat, many crematoriums in cities like Surat, Rajkot, Jamnagar and Ahmedabad were operating round the clock with three to four times more bodies than normal. The chimney of one electric furnace in Ahmedabad cracked and collapsed after being in constant use for up to 20 hours every day for two weeks. The iron frames inside another in Surat melted because there was no time to let the furnaces cool.³

³Source: News articles on internet

Caretakers informed that help came from many sides in time of distress – voluntary services, RSS staff members and community members from and around the villages came forward to share the burden of increased workload of the crematorium during COVID-19. These kinds of gestures made the crematorium infrastructure capable to manage the load during the peak of COVID wave.

Due to the upsurge of bodies at the crematorium, all the caretakers confirmed that they had to extend the cremation process to surrounding areas (either in the compound or in the river bed) to meet requirement. The caretakers regretfully informed that there were no benefits received even after being called ‘COVID Warriors’ or ‘Frontline Workers’.

Needless to say, all the caretakers confirmed that there was uninterrupted and continuous gas supply. All of them knew the agency that supplied gas. 13 out of 14 i.e. 92.85% mentioned that they had received training and that even during the peak of COVID wave, supply was uninterrupted.

This initiative by GGL is relevant and effective in several ways. Firstly, **it provided a critical resource to crematoriums, which were under pressure due to the increased demand for cremation services during the pandemic. The gas supply ensured that crematoriums operated efficiently without any disruption.** Secondly, **the initiative also helped to address the environmental concerns associated with cremation. The use of gas instead of traditional fuels such as wood helped reduce air pollution and carbon emissions associated with cremation.**

WOMEN IN NEW ROLE

The case of two women managers of Vapi crematorium is noteworthy. Quite different from the traditional belief of women not entering crematorium, two empowered women Ms. Rekha Khadam and Ms. Shruti Gupta are making history. During the pandemic they evolved a system wherein the hospitals could approach them through mobile phone (WhatsApp) for death registration. Even the family members could call them before going for the cremation. All the paper work for registration was digitally managed by them. The cleaners and the operators of this crematorium are provided proper uniforms. The crematorium is well equipped with a prayer room, appropriate space for ‘Besna’ and even facilitates the ‘Ashti Visarjan’ - immersing of ashes after 13 days.



CHAPTER III: Impact of The Intervention and Observations

III. A – Impacts of intervention

The 'Supply of gas to the crematoriums' project has been conceived and implemented by GGL as a service to the society, while people were grappling with losses of great extent. From the study it has emerged that supply of gas to the crematoriums has direct and indirect impacts on several aspects. It has certainly helped the crematoriums in managing the herculean task of cremating hundreds of bodies, managed to put risk of spreading the virus to minimum, and caused less environmental impact. Let us understand the direct and indirect impacts of intervention, both affirmative and learnings and also the social/environmental aspects of managing the crematorium; through data collected during the study.

Direct impact

- Clearly the study indicates that gas has helped in cremating the deceased in a more efficient manner – in terms of cost and time. As a result of the choices made during difficult times; it is observed that families are still opting for gas.
- Respondents have confirmed that 'gas supply was uninterrupted' and 2 'informed officials' to initiate maintenance and the same was addressed instantly.
- It is reflected from the study that skills of crematorium caretakers are built through 'training on operation and maintenance of gas based kiln' at 13 places.

Indirect impact

- Out of the 20 respondents (family members), 11 respondents i.e. 55% have expressed that they now have 'no qualms' if their family member has to be cremated through gas, especially if there is an emergency or pandemic.
- A new option of cremation has become widely used, instead of the traditional options.

Social impact

- The most important impact the project have had is that it gave an opportunity for the family members to do the last ritual of their loved ones in a culturally appropriate way without worrying about lack of facilities (general notion that was created among the population).
- Though not directly related to the 'gas supply', the crematorium workers have faced 'social isolation' from family and neighbours – as about seven respondents have expressed facing isolation because of the nature of their work especially during pandemic. Similarly, the caretakers have had no facilities or access to mental health aspects, therefore six respondents (caretakers) have said that they have been able to 'manage own stress' and seven have shared that they were unable to manage the stress, but had no option.
- At the face of pandemic, common facilities were being provided by the government and used by people from all social strata – without any prejudice.

Environmental impact

- Respondents (crematorium caretakers) have shared that ‘use of gas for cremation has several advantages’, such as; it takes less time in cremation, reduced chances of infection or spread, saves environment and creates less pollution. Additionally, there have been responses that ‘use of gas’ helps in saving electricity too.
- Out of 20 family members interviewed, 14 have said that ‘using gas for cremation’ was a better option especially in terms of ‘saving environment’.
- Family members have shared that cremation through gas is preferred as it ‘takes less time’, ‘environment friendly’, ‘less chances of infection spread’, ‘people have less time to attend funerals’, ‘wood is expensive’ and ‘gas is an environment friendly option for the new era’.
- The project has potential to change the belief system of community through providing cost effectiveness as well as environmental impact i.e. though prima facie it may seem cost of gas is higher than wood used for cremation, but in long run if we consider the expected role of trees in nurturing life – then the cost of gas seems irrelevant.

