



Title of Entry: Effective Stakeholder (Community) Engagement

Theme: What are the greatest communication challenges your organization has faced when trying to garner support from community stakeholders? Explain the challenges, initiatives taken to meet them, and the levels of success achieved.

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Brief Summary: At Adani Petronet Dahej Port (APDPPL), our Stakeholder Engagement approach follows a robust methodology guided by the four pillars of our stakeholder (community) engagement and sustainability framework – Education, Community Health Care, Livelihood Development and Rural Infrastructure Development. These pillars establish a clear vision of our critical area of focus and are aligned with the work we are doing to address the issues of highest importance to our community stakeholders. In the enclosed report, we have dedicated individual chapters to sharing our initiatives and actions under each pillar, thus strengthening fabric of communities so that we can prosper together.

For APDPPL, overcoming the communication challenges in garnering support from local communities has been an ongoing process through effective stakeholder (community) engagement by applying holistic & pragmatic approach of win-win situation.

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[1] About Us

Adani Petronet (Dahej) Port Pvt Ltd (APDPPL), is the only solid cargo handling common user terminal at Dahej (Part of Bharuch Group of Ports, Gujarat Maritime Board). Strategic positioning in Gulf of Khambhat on international maritime routes makes APDPPL the most preferred port for the cargo hubs functioning in Northern, Western and Central states and territories of India.

Salient Features: Deep water port, All weather, 24*7 services, 20 MMTPA Capacity, Two Berths, Well connected with major metropolises in India via rail and roads



Community Communication Challenges: Perspective of mutual benefit, aligning overall progress with rest of the world.

For APDPPL, overcoming these challenges has been an ongoing process through effective stakeholder (community) engagement by applying holistic & pragmatic approach of win-win situation.

[2] Stakeholder Engagement at APDPPL [Since inception, APDPPL has invested Indian Rupees 93.3 million as total]

APDPPL puts a lot of emphasis on stakeholder participation, to ensure constructive engagement with the entire spectrum of societal actors. We engage with our many stakeholder groups in a variety of formal and informal settings across the entire system.

The stakeholder engagement process at APDPPL follows below robust methodology:-

- a) Identification of Community stakeholders
- b) Listing of the stakeholders
- c) Need identifications through stakeholder engagement with prioritised communities
- d) Preparing an Action Plan and approve through management
- e) Implementing the Action Plan through stakeholder engagement & active participation
- f) Resolve Grievances of community through Grievance Redressal mechanism
- g) Review the progress on action plan
- h) Impact assessment through stakeholder engagement

This approach helps us achieve far greater positive impact on environmental, social and other issues. We are committed to ongoing stakeholder engagement as a core component of our business and sustainability strategies, and our annual reporting process. At APDPPL, our Stakeholder Engagement approach is guided by the four pillars of our Community Stakeholder Engagement & Sustainability framework –Education, Community Health Care, Livelihood Development and Rural Infrastructure Development.

These pillars establish a clear vision of our critical area of focus and are aligned with the work we're doing to address the issues of highest importance to our community stakeholders. In this report, we've dedicated individual chapters to sharing our progress under each pillar which has been directly **benefitting** approx. **37,312** inhabitants spread across **12 villages/locations** in vicinity of APDPPL, thus strengthening fabric of communities to prosper together

[3] Education [Since inception, APDPPL has invested Indian Rupees 6.9 million]

APDPPL's core focus in this domain is based on below parameters:-

- ❖ Efforts to improve the quality of education
- ❖ Encourage education of girl child
- ❖ Encourage community participation through meetings and seminars
- ❖ Maximum (100%) enrollment of children in school and their retention

In rural India today, 4% of our children never start school, 58% don't complete primary schools, and 90% don't complete school according to a survey. APDPPL deduces lack of education to several challenges rooted in the local economy. Most families in the villages around APDPPL are economically backward. This sets up a whole series of challenges which prevent their children from receiving an education.

Children Aren't Accountable to their Education - Parents may spend off-season time searching for miscellaneous jobs, leaving their children home to their own devices. So, some days they may go to school and other days they don't.

Available Education Proves Inadequate - The schools in these villages begins late in the morning and ends early in the day. Besides, major concerns in these schools are fewer committed teachers, lack of learning materials and infrastructure in school.

