

Synopsis

Assessment of Management Information System of the Utthaan Project and designing a sustainable semi-automated Monitoring system for the CSR projects for APRAAVA energy, Jhajjar Power Limited, Jhajjar, Haryana

Introduction

Jhajjar Power Plant (JPL) is a coal-based power plant, and is located in Khanpur village of Jhajjar district, Haryana. CLP India, part of the CLP Holdings group, operates the plant with the assistance of Haryana Power Generation Corporation Limited (HPGCL). JPL is a 1,320 MW power plant, and it plays a crucial role in providing power to the northern grid. The plant also contributes to local development through its Corporate Social Responsibility (CSR) initiatives. *As government of India through its India's Companies Act, 2013 mandates companies earning over a specified amount to invest a minimum of 2% of their mean net profits on CSR initiatives (Ministry of Corporate Affairs, 2013) of the last three years.* To meet these, companies have raised most CSR expenditures to comply with this rule, but the largest challenge remains monitoring and verifying how effective these initiatives carried out at grass root level. Monitoring is especially critical for initiatives conducted in collaboration with NGOs, since initiatives tend to extend across multiple areas and locations.

JPL sponsors various CSR activities, primarily by coordination with the agencies implementing many programmes and projects. Recently, under the CSR activity, a project titled Utthaan Project, *is implemented through Humana People to People India (HPPI), New Delhi. The project targets to improving education, health and sanitation, early childhood development through Anganwadi, school building improvement, and increasing community participation in surrounding rural villages of the power plant.*

Despite this project being quite large, only two individuals from JPL are assigned to CSR and the NGO has an organogram to implement the same. In reality, two professionals cannot do regular monitoring, examine reports, or provide progress updates on time. At present, the CSR wing of the JPL has adopted a manual system of tracking to check the progress, or checking the use of money spent as things happen. Now, to strengthen the monitoring system,

To achieve this, JPL has started implementing a practical monitoring system for the Utthaan Project suitable to the local environment. The design proposed also serves as a model for future CSR projects, *the system will use Open Data Kit (ODK), a mobile data collection application, to make reporting easier, minimize manual labour, and allow the CSR team to monitor in an open, uniform, and easy manner.*

Review of Literature (RoL)

Monitoring systems play a very crucial role in the success of Corporate Social Responsibility (CSR) activities, particularly in community development projects. The Companies Act, 2013 had mandated eligible companies in India to invest some of their profits in CSR activities and report progress (Ministry of Corporate Affairs, 2013). Although the majority of companies are now adhering to the spending requirement, the greater challenge lies in ensuring that CSR activities are monitored well and deliver their desired results (ICSI, 2025). Monitoring helps organizations to check if activities are occurring as expected, if funds are being utilized efficiently, and what results are being generated. The Institute of Company Secretaries of India describes that systematized monitoring adds to control,

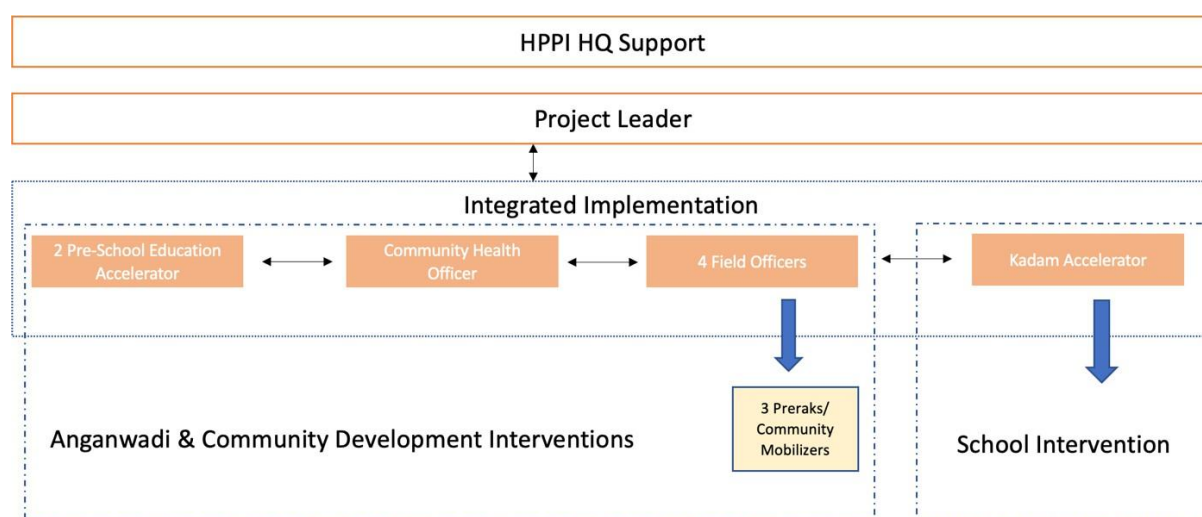
especially when execution is done by way of outside partners like NGOs (ICSI, 2025). It is extremely important for organizations having limited CSR staff but large project areas.

