CHAPTER 6

FINDINGS, RECOMMENDATIONS AND CONCLUSION

Introduction to Chapter 6:

This Chapter represents the findings of the research. Findings have been highlighted based on the first objective and second objective of the present study respectively. In this chapter an attempt has been made by the researcher to relate the findings with the objectives outlined. Other related aspects of the research analysis have also been highlighted in this chapter. Recommendations are on the basis of the interpretations of the results have been made and which may be of use for the select Central Public Sector Enterprises (CPSEs), their beneficiaries, academicians, other researchers and society as a whole. This chapter further ends with a conclusion, on the basis of the findings of the study.

6.1 FINDINGS OF THE STUDY:

The findings of this research study are discussed below in detail -

I. Findings of First Objective: The result and findings objective one of the study have been highlighted below –

- In relation to the CSR activities of the CPSEs, it is found that CSR activities in the areas of healthcare, education, environmental sustainability, equality and empowerment, protection of culture and heritage, sports, slum and rural development, technology up-gradation and Swachh Vidyalaya Abhiyan (SVA) are practiced by all the three CPSEs i.e. OIL, NRL and NEEPCO (refer to Table no.5.1.1). In regard to protection of heritage sites in N.E.R. NEEPCO Ltd. as compare to OIL and NRL has contributed significantly by adopting and preserving
several projects in the form of providing funds, up-gradation and electrification to protect the heritage sites and several worship places which are significant from both local and regional aspect. Also Contribution to PMNRF is practiced only by NEEPCO and not significantly by OIL and NRL. In regard to provision of benefits to war veterans and their families, none of the CPSEs have been contributing significantly. It is however, to be noted that all the three select CPSEs have significantly contributed to the Swachh Vidyalaya Abhiyan (SVA) and Swachh Bharat Abhiyan (SBA) by constructing numerous Toilets in educational institutions and several households especially for the BPL families for safety and hygiene.

However, in respect to the numbers of projects OIL, NRL and NEEPCO Ltd. have been duly performing towards CSR goals with proper projection and execution along with new initiatives and coverage. However, NEEPCO Ltd. as compared to the other two CPSEs has lesser coverage and initiatives taken in respect to the listed projects under various CSR focus areas (unlike OIL and NRL) and its continuity. Also, encouragement to sports especially rural sports and bio-diversity conservation is not given due weightage unlike the other focus areas by the select CPSEs.

- It is further found that Education sector has the highest ‘Mean Rank’ of 1.17, followed by Healthcare with ‘Mean Rank’ of 3.00, Environment with ‘Mean Rank’ of 6.67, Equality and Empowerment with ‘Mean Rank’ of 5.67, Protection of Culture & Heritage with ‘Mean Rank’ of 9.00, Sports with ‘Mean Rank’ of 6.00, Rural & Slum Development with ‘Mean Rank’ of 6.67, Technology Up gradation with ‘Mean Rank’ of 9.67, Benefits to Veterans with ‘Mean Rank’ of 11.33, Contribution to PMNRF with ‘Mean Rank’ of 10.00 and Swachh Vidyalaya
Abhiyan (SVA) with ‘Mean Rank’ of 6.33. The sector with the lowest ‘Mean Rank’ amongst the three companies is the sector for benefiting Veterans and their family member (refer to Table no. 5.1.2).

- It may further be noted that besides the prominent focus areas of CSR activities several other projects on CSR activities in different fields have been conducted by the three CPSEs in all the four Financial Years i.e. 2012-2013, 2013-2014, 2014-2015 and 2015-2016 (refer Table no. 5.1.4). Which includes -

**OIL** - Agriculture based livelihood, Advertisement for Souvenirs, Computer and Adult Literacy Educational Fairs & Exhibitions, Development Projects for SC/ST and OBC, Dairy Development, Infant Mortality, Tree Plantations and Eco-tourism, CSR awareness, Contribution to schools for differently abled children, Constructed toilets under Swachh Bharat Abhiyan, Protection of Heritage, LPG Connection for BPL families, sponsored socio-cultural events, etc.