Children Aren't Motivated to Learn - When students arrive home from school, they do not study, so what they learned that day is not reinforced. Parents don't encourage studying because they are not educated themselves and do not fully understand the value of education, reducing their motivation to instil this valuable opportunity in their children.

Families Lack Resources for a Proper Education - Many families in these rural villages work hard to just put a meal on the table every day. They do not have the resources for school supplies and school fees. They need their children to help with chores around the house after school.

APDPPL after due discussions with school authorities and local leaders from these villages took several initiatives for improving education scene in these villages.

[3.1] Strengthening Pragna Project:

Under this initiative, APDPPL engages with the schools positioned in these villages by providing amenities/supplies (viz. carpets, round tables) for betterment of students.

This project directly **benefits 3600** students spread across **eight schools** that received supplies from APDPPL under this project.

APDPPL distributed carpets in schools which are serving as an amenity for the students to sit in the classroom during study hours; and round tables which are serving as a support to these students to carry out their daily routine assignments and activities with ease.

Enhancing the school facilities hugely benefitted these students.



[3.2] Exposure Visits:

APDPPL facilitates exposure visit tours, for students studying in these schools to various educational institution(s)/science fair(s)/Dahej port, to gain insights and exposures, thereby enabling knowledge transfer.

This program serves as an efficient tool to facilitate experiential and practical learning. It has directly **benefitted 415 students** from **six different schools**.



[3.3] Bala Project (Fun based Learning):

APDPPL took upon itself to paint murals and educational paintings on the walls of the village schools. This makes for fun and interactive learning environment for the students.

This program has directly **benefitted 4000 students** spread across **eleven different schools** and **thirteen Aanganwadis** (Nursery Education).



[3.4] Praveshotsav (New Academic Year) Program:

Under this program, APDPPL offers basic school and stationary supplies to children coming from economically backward families enabling them to undergo continuous education.

This project has **benefitted 3600 students** from **eight different schools**.

[3.5] Sports Material Support:

Under this program, APDPPL offers sports pertinent supplies to schools for improving sport and physical education in these schools.

This project has directly **supported 3600 students** from **eight different schools** who are now indulging in sports and physical education.



[4] Community Healthcare [Since inception, APDPPL has invested Indian Rupees 7.4 million]

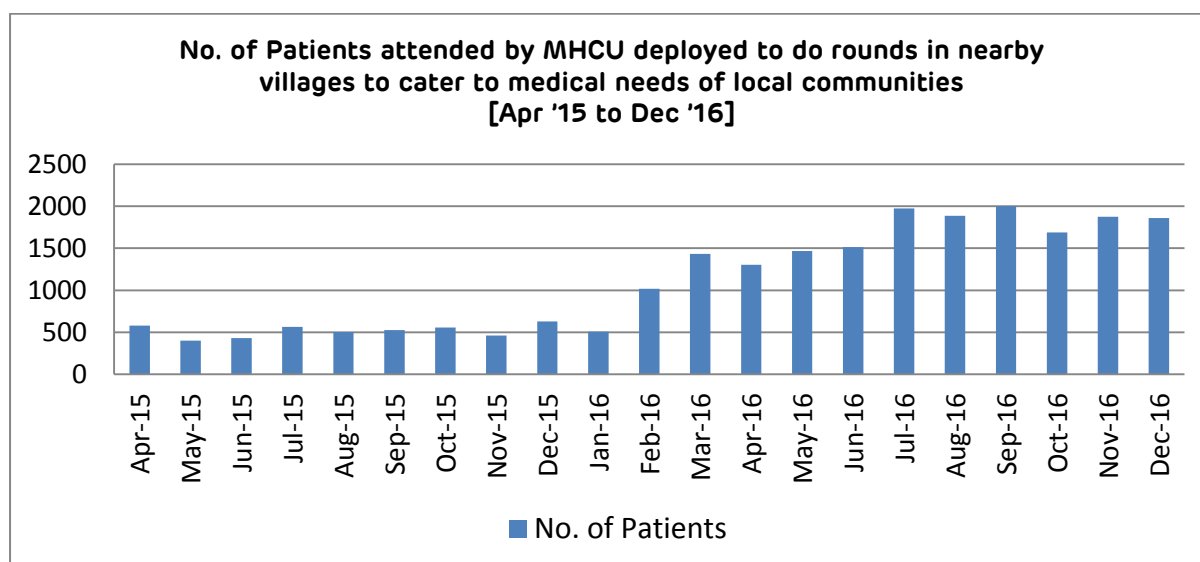
In the villages nearby to APDPPL, the health care delivery is constrained by lack of health care infrastructure, lack of doctors, lack of supply chain and lack of appropriate monitoring of existing health care infrastructure.