Individuals globally understands that monitoring matters. In South Africa, for instance, business firms apply certain monitoring plans to determine whether their CSR activities align with what the community requires and what the business desires (Rampersad, 2015). The same strategies are becoming significant in India, where CSR programs addressing a number of topics require systematic tracking systems. Another literature mentions that computer applications are now essential to improve monitoring. An example is Open Data Kit (ODK), an internet-free mobile data collection platform that is free. ODK has been successfully used in development work to gather real-time data from the field, reduce reporting lag, and harmonize documentation (Hartung et al., 2010). In regions with poor internet connectivity, for example, remote or rural areas, ODK allows field teams to gather data offline and send it later for central reporting (CSR Education,n.d.).

For Jhajjar Power Plant (JPL), operating a chain of CSR programs under its partner Humana People to People India (HPPI), requires a structured monitoring system, now. Specifically, the Utthaan Project—education, health, early childcare, and community development—requires periodic field-level reporting to enable the small CSR team to monitor performance and fund use effectively. Platforms like ODK provide a sensible and low-cost solution to cater to these needs with minimal technical sophistication (CSREducation, n.d.; Hartungetal.,2010).

The Project

HPPI is implementing the projects titled community-based integrated sustainable development program for the 12 identified villages in the Jhajjar district of Haryana, like model villages, with improved education, health, nutrition, sanitation, and livelihood status, focusing on women, children, and adolescent girls. The proposed project includes intervention in improving learning levels of in-school children, adult literacy, maternal & child health, hygiene & sanitation. The livelihood component is already being focused through JPL supported Udyogini Project in these villages. For this, following support system has been provided by the organisation (See the below figure).



At the JPL CSR level, only two professionals are managing all these programmes and merely dependent on the HPPI officials to get the reports on requirement. Sometimes, this becomes a bit difficult to get the real time data form the officials. Not only this, but several times mis information also comes on the way, which is somehow difficult to manage for the JPL.

Problem statement

Jhajjar Power Plant (JPL) has sponsored several community service projects operated with the assistance of HPPI. The diversity of activities and the number of locations where it operates make it more challenging to control the project. JPL, now trying to establish an effective system to monitor project activities, deliverables, and expenditures of funds in real time. Monitoring activities are largely reactive to issues, disconnected, or manual reporting-based due to the reason that there are only two CSR team members. This results in delays, inconsistencies, and less transparent information on what is really occurring.

JPL has identified these loopholes and requested a special monitoring system specifically designed for the Utthaan Project. This sample design will improve project management and also serve as a model for other monitoring systems to be implemented for future CSR projects. The monitoring system will make use of Open Data Kit (ODK) to gather field data effectively, ensure smooth flow of data from field workers to the CSR team, and provide dashboard views to facilitate better decision-making.