**NRL** - Electrification, Contribution to SC/ST and OBCs, Contribution to schools for differently abled, Agriculture based livelihood, fertilizers facilities, etc.

**NEEPCO Ltd.** - Contribution to Old Age Homes, Renewable Energy and Technology Up-gradation, electrification, etc.

Hence, it can be remarked that there is uniformity in the focus areas/category for CSR activities amongst the 3 CPSEs (both inter and intra) in the select Financial Years and heterogeneity under various focus areas for CSR does exist which varies amongst the select CPSEs.

- In terms of the spent on CSR activities from the average net profit of 3 years for OIL was maximum in the year 2013-2014 i.e. 4%, in case of NRL it was 3.36% in the year 2014-2015 and in case of NEEPCO was maximum 4.52% in the year 2015-
Further, the lowest percentage spent by all the three CPSEs was in the year 2012-2013 with OIL 1.67%, NRL 2.41% and NEEPCO 1.78%. It can further be noted that the CPSE with the highest percentage spent on CSR activities was NEEPCO with 4.52% in the year 2015-2016. (refer Table no. 5.1.7)

Thus, it can be revealed from the aforesaid facts that after the statutory mandate of spending 2% for CSR activities as per The Companies Act, 2013, with effect from 2014-2015, companies have been more responsible towards their interest for the society in terms of CSR spent as compared to the previous years i.e. 2012-2013 and 2013-2014 and has also complied with the mandate and have been consistent in maintaining minimum 2% spent every year from the average net profit of 3 years for 2014-2015 and 2015-2016 as per the eligibility and criteria put forward by Ministry of Corporate Affairs (MCA).

- Further, in respect to annual expenditure of CSR by the CPSEs, it has been found that the annual expenditure allotted for CSR by OIL in the year 2012-2013 was Rs. 49.63 Crore, in the year 2013-2014 it was Rs. 72.89 Crore, in the year 2014-2015 was Rs. 133.31 Crore and Rs. 92.21 Crore in the year 2015-2016. The highest expenditure for CSR of OIL was recorded in the year 2014-2015 for Rs. 133.31 Crore and the lowest in 2012-2013 to Rs. 49.63 Crore (refer Table no. 5.1.8).

Whereas, the annual expenditure allotted for CSR by NRL in the year 2012-2013 was Rs. 5.58 Crore, in the year 2013-2014 it was Rs. 5.51 Crore, in the year 2014-2015 was Rs. 7.62 Crore and Rs. 13.24 Crore in the year 2015-2016. The highest expenditure for CSR of NRL was recorded in the year 2015-2016 for Rs. 13.24 Crore and the lowest in 2013-2014 to Rs. 5.51 Crore (refer Table no. 5.1.9).
The annual expenditure allotted for CSR by NEEPCO in the year 2012-2013 was Rs.4.60 Crore, in the year 2013-2014 it was Rs.6.37 Crore, in the year 2014-2015 was Rs.10.31 Crore and Rs.11.99 Crore in the year 2015-2016. The highest expenditure for CSR of NEEPCO was recorded in the year 2015-2016 for Rs. 11.99 Crore and the lowest in 2012-2013 to Rs.4.60 Crore (refer Table no.5.1.10).

- It was also found that for the ‘Perception on Implementation of CSR’ by every company and ‘Perception on CSR’ improving Corporate Image has been Strongly Agreed by OIL, NRL and NEEPCO.

However, on ‘Perception of CSR’ Improving Employee Satisfaction being Strongly Agreed by OIL, Agreed by OIL but considered Neutral by NEEPCO and ‘Perception of CSR improving Relations with Government’ has been Strongly Agreed by NRL, Agreed by OIL but considered Neutral by NEEPCO.

