

हिंदी केवल एक भाषा नहीं बल्कि हमारी राष्ट्रीय पहचान है।

ITI LIMITED
Ref: ITI/3/SE & NSE/2024
(A Govt. of India Undertaking)
Date: 10.10.2024



आईटीआई लिमिटेड
(भारत सरकार का उपक्रम)

The Secretary
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai- 400 001
Scrip Code: 523610

The Manager
National Stock Exchange of India Limited
Exchange Plaza,
Bandra Kurla Complex, Bandra (E)
Mumbai- 400 051
Scrip Code: ITI

Dear Sir/Madam,

Sub: **Business Responsibility and Sustainability Report for FY 2023-24**
Ref: **Regulation 34(2) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

With reference to the captioned subject, please find enclosed Business Responsibility and Sustainability Report for FY 2023-24 also forming part of Annual Report 2023-24.

The Business Responsibility and Sustainability Report for FY 2023-24 is also available on the Company's website at the following link:
<https://itilttd.in/Investor%20information/2024/BRSR%20Report.pdf>

This is for your kind information and record please.

Thanking you,

Yours faithfully
For ITI LIMITED

Rajeev Srivastava
Director Finance & CFO

Encl: as above



Annexure-4

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I) Details of the listed entity

Sr. No.	Particulars	Details
1	Corporate Identity Number (CIN) of the Listed Entity	L32202KA1950GOI000640
2	Name of the Listed Entity	ITI Limited
3	Year of incorporation	1950
4	Registered office address	ITI Bhavan, Doorvani Nagar, Bengaluru – 560 016
5	Corporate address	ITI Bhavan, Doorvani Nagar, Bengaluru – 560 016
6	E-mail	cosecy_crp@itilttd.co.in
7	Telephone	+91 (080) 2561 4466
8	Website	https://www.itilttd.in/
9	Financial year for which reporting is being done	FY 2023-24
10	Name of the Stock Exchange(s) where shares are listed	(i) BSE Limited (ii) National Stock Exchange of India Limited
11	Paid-up Capital	Rs. 9,49,57,73,520/-
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Rajeev Srivastava Director Finance&CFO Tel: +91(080) 25617486 cosecy_crp@itilttd.co.in
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis

II) Products/services

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacturing	Manufacture of Telecom and its allied Product	5.44
2	Service	Repair and Maintenance of Telecom and its allied Product	45.99
3	Projects	Implementation of Turnkey Projects	48.58

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Manufacture of Telephone; other communication equipments; fibre optic cables, etc	26302; 26309; 27310	5.44
2	Repair and maintenance of communication equipment; telecom network	95120; 95111; 61102	45.99
3	Turnkey Project & Other telecommunications activities	42202; 43213; 61900	48.58

III) Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	Manufacturing Plants-06 Network System Unit-01	Corporate Office: 1; MSP-08	16
International	Nil		

17. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States)	PAN India
International (No. of Countries)	Nil

b) What is the contribution of exports as a percentage of the total turnover of the entity? Nil

c) A brief on types of customers :

The following are the Customers of ITI for supply of various products, Services and Turnkey Products.

- Army, Navy, Indian Air Force and Ministry of Home Affairs
- PSU like BSNL (Bharat Sanchar Nigam Limited), MTNL (Mahanagar Telephone Nigam Limited), BBNL (Bharat Broadband Network), EESL (Energy Efficiency Services Limited), C-DoT (Centre for Development of Telematics), BEL (Bharat Electronics), NTPC (National Thermal Power Corporation),
- Central Government and State Government organizations like OPTCL (Odisha Power Transmission Corporation Limited), TANFINET (Tamil Nadu FibreNet Corporation Limited), MITCL (Maharashtra Information Technology Corporation Ltd), JCNL (Jharkhand Communication Network Limited), GFGNL (Gujarat Fibre Grid Network Limited), KSEDC (Karnataka State Educational Development Council), KITE (Kerala Infrastructure and Technology for Education), UREDA (Uttarakhand Renewable Energy Development Agency), BREDA (Bihar Renewable Energy Development Agency), UPNEDA (Uttar Pradesh New & Renewable Energy Development Agency)
- Department of Post, DoS (Department of Space), DoAE (Department of Atomic Energy), Railways.
- Private customers like Banks, Schools, Universities, Hospitals, TCS, Tejas Networks, RILL (Rural infratel international limited), Aksentt, Keltron, Vodafone and Airtel