III. B – Key Suggestions to strengthen CSR initiatives

- ❖ **Role of Capacity Building:** Enhance role to build the capacity of crematorium staff so that they can perform in challenging times and mitigate the effects of disaster in future.
- ❖ **Increased Community Ownership:** This can be carried out through "Smruti Van cum Beautification" concept. A thought can be given to plant, for instance plant 10 trees and family members/crematorium caretakers could manage it. The trees can be given name of the deceased. After three years of maintaining a tree, the family members could be called and appreciated for their efforts in a formal get together of those who participated in such initiative. Along with increasing community ownership, such initiatives will also help environment conservation and ensure beautification of the areas in and around the crematorium.
- ❖ **Awareness Campaigns:** There is a need to undertake awareness campaigns across the Gujarat state to make gas cremation their first and ‘accepted’ choice. Designing and implementation of various promotional activities in collaboration with other agencies/institutes/NGOs who have done some background work in this direction.
- ❖ **Regular Monitoring System:** A ‘good’ and regular monitoring system determines whether the inputs in the project are well utilized; identifies problems facing the project and finding solutions; ensures all activities are carried out properly by the right people and in time and using lessons from one project experience to benefit another.
- ❖ **Role of Support:** Establish and strengthen the project management and documentation systems. It can assist to visualise, design and implement CSR activities. It can also build capacities to ensure that all the CSR activities are documented systematically, from start to finish.
- ❖ **Role of Research Partner in Future:** Collaborate with research and support service organisations for descriptive, longitudinal and experimental research projects like baseline studies, endline studies, rapid action studies, case studies, impact assessments studies etc.



A PLACE WORTH YOUR VISIT

The management of crematorium at Gandhinagar has set an example for others to follow. There is proper utilisation of space to keep the dead bodies in the entrance, sitting arrangement for family members, two gas chambers, enough pyres for wood cremation, beautification of crematorium through gardening, prayer room, library for students and domesticated birds for creating positive vibes; it has everything to appease the eyes and the mind. The caretakers also said that prior to COVID, the crematorium was visited by people to enjoy the greenery of the surroundings.



III. C - Conclusion

The project 'Supply of gas to the crematoriums' has indeed made an impact in the lives of many people. The study clearly highlights that it has served people and has aided the government at a critical phase of pandemic. The CSR initiative of GGL has further facilitated the crematoriums, which were working over-time with less or no additional options.

In times of public health crisis like wars, disasters and pandemics, the bodies of the dead should be treated with respect and dignity and uphold the right of bereaved families to know what happened to their loved ones. Moreover, the National Human Rights Commission released an advisory to the public, calling for a special law to uphold the dignity of the dead since there was multiple reports of improper burial of dead bodies.

Clearly, with the gas supply to the crematoriums in place, the state has provided services to its citizens, in the most critical times of their lifetime. And therefore, a strong aspect of social commitment from GGL has come to the forefront, which will only get strengthened, modified and amplified in the coming years.

Stakeholder's Voice

https://drive.google.com/file/d/1ApMxzFE5ys6AysV6rN9dma9F6VJ2sR7Y/view?usp=share_link

https://drive.google.com/file/d/13RZmAqpyO-vdIBKj49QENZlgmzHZqs7g/view?usp=share_link

https://drive.google.com/file/d/1Np18cryuMeONJRpec9fEjXuuPYMgitbO/view?usp=share_link

https://drive.google.com/file/d/1unl8bB3OLAox65Wqohhodkd3ph89Sn9f/view?usp=share_link

https://drive.google.com/file/d/1eI2uoZ1wv1K0Ap-4njHHEW9DBbV_Evuz/view?usp=share_link

ANNEXURE 1 – Interventions of GGL

Education: GGL aims to promote education and skill development in the communities it serves. The company has established several educational programs, including scholarships and vocational training, to help young people acquire the skills and knowledge they need to succeed in the workforce.

Health and Safety: GGL is committed to promoting the health and safety of its employees and the communities. The company has established several health and safety programs, contributed towards creating and improving existing health infrastructure, medical and health awareness campaigns, to improve the health and well-being.

Environment: GGL is committed to minimizing its impact on the environment and promoting sustainable development. To promote environmental sustainability, the company has established several programs, including tree planting and waste management initiatives.

Community Development: GGL aims to support the social and economic development of the communities. The company has mobilised several community development programs for infrastructure and entrepreneurship development that promotes economic and social growth.

Hence, GGL's CSR activities are an important part of its business strategy, helping to create a more sustainable and socially responsible business model. The company recognizes that its success is closely linked to the well-being of the communities and is committed to making significant positive contribution towards development of social infrastructure, economic, environmental and social upliftment.