II. Findings of Second Objective: The result and findings objective two of the study have been highlighted below –

- In relation to demography the researcher has found the following facts during the course of the study. Of the 390 respondents i.e. the beneficiaries 60% are male and 40% are female (refer Table no.5.2.1)

  Further, in respect to the age of the beneficiaries 24% of them were in the age group of below 16 years. Majority of the beneficiaries i.e.40% belonged to the age group (17-26) Years. 17% and 15% belonged to the age group (27-36) years and (37-46) years respectively. The remaining 4% of the beneficiaries were above 46 Years of age (refer Table no.5.2.2).

  As per the educational qualification of the respondents i.e. the beneficiaries, majority of the respondents i.e. 45% were graduates followed by 24% were under
graduate followed by 18% under graduate, 10% were under matriculate, 2% were illiterate and 1% others (refer Table no.5.2.3)

In regard to the occupation of the beneficiaries. Majority of them i.e. 45% were students, 29% were into business, 14% were into services and the remaining 12% belonged to others category (refer Table no.5.2.4)

In terms of the monthly income of the beneficiaries. Majority of the beneficiaries i.e. 48% belonged to the category of Not Applicable (mainly students), followed by 24% Rs. (20001 and above), 14% Rs.(15001-20000), 13% Rs.(10001-15000) and 1% Rs.(5001-10000) respectively (refer Table no.5.2.5).

- Further, it was found that 81% of the beneficiaries were aware of the term Corporate Social Responsibility. Whereas, 19% of them were somewhat aware of the term (refer Table no.5.2.6)

- As per the ranks of the focus areas of OIL, NRL and NEEPCO by the respondents (beneficiaries). It was found that Healthcare holds the 1st rank, whereas education holds the 2nd rank among the respondents, followed by 3rd rank for environmental sustainability, community development holds the 4th rank and employment generation holds the 5th rank amongst the three CPSEs respectively (refer Table no.5.2.7).

- Further, based on the analysis made on the CSR activities of OIL, NRL and NEEPCO by their respective beneficiaries the following results were found –
Healthcare Sector:

OIL – It was found that 72% of the beneficiaries agreed to the health related camps and Programs conducted by OIL, 25% of them were neutral about it and 3% disagreed to it. On the other hand 16% of the beneficiaries agreed to the free mobile health clinics conducted by OIL, 57% of them were neutral about it and 27% disagreed. In regard to the construction of toilets in the locality by OIL, 38% of them agreed, 55% were neutral and 7% disagreed. In respect to safe drinking water source in the locality 67% agreed, 32% were neutral and 1% disagreed. Regarding building of hospitals in the locality 4% agreed, 59% were neutral and 37% disagreed. 1 (refer Table no.5.2.8)

NRL – It was found that 73% of the beneficiaries agreed to the health related camps and Programs conducted by NRL, 25% of them were neutral about it and 2% disagreed to it. On the other hand 25% of the beneficiaries agreed to the free mobile health clinics conducted by NRL, 50% were neutral about it and 25% disagreed. In regard to the construction of toilets in the locality by NRL, 49% of the beneficiaries agreed, 47% were neutral and 4% disagreed. In respect to safe drinking water source in the locality 65% agreed, 34% were neutral and 1% disagreed. Regarding building of hospitals in the locality 52% agreed, 44% were neutral and 4% disagreed. (refer Table no.5.2.9)

NEEPCO Ltd. – It was found that 73% of the beneficiaries agreed to the health related camps and Programs conducted by NEEPCO, 24% of them were neutral about it and 3% disagreed to it. On the other hand 23% of the beneficiaries agreed to the free mobile health clinics conducted by NEEPCO, 56% were neutral about it and 21% disagreed. In regard to the construction of toilets in the locality by NEEPCO, 44% of the beneficiaries agreed, 50% were neutral and 6% disagreed. In respect to safe drinking
water source in the locality 65% agreed, 32% were neutral and 3% disagreed. Regarding building of hospitals in the locality 57% agreed, 38% were neutral and 5% disagreed (refer Table no.5.2.10).