Research questions and Objective of the study

Based on the above rational, and problem statement, the researcher is trying to answer the following research questions follows:

- (i) What are the existing monitoring forms required at different levels of the projects?
- (ii) What is the current monitoring mechanism running in the Utthan Project implemented by HPPI, New Delhi?
- (iii) What is the current organogram of the project monitoring at different level of the project and at JPL, Jhajjar?
- (iv) Whether the mid and higher-level management get details of data runed by the project at various level?

Based on these research questions, the aim of the study is to

- understand the current monitoring system of the Utthan project implemented by HPPI and supported by JPL to develop a semi on-line Monitoring plan for the JPL so that it could be use rationally to achieve the outcome of the project.

Rationale and scope of the study

Although the monitoring system wishes to benefit the community in several respects, the project lacks an effective system to monitor how effectively it is functioning, track progress, or hold individuals accountable. JPL's CSR unit has just two members, and therefore it is not able to check in with field teams on a regular basis, validate the outcome of intended action, and create detailed reports. Without an effective monitoring system, there is a possibility of delayed reporting, sidestepped issues at the implementation level, and overall confusion regarding what is going on in the field.

With such constraints, there is definitely a need for an accessible, flexible, and appropriate monitoring plan to complement the facilities available to us. The system proposed, through the use of Open Data Kit (ODK), will enable data to be collected in real-time by field officers and enable reporting—starting at the grassroots level up to the head of CSR. It will also minimize reliance on manual reporting, provide increased transparency, and allow the CSR team to address issues sooner. This monitoring approach will act as a template for JPL and be utilized on other CSR initiatives in the future. It is a practical solution to a present issue and enhances project management through enabling quick decisions to be made and based on evidence.

Research Methodology

This research examines the monitoring of the Utthaan Project in its present state and tries to develop an operational, semi-automated online Monitoring and Information System (MIS) for the CSR department of Jhajjar Power plant. The system is designed to operate in rural locations and provides real-time monitoring and visibility of project activity.

Review of Existing Monitoring Practices

At the First stage, a diagnostic study was conducted using explorative study design and by reviewing monthly and quarterly Progress Reports (MPRs/QPRs). Further, to understand the indicators, all the Annual project documents will be reviewed by keeping Field-level activity plans and summaries in mind.

At the second stage, Stakeholder mapping and data flow analysis will be done where different Field Officers of the Utthaan Project, Utthaan Project Manager, and Junior CSR Officer at JPL will be interviewed to understand the need. For this some questionnaire will be design and used. Followed to this, **checklist and forms will be developed for every level aligned with its superior level**.

At the third stage, all the forms designed for developing the monitoring system will be transformed into an online ODK free tool where information shall be collected from various level by authenticated officials. **A two days rigorous training will also be imparted to the professionals on how to use this, and At the Fourth stage**, a semi-automated dashboard will be designed where all information will be displayed after collated.

It is also proposed that MIS is based entirely on ODK for mobile-based data collection at the field level and is supported by digital tools for compilation and reporting as mentioned below:

- ODK Collect (installed on Android devices) will be used by all field officers for submitting data during school visits, community sessions, or Anganwadi observations.
- All collected data will sync to ODK Central or a secure server, allowing the Project Manager to access and compile it.
- Compiled data will be visualized and shared using Google Sheets and Google Data Studio, creating auto-updating dashboards for the CSR team.

Tools and Technologies Used

stage	Tool/Platform
Data collection	ODK collect (android app)
Form management	ODK central/ KOBO platform/ONA platform
Compilation and review	Google sheet/excel
Visualisation	Google data studio
Reporting to JPL	Automated dashboard/Pdf summary

The outcome of the project will be a report and a dashboard for the JPL by which they can be able to use it through out the year for monitoring.

Chapterization

The report or dissertation will be consisting to five key chapters named (i) Introduction (ii) Review of Literature (iii) Methodology (iv) Key findings and challenges and (v) Discussion (vi) Conclusion and Recommendations and (vii) References.

References

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