ANNEXURE 2: Gas Supply by GGL and Costs during the FY 2021-22

S/N	Organization Name (Name of Crematorium)	Sum of Quantity	Sum of Assessable Value	Sum of VAT	Sum of Total (INR)
1	Chief Officer Umargam Nagarpalika	2	106	16	122
2	Lallubhai Trikambhai Kelvani Mandal	435	30717	4608	35324
3	Mox Mandir Trust Sindhunagar	2950	226122	33918	260041
4	Nadiad Kumnath Mahadev Skasan Khatu	65	5275	791	6066
5	Sarigam Gram Panchyat	674	60177	9027	69204
6	0006 Dy. Commissionar SMC	73	6448	967	7416
7	0006Kurushetra Smashan Bhumi Trust	150886	6692496	1003874	7696371
8	0006 Narayan Trust	179515	10065236	1509785	11575021
9	0006 Rotary Welfare Trust	10305	302816	45422	348238
10	0006 Shri Ramnathghela Samsan Trust	53544	2781711	417257	3198968
11	Atul Parnadi Muktidham Trust	10536	538943	80842	619785
12	Bilimora Nagar palika Bili Smashan Bhum	33741	1833734	275060	2108794
13	Chikhli Smashan Sanchalan Mandal	30084	1662076	249311	1911387
14	Dharampur Municipality	8921	378741	56811	435552
15	Executive Engr. C. P. Div-1	21248	1165592	174839	1340431
16	Gandevi Hindu Smanan Trust Fund	14441	861273	129191	990464
17	Gram Panchayat Solsumba	2692	109766	16465	126230
18	Kailash Dham	1038	73026	10954	83980
19	Kamalkant Chhotalal and Co. Sthapit Matr	58933	2979850	446978	3426828
20	Kasbapar Smashanbhumi Trust	16820	868382	130257	998639
21	Khambhati Seva Trust	5325	236671	35501	272172
22	Limbdi Sarvoday Seva Trust	140	3311	497	3807
23	Mahemdabad Samshan Nirman Trust	3832	199048	29857	228905
24	Mokshdham - Wadhwan	4086	204895	30734	235629
25	Muktidham Charitable Trust	47568	2076686	311503	2388189

S/N	Organization Name (Name of Crematorium)	Sum of Quantity	Sum of Assessable Value	Sum of VAT	Sum of Total (INR)
26	Navsari Smashanbhumi Agnisanskar Sahaya	76624	4084948	612742	4697690
27	Petlad Nagarpalika	1918	45565	6835	52400
28	RFCS-Swargprayan Dham (Crematorium)	15050	987529	148129	1135659
29	RMC Ramnathparar Crematorium	4441	238482	35772	274255
30	Sarvajanic Smashangruh – NAR	1820	89989	13498	103488
31	Shree Pardi Shmashan Gruh	8487	317456	47618	365075
32	Shree Samaj Sevak Mahavir Dal - Jamnagar	21779	1194138	179121	1373258
33	Shree Samast Hindu Smashaan Trust	6794	232613	34892	267505
34	Shree Shantidham Charitable Trust Vidhy	51951	2824272	423641	3247912
35	Shreee Sitaram Seva Trust	77345	3917866	587680	4505546
36	Shri Moksh Mandir Samitee Hindu Sarvaja	9262	521181	78177	599358
37	Sonapuri Charitable Trust	7021	316070	47410	363480
38	Thangadh Panjrapol Lions Club Mukthidham	7563	373189	55978	429168
39	The Hindu Smashan Vyavastha Mandal	60304	3386901	508035	3894936
40	Vaikunthdham Sevasamiti	615	34720	5208	39927
41	Vapi Nagarpalika Crematorium	9918	470369	70555	540925
42	GAYATRI MOKSHDHAM	345	30,658	4,599	35,257
43	HINDU SAMSHAN SAMITI JAM KANDORNA	413	32,229	4,834	37,063
44	KAILASH MUKTIDHAM	1	102	15	118
45	Madhaparvadi Sonapuri C.T.	13	1,167	175	1,342
46	Shree Lalpur Gram Panchayat	1808	1,60,491	24,074	1,84,565
47	SHRI SOMNATH MAHADEV TRUST	41	3,746	562	4,307
	Grand Total	1021367.229	5,26,26,779.69	78,94,016.95	6,05,20,796.65

ANNEXURE 3 – Research Tools (Questionnaires) and Guidelines for Survey

A-Questionnaire for crematorium caretakers

INFORMED CONSENT FORM

Please read this consent agreement carefully before agreeing to participate in this study. We request for your participation in the study on "*Social Impact Assessment of CSR projects of Gujarat Gas Limited*" as a participant with the details as below:

What will you do in this study?/Your Role

Upon your agreement to participate, we kindly ask you to participate in survey questionnaire attempting to understand the impact of project "**Gas Supply to the Crematoriums during Financial Year 2021 – 2022 i.e April 2021 to March 2022**". Please note that this process of interview would take around 45 to 60 minutes to complete.

Voluntary Withdrawal

Your participation in this study is completely voluntary. You may skip over any questions or you may withdraw from the study at any time without penalty. However, it is important to us that you answer as many questions as possible.

Confidentiality

The records of this study (field notes, photographs, audio and video recordings, if any) will be kept private and confidential. Research records will be stored securely and only researchers will have access to the records. The results of this reflection process may be published and only upon your request, your name will not be attached in any of the published documents. However, it is preferable to state your name as this would like to emulate the spirit of transparent global practice.

Further Information

If you have any questions, please contact GERMI.

Thank you very much for your time and participation. We highly appreciate your support for this process.

Statement of Consent:

The purpose and nature of this research have been sufficiently explained and I agree to participate in this study.

Respondent's Signature: _____

Date: _____

Note: Please verify whether the staff being interviewed served the crematorium during Covid-19. If the staff has changed/new/appointed after Covid-19, DO NOT INTERVIEW HIM/HER.

સજાગ સંમતિ પત્રક

આ અભ્યાસમાં સામેલ થવા પહેલાં આ સંમતિ પત્રક ધ્યાનપૂર્વક વાંચો. હું આપશ્રીને “ગુજરાત ગેસ લિમિટેડના સી.એસ.આર. પ્રોજેક્ટની સામાજિક અસરોના મૂલ્યાંકન” માં ભાગ લેવા માટે વિનંતી કરું છું. આ ઇન્ટરવ્યુ માં લગભગ ૪૫ મિનિટ થી ૧ કલાકનો સમય લાગી શકે છે. આ અભ્યાસની વિગતો નીચે મુજબ છે:

આ અભ્યાસમાં તમારી ભૂમિકા:

આ અભ્યાસ માટે તમારી સંમતિ આપ્યા બાદ, અમે તમને “નાણાકીય વર્ષ ૨૦૨૧-૨૨ દરમિયાન સ્મશાન ગૃહો/મુક્તિધામોમાં નિશુલ્ક ગેસ પુરવઠો” વિશેના સર્વે સંબંધિત પ્રશ્નો પૂછીશું.