**Education Sector:**

**OIL** – It was found that 43% of the beneficiaries agreed to the construction of educational institutes by OIL, 56% of them were neutral about it and 1% disagreed to it. On the other hand 30% of the beneficiaries agreed to the provision of free books and uniforms provided by OIL, 68% of the respondents were neutral about it and 2% disagreed. In regard to the provision of infrastructural facilities to schools and colleges by OIL, 88% of them agreed whereas 12% of the them were neutral. In respect to financing meritorious students 30% agreed, 68% were neutral and 2% disagreed. In regard to construction of toilets for male and female students under Swachh Vidyalaya Abhiyan 88% agreed whereas 12% were neutral about it. 1 (refer Table no.5.2.11)

**NRL** – It was found that 25% of the beneficiaries agreed to the construction of educational institutes by NRL, 43% of them were neutral about it and 32% disagreed to it. On the other hand 47% of the a beneficiaries greed to the provision of free books and uniforms provided by NRL, 31% were neutral about it and 22% disagreed. In regard to the provision of infrastructural facilities to schools and colleges by NRL, 52% of the beneficiaries agreed, 46% were neutral and 2% disagreed. In respect to financing meritorious students 32% agreed, 65% were neutral and 3% disagreed. In regard to construction of toilets for male and female students under Swachh Vidyalaya Abhiyan 90% agreed whereas 10% were neutral about it.1.(refer Table no.5.2.12)

**NEEPCO Ltd.** – It was found that 22% of the beneficiaries agreed to the construction of educational institutes by NEEPCO, 38% of them were neutral about it and 40%
disagreed to it. On the other hand 58% of the beneficiaries agreed to the provision of free books and uniforms provided by NEEPCO, 25% were neutral about it and 17% disagreed. In regard to the provision of infrastructural facilities to schools and colleges by NEEPCO, 49% of the beneficiaries agreed, 48% were neutral and 3% disagreed. In respect to financing meritorious students 30% agreed, 67% were neutral and 3% disagreed. In regard to construction of toilets for male and female students under Swachh Vidyalaya Abhiyan 85% agreed whereas 15% were neutral about it.

(refer Table no.5.2.13)

ENVIRONMENT SECTOR:

OIL - It was found that 60% of the beneficiaries agreed to the awareness programs on environment protection conducted by OIL, 28% of them were neutral about it and 12% disagreed to it. On the other hand for water conservation, 6% agreed to it and 94% were neutral about it. In regard to plantation of trees 59% of the beneficiaries agreed, 36% were neutral and 5% disagreed. In respect to provision of rain water harvesting 41% agreed and 59% disagreed. Regarding controlling of pollution 26% agreed, 32% were neutral and 42% disagreed. (refer Table no.5.2.14)

NRL - It was found that 46% of the beneficiaries agreed to the awareness programs on environment protection conducted by NRL, 33% of them were neutral about it and 21% disagreed to it. On the other hand for water conservation, 10% agreed to it and 90% were neutral about it. In regard to plantation of trees 76% of the beneficiaries agreed, 18% were neutral and 6% disagreed. In respect to provision of rain water harvesting 2% agreed, 25% were neutral and 73% disagreed. Regarding controlling of pollution 38% agreed, 34% were neutral and 28% disagreed. 1. (refer Table no.5.2.15)
NEEPCO Ltd. – It was found that 58% of the beneficiaries agreed to the awareness programs on environment protection conducted by NEEPCO, 23% of them were neutral about it and 19% disagreed to it. On the other hand for water conservation, 4% agreed to it and 96% were neutral about it. In regard to plantation of trees 57% of the beneficiaries agreed, 39% were neutral and 4% disagreed. In respect to provision of rain water harvesting 3% agreed, 44% were neutral and 53% disagreed. Regarding controlling of pollution 25% agreed, 34% were neutral and 41% disagreed. 1. (refer Table no.5.2.16)

EMPLOYMENT GENERATION SECTOR:

OIL-It was found that 28% of the beneficiaries agreed self-employment provided by OIL, 18% of them were neutral about it and 54% disagreed to it. On the other hand 17% agreed to women employment provided by OIL, 65% were neutral about it and 18% disagreed to it. In regard to support to Self Help Groups (SHGs) 27% of the beneficiaries agreed, 70% were neutral and 3% disagreed. In respect to provision of skill development/vocational training 61% agreed, 32% were neutral and 7% disagreed. Regarding Entrepreneurial Development Programs 8% agreed, 10% were neutral and 82% disagreed. 1 (refer Table no.5.2.17).