Hence, the local communities residing in these villages are not able to access formal health care and many of them after having to travel long distances to consult untrained local private practitioners in case of any illness.

Recognising this need to strengthen the health care delivery system, APDPPL is engaged in promoting healthy communities by improving access to basic health care and by helping the local communities to fight against infectious diseases

[4.1] Mobile Health Care Unit (MHCU)

APDPPL has deployed MHCU which is scheduled to visit villages in close vicinity of the port, for provision of basic health care & medical services to the patients. This facility has directly been **benefitting 23172 people** residing in these **12 villages**.



[4.2] Health & Sanitation Awareness Campaign

APDPPL frequently conducts Health and Sanitation awareness campaigns in schools and Aanganwadis with an aim to teach the local communities of the benefits associated with and lead an exemplary life in the village

This has directly **benefitted 4000 students** spread across all **11 schools and 13 Aanganwadis**.



Fig. Preaching the benefits associated with washing hands frequently

[4.3] Multi-disciplinary Health care camps

APDPPL also conducted multi-disciplinary standalone special health care camps to meet the immediate health care needs of local communities. The uniqueness of model lies in its comprehensive approach where health promotion and prevention are given equal importance while curative care is administered. These camps have directly benefitted **726 patients**.



[4.4] Cleanliness Drive (Swachhata Abhyan)

APDPPL also periodically offers material/ancillaries support associated with cleanliness and hygiene and carries out cleanliness drive (Swachhata Abhyan) to enhance hygiene and sanitation levels for betterment of local communities.

This project has directly benefitted the **entire populace of 37,312 inhabitants** spread across all **12 villages/locations** with enhanced cleanliness levels and improved sanitation.



[4.5] Project Suposhan (Project Nourishment)

Malnutrition and Anaemia are two major concerns for developing local communities residing in vicinity of APDPPL. APDPPL took it as an objective to reduce malnutrition amongst children by 95% and anaemia amongst adolescent girls & women by 70% in nearby villages during the next three years. The project has three pronged strategy i.e. promoting awareness, building institutional capacity and knowledge-base in form of Sangini (representatives) and networking with existing government schemes. Post commencing in May 2016, Suposhan has incorporated 8 Sanginis and trained them on the subject. The project is now focusing on treatment of SAM (Severe Acute Malnourished) children to convert them to MAM (Moderately Acute Malnourished) to healthy child.

APDPPL had identified a total of 28 malnourished children in nearby 12 villages/locations. By this project, APDPPL was **successful in converting 12 children from SAM to MAM and 6 children from MAM to perfectly healthy children**. We are currently in the process of treating the remainder 22 malnourished children to render them perfectly healthy.



[5] Sustainable Livelihood Development [Since inception, APDPPL has invested Indian Rupees 4.5 million]

One major issue that these rural local communities residing near APDPPL face is securing sustainable livelihoods. With increasing population and decreasing land holdings, the dependency on primary livelihoods is at risk. In the absence of adequate employment opportunities, the rural people are unable to generate enough wages to sustain their livelihood. Therefore, it is altogether imperative to find suitable sustainable livelihood models and strategies for achieving inclusive growth.

Strengthening livelihood and increasing income opportunities for local communities, is one of the core responsibility now of APDPPL.

APDPPL invests in building social capital, promoting collective strength through self-help groups, supporting initiatives towards preservation of traditional art and organizing skill development training for the youth and women artisans thus impacting local communities (fishermen folk and their families) directly.