સ્વૈચ્છિક ના પાડવી

આ અભ્યાસમાં આપશ્રીની ભાગીદારી સંપૂર્ણપણે સ્વૈચ્છિક છે. તમે આ અભ્યાસ દરમિયાન પૂછવામાં આવતા અમુક કે તમામ પ્રશ્નોના જવાબ આપવાનું ટાળી શકો છો અથવા તો જ્યારે પણ તમને અનુકૂળ ન લાગે ત્યારે, ઇન્ટરવ્યુ અધવચ્ચેથી પણ બંધ કરવાનું કહી શકો છો. જોકે, તમે શક્યતઃ તમામ પ્રશ્નોના જવાબો આપો તે અમારા માટે ખૂબ મહત્વપૂર્ણ છે.

ગોપનીયતા

આ અભ્યાસ દરમિયાન એકત્રિત કરવામાં આવતી તમામ માહિતી (સર્વે દરમિયાનની નોંધો અને ઓડિયો/વિડીયો રેકોર્ડિંગ) ગોપનીય અને અંગત રાખવામાં આવશે. આ અભ્યાસની માહિતી સુરક્ષિત જગ્યાએ સંગ્રહ કરવામાં આવશે અને ફક્ત સંશોધન કર્તાઓને જ તે માહિતી ઉપલબ્ધ કરાવવામાં આવશે. આ અભ્યાસના પરિણામો પ્રકાશિત કરવામાં આવી શકે છે, પરંતુ તમારું નામ કોઈપણ રીતે પ્રકાશિત કરવામાં આવશે નહિ. જોકે, અભ્યાસની પારદર્શિતાના વૈશ્વિક ધોરણો મુજબ, તમારું નામ જણાવવું ઇચ્છનીય છે.

વધારાની માહિતી

જો તમને આ અભ્યાસ સદર્ભે અન્ય કોઈ પ્રશ્નો હોય તો તમે GERMA નો સંપર્ક કરી શકો છો.

તમારા સમય અને ભાગીદારી માટે ખૂબ આભાર. આ પ્રક્રિયામાં તમારો સહકાર પ્રસંશનીય છે.

સંમતિ વાક્ય:

મને આ અભ્યાસનો હેતુ અને પ્રક્રિયા પર્યાપ્તપણે સમજાવવામાં આવી છે અને હું આ અભ્યાસમાં ભાગ લેવા માટે મારી સંમતિ આપું છું.

ઉત્તરદાતાની સહી: _____

તારીખ: _____

નોંધ: કૃપા કરીને, ઉત્તરદાતાએ કોવિડ-૧૯માં સેવા આપી હોય તે સુનિશ્ચિત કરો. જો, કર્મચારીની કોવિડ-૧૯ બાદ બદલી થઈ હોય/નવી ભરતી કરવામાં આવી હોય તો તેમનો ઇન્ટરવ્યુ લેવો નહિ.

Details of Respondent (ઉત્તરદાતાની વિગતો)

Name:	Age:
Gender:	Education:
Occupation/Designation:	Income:(Optional)
Marital status:	Religion:
Location/Address:	Contact:

For CARETAKERS OF CREMATORIUM (સ્મશાનગૃહ/મુક્તિધામની સંભાળ રાખનારાઓ માટે)

Section 1: Facilities (સુવિધાઓ)

1.1 What are the facilities the crematorium had during the covid-waves? [Please mention all the facilities/services that were introduced specifically to address the pandemic] Pleasetick/click what is relevant.(કોવિડ દરમિયાન સ્મશાન ગૃહમાં કઈ સુવિધાઓ હતી?

કૃપા કરીને તમામ સુવિધાઓ/સેવાઓનો ઉલ્લેખ કરો જે ખાસ કરીને રોગચાળાને ધ્યાનમાં લેતાં રજૂ કરવામાં આવી હતી મહેરબાની કરીને જેસંબંધિત છે તેને ટિક/ક્લિક કરો)

a. મૃતકના અગ્નિ સંસ્કાર માટે:

Gas(ગેસ)

Wood(લાકડું)

Electricity(વીજળી)

Others (અન્ય)

if yes please specify(જો હા તો કૃપા કરીને સ્પષ્ટ કરો).....

b. Sanitation facilities(સ્વચ્છતા સુવિધાઓ)

Yes /હા

No/ ના

c. PPE kits/masks for families if accompanying (જો સાથે હોય તો પરિવારો માટે PPE કિટ/માસ્ક)

Yes /હા

No/ ના

d. Collecting/storing of remains/ashes after cremation

(અગ્નિ સંસ્કાર પછી અવશેષો/અસ્થિ પધરાવવાની વ્યવસ્થા)

Yes /હા

No/ ના

e. 24/7 supply of gas/wood/electricity
(24/7 ગેસ/લાકડું/વીજળીનો પુરવઠો)

Yes /હા

No/ ના

f. Cold storage facility(કોલ્ડ સ્ટોરેજની સુવિધા)

Yes /હા

No/ ના

g. Burial facility(દફન કરવાની સુવિધા)

Yes /હા

No/ ના

h. any other, specify (અન્ય કોઈ, સ્પષ્ટ કરો) _____

1.2 How many staff was engaged to manage crematorium? Name the positions. (સ્મશાન ગૃહનું સંચાલન કરવા માટે કેટલો સ્ટાફ રોકાયેલ હતો? નામ જણાવો)

- a.
- b.
- c.
- d.
- e.