IV) Employees

18. Details as at the end of Financial Year:

a) Employees and workers (including differently abled):

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	817	643	78.70%	174	21.30%
2.	Other than Permanent (E)	396	298	75.25%	98	24.75%
3.	Total employees (D + E)	1213	941	77.58%	272	22.42%
WORKERS						
4.	Permanent (F)	179	169	94.41%	10	5.59%
5.	Other than Permanent (G)	284	196	69.01%	88	30.99%
6.	Total workers (F + G)	463	365	78.83%	98	21.17%

b) Differently abled Employees and workers:

S.No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	10	8	80.00%	2	20.00%
2.	Other than Permanent (E)	3	3	100.00%	0	0.00%
3.	Total differently abled employees (D + E)	13	11	84.62%	2	15.38%
WORKERS						
4.	Permanent (F)	1	1	100.00%	0	0.00%
5.	Other than permanent (G)	2	1	50.00%	1	50.00%
6.	Total differently abled workers (F + G)	3	2	66.67%	1	33.33%



19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22%
Key Management Personnel	4	2	50.00%

20. Turnover rate for permanent employees and workers (to be provided in %)

	FY 2023-2024 (Turnover rate in current FY)			FY 2022-2023 (Turnover rate in previous FY)			FY 2021-2022 (Turnover rate in previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	643	174	817	299	27	326	304	23	327
Permanent Workers	169	10	179	46	6	52	72	4	76

V) Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

S.No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	India Satcom Limited	Joint Venture	49%	No

VI) CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) : Yes

(ii) Turnover (in Rs.) : Rs. 1,26,363.22/- Lakhs

(iii) Net worth (in Rs.) : Rs. 1,74,946.44/- Lakhs

VII) Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Investors (other than share holders)	Yes ¹	65	Nil	Nil	169	Nil	Nil
Shareholders	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Employees and workers	Yes ²	5	1	Nil	2	2	Nil
Customers	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Value Chain Partners	Yes ³	Nil	Nil	Nil	Nil	Nil	Nil

- 1) Centralized Public Grievance Redress and Monitoring System (CPGRAMS) under the Ministry of Personnel, Public Grievances & Pensions, the Department of Administrative Reforms & Public Grievances <https://pgportal.gov.in/>
- 2) The employees and workers can lodge their grievances through http://10.1.1.4/corp_hr/Docs/Grievance.Officers.pdf
- 3) ITI deals with Defense Projects and Data Center services, therefore all the communications are through confidential mode as per the requirement of the Customers. Accordingly, no web-link is there for raising grievances. However, the partners can directly lodge their grievances by sending email to the Company.

24. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Environmental Footprint - Water management	Risk	Water shortages can disrupt Company's operations and disrupt its business. Company is manufacturing HDPE and OFC cables which requires huge amount of water consumption.	Employee education on saving water, more efficient use of water in campuses, Rain water harvesting, recycling of waste water	Negative
2	Solar Green Energy	Opportunity	Company has installed solar Power Plant in all the manufacturing Units for total capacity of 5.66 MW which will enable saving by 25%. Also Company has supplied more than 73000 Nos of solar panels to GPoN Project, BBNL, Patanjali and various other customers; 15000 nos of solar street lights to UP Govt. Currently Company is executing BREDA project in the state of Bihar for supply of 62000 nos Solar street lights.	Nil	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

HIS SECTION IS AIMED AT HELPING BUSINESSES DEMONSTRATE THE STRUCTURES, POLICIES AND PROCESSES PUT IN PLACE TOWARDS ADOPTING THE NGRBC PRINCIPLES AND CORE ELEMENTS

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
c. Web Link of the Policies, if available : https://www.itild.in/									
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	No	Yes	Yes	Yes	Yes	-	Yes	Yes

*ITI Limited does not advocate influencing the public & regulatory policies for its gain, hence no policy is framed. If required, the Company may approach the appropriate authority through Trade Industry and Industry Chambers and Associations and other such collective forms.