NRL – It was found that 37% of the beneficiaries agreed self-employment provided by NRL, 24% of them were neutral about it and 39% disagreed to it. On the other hand 22% agreed to women employment provided by NRL, 54% were neutral about it and 24% disagreed to it. In regard to support to Self Help Groups (SHGs) 34% of beneficiaries he agreed, 61% were neutral and 5% disagreed. In respect to provision of skill development/vocational training 49% agreed, 44% were neutral and 7%
disagreed. Regarding Entrepreneurial Development Programs 10% agreed, 17% were neutral and 73% disagreed. 1 (refer Table no.5.2.18).

NEEPCO Ltd. – It was found that 26% of the beneficiaries agreed self-employment provided by NEEPCO, 20% of them were neutral about it and 54% disagreed to it. On the other hand 14% agreed to women employment provided by NEEPCO, 66% were neutral about it and 20% disagreed to it. In regard to support to Self Help Groups (SHGs) 22% of the beneficiaries agreed, 74% were neutral and 4% disagreed. In respect to provision of skill development/vocational training 62% agreed, 34% were neutral and 4% disagreed. Regarding Entrepreneurial Development Programs 8% agreed, 12% were neutral and 80% disagreed (refer Table no.5.2.19).

COMMUNITY DEVELOPMENT SECTOR:

OIL – It was found that 75% of the beneficiaries agreed to the building of roadways by OIL, 22% of them were neutral about it and 3% disagreed to it. On the other hand 72% agreed to water supply Tanks provided by OIL, 15% were neutral about it and 13% disagreed to it. In regard to construction of community Halls 68% of the respondents agreed and 32% were neutral about it. In respect to drainage facilities provided by OIL 10% agreed, 72% were neutral and 18% disagreed. Regarding construction of Children’s Park 28% agreed, 24% were neutral and 48% disagreed1 (refer Table no.5.2.20).

NRL – It was found that 69% of the beneficiaries agreed to the building of roadways by NRL, 25% of them were neutral about it and 6% disagreed to it. On the other hand 65% agreed to water supply Tanks provided by NRL, 22% were neutral about it and 13% disagreed to it. In regard to construction of community Halls 61% of the beneficiaries agreed and 39% were neutral about it. In respect to drainage facilities
provided by NRL 10% agreed, 65% were neutral and 25% disagreed. Regarding construction of Children’s Park 28% agreed, 35% were neutral and 37% disagreed (refer Table no.5.2.21).

**NEEPCO Ltd.** – It was found that 76% of the beneficiaries agreed to the building of roadways by NEEPCO, 20% of them were neutral about it and 4% disagreed to it. On the other hand 72% agreed to water supply Tanks provided by NEEPCO, 19% were neutral about it and 9% disagreed to it. In regard to construction of community Halls 71% of the beneficiaries agreed and 29% were neutral about it. In respect to drainage facilities provided by NEEPCO 9% agreed, 74% were neutral and 17% disagreed. Regarding construction of Children’s Park 24% agreed, 26% were neutral and 50% disagreed (refer Table no.5.2.22).

Further, ordinal regression analysis was conducted to prove the hypotheses framed and further measure the significant impact of the various CSR focus areas of the three select CPSEs on their respective beneficiaries in relation to gender. According to the study -

**OIL** - Oil India Limited (OIL) has made a significant impact upon its beneficiaries in the sectors of Healthcare and Education. However, no significant impact has been made by OIL towards its beneficiaries in regard to the sectors like environment, employment generation and community development.(refer Table no.5.2.(1.1))

**NRL** - Numaligarh Refinery Limited (NRL) has made a significant impact upon its beneficiaries with respect to Healthcare and Education sector. However, no significant impact has been made by NRL towards its beneficiaries in regard to the sectors like environment, employment generation and community development.(refer Table no.5.2.(1.2))
NEEPCO Ltd. - North Eastern Power Corporation Limited (NEEPCO Ltd.) has made a significant impact upon its beneficiaries in the sectors of Healthcare and Education. However, no significant impact has been made by NEEPCO Ltd. towards its beneficiaries in regard to the sectors like environment, employment generation and community development.