1.3. Can you tell us the [approximate] number of bodies cremated in a day during Covid-19?

(શું તમે અમને કોવિડ-19 દરમિયાન એક દિવસમાં અંતિમ સંસ્કાર કરાયેલા મૃતદેહોની [અંદાજિત] સંખ્યા કહી શકશો?)

a. No. of bodies through Gas(ગેસ દ્વારા અંતિમ-સંસ્કારની સંખ્યા): _____

b. No. of bodies through electric(ઇલેક્ટ્રીક દ્વારા અંતિમ-સંસ્કારની સંખ્યા): _____

c. No. of bodies through Wood(લાકડા દ્વારા અંતિમ-સંસ્કારની સંખ્યા): _____

d. No. of bodies buried(દફનાવવામાં આવેલા મૃતદેહોની સંખ્યા): _____

1.4. And before Covid-19, what was the actual load of bodies being cremated in a day?(કોવિડ -19

પહેલા, એક દિવસમાં અંતિમ સંસ્કાર કરવામાં આવતા મૃતદેહોની [અંદાજિત] સંખ્યા કહી શકશો?)

a. No. of bodies through Gas (ગેસ દ્વારા અંતિમ-સંસ્કારની સંખ્યા): _____

b. No. of bodies through electric (ઇલેક્ટ્રીક દ્વારા અંતિમ-સંસ્કારની સંખ્યા): _____

c. No. of bodies through Wood (લાકડા દ્વારા અંતિમ-સંસ્કારની સંખ્યા): _____

d. No. of bodies buried (દફનાવવામાં આવેલા મૃતદેહોની સંખ્યા): _____

1.5. Kindly also tell us the current number of bodies being cremated in a day? (કૃપા કરીને અમને એ પણ જણાવોકે વર્તમાનમાં એક દિવસમાં કેટલા મૃત દેહોના અંતિમ સંસ્કાર કરવામાં આવે છે)

a. No. of bodies through Gas (ગેસ દ્વારા અંતિમ-સંસ્કારની સંખ્યા): _____

b. No. of bodies through electric (ઇલેક્ટ્રિક દ્વારા અંતિમ-સંસ્કારની સંખ્યા): _____

c. No. of bodies through Wood (લાકડા દ્વારા અંતિમ-સંસ્કારની સંખ્યા): _____

d. No. of bodies buried (દફનાવવામાં આવેલા મૃતદેહોની સંખ્યા): _____

1.6. Do you agree that the work load increased during Covid-19?

(શું તમે સહમત છોકે કોવિડ-19 દરમિયાન કામનું ભારણ વધ્યું હતું?)

a. yes(હા) b. no (ના) c. don't know (ખબર નથી)

If yes, were there any helpers or volunteers /NGOs help during that phase? (જો હા, તો શું તે તબક્કા દરમિયાન કોઈ મદદગારો અથવા સ્વયંસેવકો/એનજીઓની મદદ હતી?)

How many helpers/volunteers? (કેટલા મદદ ગારો/સ્વયં સેવકો) _____

For how many days? (કેટલા દિવસો માટે) _____

1.7. Can you name some facilities specially provided during Covid like

(શું તમે કોવિડ દરમિયાન વિશેષ રીતે પૂરી પાડવામાં આવેલ કેટલીક સુવિધાઓનું નામ આપી શકો છો)

a. PPE kit (PPE કીટ)

b. Sanitization spray tank to disinfect the relatives of the deceased (મૃતકના સંબંધીઓને જંતુ મુક્ત કરવા માટે સેનિટાઇઝેશન સ્પ્રે)

c. Masks/Shields(માસ્ક/શીલ્ડ)

d. Others અન્ય

if, yes specify (અન્ય જો, હા સ્પષ્ટ કરો)

1.8. Was the crematorium infrastructure able to manage the load during the peak of covid wave?

(શું સ્મશાન ગૃહનું ઇન્ફ્રાસ્ટ્રક્ચર કોવિડના નિર્ણાયક તબક્કા દરમિયાન વર્કલોડ (કાર્યબોજ) નું સંચાલન કરવામાં સક્ષમ હતું?)

a. yes(હા) b. no (ના) c. don't know (ખબર નથી)

If no, what were the gaps/difficulties/challenges according to you? (જો ના હોય, તો તમારા મતે મુશ્કેલીઓ/પડકારો શું હતા?)

1.9. What is the average percentage of deceased covered by your crematorium? – for instance (તમારા સ્મશાન ગૃહ દ્વારા આવરી લેવામાં આવેલ મૃતકોની સરેરાશ ટકાવારી કેટલી છે? – દાખલા તરીકે)

a. From surrounding villages (આસપાસના ગામડાઓમાંથી) %

b. referred by hospitals (હોસ્પિટલો દ્વારા સંદર્ભિત) %

c. any other source, specify (કોઈપણ અન્યસ્ત્રોત, સ્પષ્ટકરો).....