4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<ul style="list-style-type: none"> The Company follows SEBI Regulations and DPE Guidelines on Corporate Governance and CVC Guidelines for ensuring ethical, transparent and accountable business conduct among others. ITI Units are certified to ISO 14001:2015 ; ISO 9001:2015; ISO10002:2018; ITI Products are BIS; TEC; TSEC ; RDSO; NPCI Certified as applicable ensuring the standards to our customer. Some of the ITI Products are Trademark registered. ITI EMC Test labs are accredited by NABL.
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Continuous upgrade and timely renewal of certifications are ensured wherever applicable.
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not applicable since Company ensures timely upgradation / renewal of Policy / Manuals / Certifications as applicable

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

One of the Five Values of the Company is "we will integrate the environmental and social principles in our businesses, ensuring that what we generate goes back to the stakeholders." Our company has also coordinated our sustainability efforts along the value chain, plant operations and product development.



ITI Limited being a Telecommunication company, we aim to create a sustainable future through environment conservation activities for the community. All emissions and waste generated is monitored as prescribed by the Pollution Control Boards. The Company is also actively promoting socioeconomic rejuvenation through targeted CSR activities such as healthcare, Skill Development for Employment Enhancement & Self Employment, Education, Sanitation, Drinking Water, River Rejuvenation, Environment Sustainability and Sports Development etc.

The Company addresses issues such as climate change and global warming through effective energy management measures and by adopting renewable energy sources. Energy-saving initiatives such as energy efficient chillers, lighting management systems, building management systems, and daylight harvesting are followed. There is an impetus to use renewable energy sources such as solar power for energy generation and captive consumption. The company is aiming for attaining stage of net zero grid energy. In addition to that Scrap Disposal Committee has been formed in the Units to dispose of various types of wastages generated under the general ambit of rules framed under the Environment (Protection) Act, 1986. The Industrial Wastages are disposed of through normal tendering procedure.

Further, the Company is also subjected to various audit such as Energy Audit, Safety Audit, Quality Audit, Environmental Management System Audit relating to ESG principles, which helps the Company in determining the best course of action for energy conservation, reducing the amount of energy input, energy cost and carbon footprint.

A major obstacle to the adoption of sustainable business practices is to encompass the ESG principles across all Units and MSPs offices. However, the Company regularly takes steps to create awareness on ESG principles by conducting various programmes and initiatives.

ITI being a CPSE, the appointment of Directors are made by Govt. of India and the Company has no control over filling up of the vacancy within the stipulated time frame specified under the Act / Rules / Regulations, to comply the same.

8. **Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).** **Shri Rajesh Rai**
 Chairman and Managing Director
 DIN: 10052045
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details. **Shri Rajesh Rai, Chairman and Managing Director is responsible for decision making on sustainability related issue.**

10. Details of Review of NGRBCs by the Company:																		
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	All the policies of the Company are reviewed periodically or on a need basis by department heads /respective committees and placed before the Board of Directors as and when required. In the assessment, the efficacy of these policies is also reviewed and necessary changes to policies and procedures are implemented.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Complied except with respect to composition of the Board of Directors under SEBI (LODR) Regulations, due to non-appointment of Independent Directors. Since, the Company is a CPSE, the appointment of directors has to be made by the concerned Administrative Ministry. Hence, the matter has been referred to the Ministry of Communications (MoC) for filling up the post and the same is pending with MoC/DPE.									As and when required								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	The Company is subject to various audits such as Statutory Audit, C&AG Audit, Cost Audit, Secretarial Audit, Energy Audit, Safety Audit, Quality Audit, Environmental Management System Audit, etc. These Audit ensure compliance to various internal and external policies.								

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:									
Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

E PERFORMANCE DISCLOSURE

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	2	Orientation Programme for Functional Directors (full time) Directors of CPSEs Prevention of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 - POSH	40%
Key Managerial Personnel	---	---	---
Employees other than BoD and KMPs	64*	ERP Training, 4G Training, Capacity Building, Self-Management, Motivation and Leadership Development, Awareness Program on prevention of AIDS, Hindi Training & Typing, Hindi Typing, Women Self Defense, Wellness Sessions, Workshop on POSH, Recruitment Policy & Reservation Rules, Disciplinary Proceedings, GeM, Estates Management using Modern Technology, 6 Ghz and Delicensing for Wi-Fi access, Telecom Security Ecosystem, Blockchain Technology and its Applications, Structure and Basic Understanding of ITU, CCS Conduct Rules, Social Impact Assessment of Bharat Net, Cyber Hygiene and Security, Social Media & Governance etc.	38.82%
Workers	1**	Electrical Safety	22.46%

NOTE:

*Other than BoD, Prevention of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 – POSH training attended by Employees & Workers also.