(Refer Table no.5.2.(1.3))

Hence, it can be concluded that all the three CPSEs i.e. OIL, NRL and NEEPCO Ltd. have significantly contributed to the society through their CSR initiatives on education and healthcare. However, all the three CPSEs lack their contribution in the other three sectors i.e. environment, employment generation and community development.

In order to find the association between awareness of CSR of the select CPSEs and the demographic factors of their respective beneficiaries Karl Pearson Chi-square test has been conducted. According to the study -

OIL - It has been found that significant association between awareness of CSR between OIL India Limited (OIL) and its beneficiaries does exist with respect to educational qualification and occupation. (Refer Table no.5.2.(1.4))

NRL - It has been found that significant association between awareness of CSR amongst Numaligarh Refinery Limited (NRL) and its beneficiaries does exist with respect to educational qualification and occupation. (Refer Table no.5.2.(1.5))

NEEPCO Ltd. - It has been found that significant association between awareness of CSR between North Eastern Electric Power Corporation Limited (NEEPCO Ltd.) and its beneficiaries does exist with respect to gender, educational qualification and occupation.

(Refer Table no.5.2.(1.6)).
Hence, it can be concluded that association on awareness of CSR does exist in all the three CPSEs i.e. OIL, NRL and NEEPCO Ltd. with reference to educational and occupation factor only. However, gender is also an important determinant between for NEEPCO Ltd. with respect to the awareness on CSR. The other factors which includes age and monthly income factor (including gender factor for OIL and NRL) does not show any association on CSR awareness.

6.2 RECOMMENDATIONS OF THE STUDY:

On the basis of the study, the following suggestions have been put forward by the researcher –

- In respect to the **focus areas** the CSR Board of the three select CPSEs i.e. OIL, NRL and NEEPCO needs to extend their CSR initiatives to support the War veterans and their families and also and should make notable contributions to the PMNRF during occurrence of Natural Calamities on the National front as well and not just restrict the contribution to state or Chief Minister’s Relief Fund. Thus, contributing more efforts for development of the region and country as a whole. Also, the CPSEs should broaden their scope of CSR activities and inculcate new ideas and initiate modern ways of implementing them in consultation with recognized agencies and project analysts.

- In regard to **healthcare** initiatives of CSR, all the three companies i.e. OIL, NRL and NEEPCO should contribute more in respect to free mobile health clinics and frequent medical camps emphasizing on free health check-ups and free medicine supply to the remotest of the villages. Thrust should be provided on adult literacy programs and Family Planning especially to the BPL families.
Also, CSR projects on Eye-Care like Project *DRISHTI* of NRL should be initiated by OIL and NEEPCO Ltd. as well in order to broaden the coverage of healthcare and benefitting the society at large. Thus, providing more emphasis on such initiatives could bring better health and wellbeing of the beneficiaries.

- In order to enhance the education system in the region the companies should take more initiatives on the encouragement of education by creating more provisions and schemes to promote meritorious students through scholarships and awards. Special literacy enhancement projects should be initiated by the select CPSEs with respect to the BPL families and backward areas for their social upliftment. Also, it has been found that most of the education schemes of the select CPSEs are restricted to Primary, Class X and Class XII schools and colleges. Hence, initiatives for encouraging meritorious students and requisite educational institutions for graduation and post-graduation in various disciplines should be initiated. Further, the select CPSEs should take initiatives for promoting special research works benefitting the society and sponsor their needful projects for a healthy and progressive economy and promoting new ideas.