1.10. Did you have to extend the cremation process to surrounding areas of the crematorium to meet the requirement? (શું તમારે અગ્નિ સંસ્કારની જરૂરિયાત પૂરી કરવા માટે સ્મશાન ગૃહની આસપાસના વિસ્તારોને આવરી લેવાની જરૂર પડી હતી?)

a. yes (હા) b. no (ના)

If yes, please tell us details (જો હા, તો કૃપા કરીને અમને વિગતો જણાવો)

1.11 Crematorium workers were called the 'Covid warriors and frontline workers' – what all benefits/facilities you have received in connection? (સ્મશાન ગૃહના કામદારોને 'કોવિડ વોરિયર્સ અને ફ્રન્ટલાઈન વર્કર્સ' તરીકે ઓળખવામાં આવતા હતા-આ સંબંધમાં તમને કયા લાભો/સુવિધાઓ પ્રાપ્ત થઈ છે?)

1.12 Did the burning chamber lack supply or broken down during that phase? If yes, what was done later? Like informing officials, getting a visit of maintenance team etc. (શું તે તબક્કા દરમિયાન બર્નિંગ ચેમ્બરમાં પુરવઠાનો અભાવ હતો અથવા તૂટી ગયો હતો? જો હા, તો પછી શું કરવામાં આવ્યું? જેમ કે અધિકારીઓને જાણ કરવી, જાળવણી ટીમની મુલાકાત લેવી વગેરે.)

1.13 Did you receive any training to handle the deceased covid patients? (શું તમે મૃત કોવિડ દર્દીઓને હેન્ડલ કરવા માટે કોઈ તાલીમ પ્રાપ્ત કરી છે?)

a. yes (હા) b. no (ના)

If yes, please tell us the details of the training program (જો હા, તો કૃપા કરીને અમને તાલીમ કાર્યક્રમની વિગતો જણાવો)

Section 2: Use of Gas for cremation (અગ્નિ સંસ્કાર માટે ગેસનો ઉપયોગ)

2.1 From which year the crematorium has gas supply? If earlier it didn't have, was it started during the Covid time? (કયા વર્ષથી સ્મશાન-ગૃહમાં ગેસ સંચાલિત ભણા છે? જો અગાઉ તે નહતું, તો શું તે કોવિડ સમય દરમિયાન શરૂ થયું હતું?)

2.2. Do you know who supplied gas services for cremation during Covid-19? (શું તમે જાણો છો કોવિડ-19 દરમિયાન અંતિમ સંસ્કાર માટે ગેસ સેવાઓ કોણે પૂરી પાડી હતી?)

a. yes (હા) b. no (ના)

If yes, please name the agency(જોહા, તો મહેરબાની કરીને એજન્સીનું નામ જણાવો)

2.3. Did you receive any training for operating and managing gas operated kiln? (શું તમે ગેસ સંચાલિત ભણાના સંચાલન અને જાળવણી માટે કોઈ તાલીમ પ્રાપ્ત કરી છે?)

a. yes (હા) b. no (ના)

If yes, please give details (જો હા, તો કૃપા કરીને વિગત આપો) _____

2.4. Did the crematorium had uninterrupted supply of gas for cremation during Covid-19? (શું કોવિડ-19 દરમિયાન સ્મશાન-ગૃહમાં અગ્નિસંસ્કાર માટે ગેસનો અવિરત પુરવઠો હતો?)

a. yes (હા) b. no (ના) c. don't know (ખબર નથી)

2.5. How did gas cremation helped during Covid period? (કોવિડ સમય ગાળા દરમિયાન ગેસથી અંતિમ સંસ્કારમાં કેવી રીતે મદદ મળી?)

- a. It took less time (તેમાં સમય ઓછો લાગ્યો)
b. Reduced chances of infection (ચેપની શક્યતાઓ ઓછી થઈ)
c. Saves environment and less pollution (પ્રદૂષણ ઓછું અને પર્યાવરણ બચાવે છે)
d. Any others, please specify (અન્ય, કૃપા કરીને સ્પષ્ટ કરો)

2.6. How much resources are required to cremate a body and how much time it takes? (અગ્નિ સંસ્કાર માટે કેટલા સંસાધનોની જરૂર પડે છે અને કેટલો સમય લાગે છે?)

	Units (એકમ)	approximate cost Rs. (અંદાજિત કિંમત રૂ)	Min/hours (મિનિટ/કલાક)
Gas (ગેસ)			
Wood (લાકડું)			
Electricity (વીજળી)			

2.7 Was there any difference of opinion regarding gas and electric cremation from the deceased's' family member during Covid-19 ? (શું કોવિડ-19 દરમિયાન મૃતકના પરિવારના સભ્યમાંથી ગેસ અને ઇલેક્ટ્રિક અગ્નિસંસ્કાર અંગે કોઈ મતભેદ હતો?)

a. yes (હા) b. no (ના) c. don't know (ખબર નથી)

If yes, can you mention some common issues (જો હા, તો શું તમે કેટલીક સામાન્ય સમસ્યાઓનો ઉલ્લેખ કરી શકો છો. . .)

a. b. c.

2.8 What are your suggestions to improve or handle such situations, if it may occur in the coming years? (ભવિષ્યમાં આવી પરિસ્થિતિ આવે તો તેને સંભાળવા માટે તમારા શુસૂચનો છે?)