**Along with employees, workers also have attended most of the training and awareness programmes.

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL				
Settlement					
Compounding Fee					

Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL				
Punishment					

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed. **NIL**

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions



4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy :

The whistle Blower policy existing in the Company acts as an Anti – Corruption policy. Whistle blower policy aims to provide a channel to report genuine concerns about unethical behaviors actual or suspected fraud or violation codes of conduct or leak of price sensitive information

The web link for the policy is given below:

<https://www.itilttd.in/Vigilance/Corp%20HR%20Policy%20Circular%20No%20557%20dated%2003%2004%202021-revised.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action wastaken by any law enforcement agency for the charges of bribery/ corruption: **NIL**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	Nil	Nil
KMPs		
Employees		
Workers		

6. Details of complaints with regard to conflict of interest: **NIL**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.: **NIL**

PRINCIPLE 2 Businesses should provide goods and services in amanner that is sustainable and safe

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologiesto improve the environmental and social impacts of product and processes to total R&Dand capex investments made by the entity, respectively

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	NIL	NIL	No specific input with respect to products as ITI R&D products are used for secured communications and are developed and certified according to customer specifications.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) : Yes

b. If yes, what percentage of inputs were sourced sustainably?

100%. The Company is sourcing the raw material compiled against various standards / certification as applicable.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste

The Company does not recycle products because most products are used for strategic/national security applications.

The Company has a structured mechanism to deliver waste from the manufacturing process of its products/ equipment through authorized recyclers approved by the Pollution Control Board. Metal waste, waste oil, solvents and copper containing rejects are sent (100%) to authorize recyclers for recycling and recovery. Paper and plastic are handed over to recyclers.

In addition, manufacturing plants have water treatment for effective recycling of wastewater from factory and township.

The concept of clean technology is practiced in the manufacturing process to prevent pollution. ITI is focused on the prevention of pollution at the source itself. Towards this end, several improvements and modifications have been incorporated in the existing processes. Many of the Restriction of Certain Hazardous Substance (RoHS) compliant processes have been introduced into the PCB manufacturing and metal finishing processes.

Additional environment friendly materials have been implemented, such as low smoke halogen cables, low VOC metal finish (polyurethane), cyanide free silver, zinc and copper plating, and trivalent chromium-based chromate conversion coating.

ITI has installed a 5600 KW Grid Connected Captive Solar PV power plant.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable.

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators											
1) a. Details of measures for the well-being of employees:											
CATEGORY (Officers)	Total	% EMPLOYEES COVERED BY									
		Group Life Insurance		Kalyankari Benefits		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number E	% (E/A)	Number F	% (F/A)
Permanent Employees											
Male	643	643	100%	643	100%	-	-	-	-	643	100%
Female	174	174	100%	174	100%	174	100%	-	-	174	100%
Total	817	817	100%	817	100%	174	26.8%	-	-	817	100%
Other than Permanent Employees											
Male	298	298	100%	298	100%	-	-	-	-	298	100%
Female	98	98	100%	98	100%	98	100%	-	-	98	100%
Total	396	396	100%	396	100%	98	25%	-	-	396	100%
b. Details of measures for the well-being of employees:											
CATEGORY (Non Officers)	Total	% EMPLOYEES COVERED BY									
		Group Life Insurance		Kalyankari Benefits		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number E	% (E/A)	Number F	% (F/A)
Permanent Employees											
Male	169	169	100%	169	100%	-	-	-	-	169	100%
Female	10	10	100%	10	100%	10	100%	-	-	10	100%
Total	179	179	100%	179	100%	10	5.6%	-	-	179	100%
Other than Permanent Employees											
Male	196	196	100%	196	100%	-	-	-	-	196	100%
Female	88	88	100%	88	100%	88	100%	-	-	88	100%
Total	284	284	100%	284	100%	88	31%	-	-	284	100%