[5.1] Fishing Net Distribution:

APDPPL distributes fishing nets amongst fishfolk communities to uplift them by helping them to endure their livelihood and source of income to support themselves and their families thus, enhancing the social and economic life of these communities.

The fishing nets were distributed to **85 fishermen** from nearby villages. This **benefitted 510 personnel comprising of these fishermen and their families**.



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Besides, APDPPL also captured the plight of these fishermen devoid of any lighting resources and required to go fishing during the dark hours of the day. In order to offer them a safe and secured passage and movement to their worksite, APDPPL distributed solar lanterns which can work for 800 hours after only 8 hours of charging them, amongst these fisher folk communities. Beyond their workplaces, these local communities are also making use of these solar lanterns for their household chores during the night.

[5.2] Traffic Safety Awareness:

On the occasion of National Traffic Safety Week celebrated each year in APDPPL; APDPPL, bearing in the mind the positioning of these nearby villages in highly concentrated industrial zone where the main roads stay infested with heavy motored vehicles, facilitated an awareness session for the youth of these villages to educate them about road traffic safety while commuting on these roads.

On this occasion, APDPPL distributed crash helmets amongst these youth to safeguard themselves on the roads when riding their two wheeler vehicles; and Hi-Vis reflective jackets to safeguard themselves when walking/riding during the dark hours of the day. This initiative directly **benefitted 200 personnel** from the nearby villages.



[5.3] Community Engagement Program – Green Belt Development:

APDPPL has assumed the responsibility to make their surrounding villages greener and keep continuing this environmental friendly action in unison with the local communities.



[6] Rural Infrastructure Development [Since inception, APDPPL has invested Indian Rupees 74.4 million]

Major livelihood groups based in the villages in the vicinity of APDPPL comprises of fishermen and daily wage labours. They are financially not sound to rebuild their houses which once were built under government scheme in 1998.

These villages are suffering from water logging during monsoons every year. Rainwater infrastructure in these villages is insufficient to guarantee drainage of water and so the low lying areas always stay inundated. Roads stay blocked; pedestrians have to wade through flooded streets and especially the inhabitants have their homes damaged by water gushing into their homes, which would take several days to recede. These become harrowing times for the residents who are forced out on the roads.



APDPPL took significant steps to build and/or improve the rural infrastructure, thereby alleviating critical issues faced by the local communities, for the purpose of rural development.

[6.1] Construction and Repairs of Houses in these villages:

APDPPL took the initiative of building/repairing housing facilities to economic backward communities that would withstand heavy rains and other similar harsh climatic conditions thus enabling them to focus on their routine livelihood.

Since inception, APDPPL has constructed a total of **126 new houses** and repaired **199 houses** in nearby villages for the benefit of the needy local communities. This has benefitted **1625 residents** residing in these habitats.



[6.2] Paving work in school:

APDPPL took this initiative to reduce dusting during dry weather and preventing sludge during monsoons, thus helping to maintain the sanctity and ambience within the school. This project **benefitted 425 students** studying in Dahej Boys Primary School.



[6.3] Raising the height of existing compound walls:

APDPPL took this initiative to reduce thefts and pilferages from schools and reduced disturbances in learning environment which otherwise were caused during school hours.



This project has **benefitted** total of **969 students** studying in Lakhigam & Dahej Primary schools.

[6.4] Provision of solar street lights:

This initiative involves utilizing renewable source of energy for providing lighting facilities in these villages which otherwise stayed immersed in total dark during the night.



This initiative by APDPPL in offering basic lighting facilities to the villages has directly **benefitted 13,667 residents** of **3 different villages**.

[6.5] Miscellaneous Civil works:

APDPPL has built bus stand(s) as an amenity to the passengers commuting; toilet block facilities; Underground water tank equipped with Washing Area (Manual Launderette); Crematorium with bituminous access road; Multipurpose Town Hall; Aanganwadi Building; thus, **benefitting 9900 inhabitants of Lakhigam village**.



[7] Conclusion

By means of community stakeholder engagement initiatives, we, at APDPPL, have been able to improve the quality of life of the local community and society at large.

This has helped us further enrich and nurture our relations with representatives/people's leaders of nearby villages, and raise it to next level, thereby, creating positive difference in the lives of the community.

THANK YOU