Section 3: Social Isolation [Optional] (સામાજિક અલગતા [વૈકલ્પિક])

3.1 Were you physically isolated by your family members? (શું તમે તમારા પરિવારના સભ્યોથી અલગ હતા?)

a. yes (હા) b. no (ના)

3.2 Did your family members then find it difficult to mingle with you, because you were handling covid related cases? (ત્યારે શું તમારા પરિવારના સભ્યોને તમારી સાથે મળવું મુશ્કેલ લાગ્યું, કારણ કે તમે કોવિડ સંબંધિત કેસ સંભાળતા હતા?)

a. yes(હા) b. no (ના)

3.3 Were you pressurised by your neighbours to be isolated? (શું તમારા પડોશીઓદ્વારા રાત મને અલગ રહેવા માટે દબાણ કરવામાં આવ્યું હતું?)

a. yes (હા) b. no (ના)

3.4 Were you able to handle the mental stress and tension after the work hours?(શું તમે કોવિડ દરમિયાન કામના કલાકો પછી માનસિક તણ અને ટેન્શનને હેન્ડલ કરવામાં સક્ષમ હતા?)

a. yes(હા) b. no (ના)

3.5 Were you infected due to the handling of deceased? (શું તમને મૃત દેહના હેન્ડલિંગને કારણે ચેપ લાગ્યો હતો?)

a. yes (હા) b. no (ના)

B-Questionnaire for family members

INFORMED CONSENT FORM

Please read this consent agreement carefully before agreeing to participate in this study. We request for your participation in the study on "*Social Impact Assessment of CSR projects of Gujarat Gas Limited*" as a participant with the details as below:

What will you do in this study? /Your Role

Upon your agreement to participate, we kindly ask you to participate in survey questionnaire attempting to understand the impact of project "Gas Supply to Crematoriums during Financial Year 2021 – 2022 i.e April 2021 to March 2022". Please note that this process of interview would take around 45 to 60 minutes to complete.

Voluntary Withdrawal

Your participation in this study is completely voluntary. You may skip over any questions or you may withdraw from the study at any time without penalty. However, it is important to us that you answer as many questions as possible.

Confidentiality

The records of this study (field notes, photographs, audio and video recordings, if any) will be kept private and confidential. Research records will be stored securely and only researchers will have access to the records. The results of this reflection process may be published and only upon your request, your name will not be attached in any of the published documents. However, it is preferable to state your name as this would like to emulate the spirit of transparent global practice.

Further Information

If you have any questions, please contact GERMI.

Thank you very much for your time and participation. We highly appreciate your support for this process.

Statement of Consent:

The purpose and nature of this research have been sufficiently explained and I agree to participate in this study.

Respondent's Signature

Date: _____

સજાગ સમંતિ પત્રક

આ અભ્યાસમાં સામેલ થવા પહેલાં આ સંમતિ પત્રક ધ્યાનપૂર્વક વાંચો. હું આપશ્રીને “ગુજરાત ગેસ લિમિટેડના સી.એસ.આર. પ્રોજેક્ટની સામાજિક અસરોના મૂલ્યાંકન”માં ભાગ લેવા માટે વિનંતી કરું છું. આ ઇન્ટર્વ્યુમાં લગભગ ૪૫ મિનિટથી ૧ કલાકનો સમય લાગી શકે છે. આ અભ્યાસની વિગતોની મુજબ છે:

આ અભ્યાસમાં તમારી ભૂમિકા:

આ અભ્યાસ માટે તમારી સંમતિ આપ્યા બાદ, અમે તમને “નાણાકીય વર્ષ ૨૦૨૧-૨૨ દરમિયાન સ્મશાન ગૃહો/મુક્તિધામોમાં નિશુલ્ક ગેસ પુરવઠો” વિશેના સર્વે સંબંધિત પ્રશ્નો પૂછીશું.

સ્વૈચ્છિક ના પાડવી

આ અભ્યાસમાં આપશ્રીની ભાગીદારી સંપૂર્ણપણે સ્વૈચ્છિક છે. તમે આ અભ્યાસ દરમિયાન પૂછવામાં આવતા અમુક કે તમામ પ્રશ્નોના જવાબ આપવાનું ટાળી શકો છો અથવા તો જ્યારે પણ તમને અનુકૂળ ન લાગે ત્યાં રે, ઇન્ટરવ્યુ અધ વચ્ચેથી પણ બંધ કરવાનું કહી શકો છો. જો કે, તમે શક્ય ત: તમામ પ્રશ્નોના જવાબો આપો તે અમારા માટે ખૂબ મહત્વપૂર્ણ છે.

ગોપનીયતા

આ અભ્યાસ દરમિયાન એકત્રિત કરવામાં આવતી તમામ માહિતી (સર્વે દરમિયાનની નોંધો અને ઓડિયો/વિડીયો રેકોર્ડિંગ) ગોપનીય અને અંગત રાખવામાં આવશે. આ અભ્યાસની માહિતી સુરક્ષિત જગ્યાએ સંગ્રહ કરવામાં આવશે અને ફક્ત સંશોધનકર્તાઓને તે માહિતી ઉપલબ્ધ કરાવવામાં આવશે. આ અભ્યાસના પરિણામો પ્રકાશિત કરવામાં આવી શકે છે, પરંતુ તમારું નામ કોઈપણ રીતે પ્રકાશિત કરવામાં આવશે નહિ. જોકે, અભ્યાસની પારદર્શિતાના વૈશ્વિક ધોરણો મુજબ, તમારું નામ જણાવવું ઇચ્છનીય છે.