- From the study, it has been found that rain water harvesting and conservation of water is not duly performed by the select CPSEs with respect to environmental protection. Hence, steps must be initiated by all the three companies with regard to more projects on water conservation and harvesting of rain water. Further, more of Solar power generation schemes should be initiated for sustainability by the CPSEs from both the Organizations and their stakeholders point of view.
It is important for the CPSEs to generate more gainful employment opportunities for the youth of the region. By opening new avenues in primary, secondary and tertiary sectors of the economy. Further, by supporting Self Help Groups and conducting regular Entrepreneurial Development Programs in consultation with various NGOs with emphasis to the prospects of the various industries and abundant available natural resources in the region to make the generations self-reliant.

Also, agriculture based livelihood projects and its assistance should be given more emphasis especially by the CPSEs in order to bring in more coverage of the agricultural lands of N.E.R. and productive use of the natural resources with gainful employment. In this regard it is suggested that the companies should adopt more number of villages with focus on their Skill development and capacity building with training and consultancy services provided by recognized organizations at the state and national level. Thus, increasing the standard of living and enhancing the economic growth of the beneficiaries, the region and the nation as a whole.

- **Community development** should be given due importance by the select CPSEs especially with respect to drainage construction. Constructive Baseline studies in this field can be beneficial for proper implementation of the projects related to development of the community, especially in reference to rural development. Such initiatives can further minimize the challenges of poor infrastructure and connectivity rather enhance balanced regional development.

- In this study, the researcher in order to find the significant impact has confined the ordinal regression analysis of the combined CSR factors of health, education,
environment, employment and community development only with the gender variable of the demography, keeping it as a common and constant variable existing amongst all the beneficiaries of the CPSEs. Thereby, it enhances the scope for further studies of the combined CSR factors with the other demographic variables. Which may include the other demographic variables like that of the respondents, educational qualification of the respondents, occupation of the respondents and income level of the respondents. Further, the CPSEs should not restrict their Corporate Social Activities with consideration to the compulsion of legal framework of the country and limit their contributions to 2% only with the fulfillment of the norms of the Government of India (GOI) but possess a holistic approach in discharging and implementing such projects that in turn benefits the social and economic development of the region and the nation on a wider perspective.

6.3 PROSPECT OF FUTURE STUDY:

Corporate Social Responsibility is a vast area and is gaining more importance in recent times especially with the changes of government regulations. Some of the areas for future study in this field are highlighted below –

- Impact of CSR by CPSEs operating in N.E.R. with headquarters outside the eight North East States.
- Impact of CSR by CPSEs based on the income level, educational qualification, age and occupation of the beneficiaries.
- CSR undertaken by the State Level Public Sector Enterprises in N.E.R.
- Need and challenges of CSR in N.E.R.
6.3 CONCLUSION:

Corporate Social Responsibility (CSR) consists as an integral part in the corporate houses in India. Especially after the enactment of the Companies Act, 2013, the Central Public Sector Enterprises (CPSEs) holds a major share in the socio-economic development of India. Thus, they play an immense role in shaping the growth and development of the country. In this respect the major players in this field in North East Region (N.E.R.) having its head-quarters as well as operations in the same region i.e. Oil India Limited (OIL), Numaligarh Refinery Limited (NRL) and North Eastern Electric Power Corporation Limited (NEEPCO) play a significant role in discharging of CSR activities and have contributed to a large extent in the social and economic development of the region and balancing the overall regional development. With the implementation of the CSR Projects under the banner of the select CPSEs, development have been made possible in the areas of healthcare, education, environment sustainability, bio-diversity conservation, employment generation, community development, technology up-gradation, heritage conservation, etc. However, despite of the several CSR activities undertaken by the companies, systematic mechanism for proper planning and implementation of the Programmes have to be taken on a priority basis and need assessment study with requisite follow up mechanism as desired for execution with more and more financial and innovative contributions enhancing and benefiting the stakeholders of the companies. This process would make a holistic development in the socio-economic issues of the region at large and with the help of such CSR initiatives both the corporate entities and the society would remain in a gain-gain situation.