વધારાની માહિતી

જો તમને આ અભ્યાસ સદર્ભે અન્ય કોઈ પ્રશ્નો હોય તો તમે GERMANો સંપર્ક કરી શકો છો.

તમારા સમય અને ભાગીદારી માટે ખૂબ આભાર. આ પ્રક્રિયામાં તમારો સહકાર પ્રસંશનીય છે.

સંમતિવાક્ય:

મને આ અભ્યાસનો હેતુ અને પ્રક્રિયા પર્યાપ્ત પણે સમજાવવામાં આવી છે અને હું આ અભ્યાસમાં ભાગ લેવા માટે મારી સંમતિ આપું છું.

ઉત્તરદાતાની સહી/:

તારીખ:

Details of Respondent (ઉત્તરદાતાની વિગત)

Name:	Age:
Gender:	Education:
Occupation/Designation:	Income:(Optional)
Marital status:	Religion:
Location/Address:	Contact:

FOR FAMILY MEMBERS OF THE DECEASED COVID PATIENTS

(કોવિડમાં સ્વજન ગુમાવનારના પરિવારના સભ્યો માટે)

1. Did your loved one lose his/her life due to Covid? (શું તમારા સ્વજનએ કોવિડને કારણે પોતાનો જીવ ગુમાવ્યો હતો?)

- a. yes (હા) b. no (ના)

2. Which type of cremation was used for your loved one during Covid -19? (કોવિડ-19 દરમિયાન તમારા સ્વજનના અગ્નિસંસ્કાર કયા પ્રકારે કરવામાં આવ્યા હતા?)

- a. Gas (ગેસ) b. Electric (વીજ) c. Wood (લાકડું) d. burial (ભૂમિદાહ સંસ્કાર)

3. Were you allowed to accompany the deceased to the crematorium? (શું તમને મૃતકની સાથે સ્મશાન-ગૃહમાં જવાની મંજૂરી હતી?)

- a. yes (હા) b. no (ના)

4. Did the crematorium caretakers follow the covid protocols? (શું સ્મશાન-ગૃહની સંભાળ રાખનારાઓ દ્વારા કોવિડ નિયમો/પ્રોટોકોલનું પાલન કરવામાં આવતું હતું?)

- a. yes (હા) b. no (ના)

5. Were you allowed to choose the option or you were forced to go for gas cremation?

(શું તમને અંતિમ સંસ્કાર માટે વિકલ્પ પસંદ કરવાની મંજૂરી આપવામાં આવી હતી અથવા તમને ગેસ દ્વારા અંતિમ સંસ્કાર માટે જવાની ફરજ પાડવામાં આવી હતી?)

a. yes (હા) b. no (ના)

6. **Do you think that gas cremation is better option for deceased Covid-19 patients?** (શું તમને લાગે છે કે મૃત કોવિડ-19 દર્દીઓ માટે ગેસ દ્વારા અંતિમ સંસ્કાર વધુ સારો વિકલ્પ છે?)

a. yes (હા) b. no (ના)

7. **Is there any cost difference related to either gas, electric or wood cremation?** (શું ગેસ, ઈલેક્ટ્રીક અથવા લાકડા દ્વારા અગ્નિસંસ્કાર સંબંધિત ખર્ચમાં કોઈ તફાવત છે?)

a. yes (હા) b. no (ના)

If yes, tell us the cost difference (જો હા, તો અમને કિંમતનો તફાવત જણાવો).....

8. **What type of cremation would you prefer in future?** (તમે કયા પ્રકારે અગ્નિસંસ્કારની તરફેણમાં છો?)

a. Gas (ગેસ) b. Electric (વીજ) c. Wood (લાકડું) d. burial (ભૂમિદાહ સંસ્કાર)

9. **Can you please tell us why you preferred this option?** (આ વિકલ્પ તમે પસંદ કર્યો? શું કૃપા કરીને અમને કહી શકશો)

10. **Were you comfortable with performing last rites after sunset – in connection with traditional practices?** (શું તમે પરંપરાગત પ્રથાઓના સંબંધમાં સૂર્યાસ્ત પછી અંતિમ સંસ્કાર કરવા માટે સહમત હતા)

C- Guidelines for survey

1. Getting consent is very important. Please cover all the points of consent form including the sign in the end. Also let them know that this process would take 45 to 60 minutes.
2. Please do not assume answers/responses. Ask and then fill out the response that you have received.
3. Establish a numbering system and give proper numbers to each questionnaire.
4. Whatever the response is, it is IMPORTANT for us.
5. Focus completely on the questionnaire and DO NOT deviate. If you think that the respondent has more details apart from the questionnaire, then ask after filling the questionnaire. Use the blank side of the questionnaire to write such responses.
6. Please avoid ASKING LEADING QUESTIONS.
7. Be careful while asking sensitive questions, especially to families.
8. Remember we are collecting data of a specific period i.e. April 2021 to March 2022.
9. Do NOT scribble or overwrite - if you have written something incorrect, just cancel it once with a single line across and re-write.
10. Please write your name, place and date at the end of the questionnaire/interview.
11. If any respondent refuses for video recording, then accept it and DO NOT FORCE. Also, try to write down all main answers/responses VERBATIM. "Je bolya hoy te temna j shabdo ma"
12. For proper writing support, please carry a writing board, extra pens, sufficient no. of questionnaires, file/folder to put the filled questionnaire.
13. Carry water bottles to keep yourself hydrated. also carry something to munch in case it gets late in the field.

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Gujarat Energy Research and Management Institute

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- Consultancy
- Training
- Education

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