2) Details of Retirement benefits for Current FY and previous FY

Category	FY 2023 - 24			FY 2022 - 23		
	No. of Employees covered as % of Total Employees	No. of Workers covered as % of Total workers	Deducted and deposited with the authority (Y/N/N.A)	No. of Employees covered as % of Total Employees	No. of Workers covered as % of Total workers	Deducted and deposited with the authority (Y/N/N.A)
PF	72%	28%	N/A	30.40%	23.20%	N/A
GRATUITY	72%	28%	N/A	30.40%	23.20%	N/A
ESI	NA	NA	N/A	N/A	N/A	N/A
Others (PL Encash)	72%	28%	N/A	30.40%	23.20%	N/A

3) Accessibility of Workplaces

Are the premises / office of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities act, 2016? If not, whether any steps are being taken by the entity in this regard:

Reply: Yes



4) Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities act, 2016? If so, provide a web-link to the policy?
Reply: Rights of the Persons with Disabilities are protected as per the applicable act.

5) Return to work and retention rates of permanent employees and workers that took parental leave?
Reply:

Gender	Permanent Employees		Permanent Workers	
	Return to Work rate	Retention rate	Return to Work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

6) Is there a mechanism available to receive and redress the grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Reply: As per Grievance redressal policy of the Company, all the employees can report to Grievance redressal committee existing in their respective Unit and they can submit their suggestions or complaints in suggestions box kept in the office premises A Corporate Policy Circular concerning to the redressal of Grievances of Employees Unions / OA on every 2nd and 4th Friday of every month, and redressal of Grievances of Employees on every 1st and 3rd Friday of every month, has also been released.

In regard to the POSH Act, all the female employees can report their complaints to Internal Complaints committee framed under Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act 2013.

7) Membership of Employees and workers in association(s) or Unions recognized by the listed entity:

Category	FY 2023 -24 Current Financial Year			FY 2022 -23 Previous Financial Year		
	Total Employees / workers in respective Category (A)	No. of Employees / workers in respective category, who are part of association(s) or Union (B)	%(B/A)	Total Employees / workers in respective Category (A)	No. of Employees / workers in respective category, who are part of association(s) or Union (B)	%(B/A)
Total Permanent employees	817	817	100%	1072	1072	100%
Male	643	643	100%	875	875	100%
Female	174	174	100%	197	197	100%
Total Permanent Workers	179	179	100%	245	245	100%
Male	169	169	100%	221	221	100%
Female	10	10	100%	24	24	100%

Note : All the regular Non Officers and Officers can take the membership in ITI Employees Union and Officer Association respectively.

8) Details of training given to employees and workers:

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No.(B)	% (B/A)	No. (C)	No. (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employee										
Male	941	84	8.93	279	29.65	598	37	6.19	561	93.81
Female	272	31	11.40	135	49.63	175	15	8.57	160	91.43
Total	1213	115	9.48	414	34.13	773	52	6.73	721	93.27
Workers										
Male	365	16	4.38	31	8.49	84	20	23.81	64	76.19
Female	98	14	14.29	57	58.16	34	0	0.00	34	100.00
Total	463	30	6.48	88	19.01	118	20	16.95	98	83.05

9) Details of performance and career development reviews of employees and worker:

Particulars	As on 31.03.2024			As on 31.03.2023		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
EMPLOYEES						
Male	1011	1011	100%	1283	1283	100%
Female	286	286	100%	308	308	100%
Total	1297	1297	100%	1591	1591	100%
WORKERS						
Male	393	393	100%	477	477	100%
Female	106	106	100%	109	109	100%
Total	499	499	100%	586	586	100%

10) Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**
Yes. All necessary safety protocols in accordance with extant rules have been incorporated to ensure optimum health & safety management of the employees.
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**
Regular inspections and monitoring to ensure high safety management standards have been established.
- Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)**
Yes
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**
Yes

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million person hours worked)	Employees	NIL	NIL
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

- Work instructions & Safe Work Practices were made & readily available
- Time to time safety training programmes are conducted to create awareness on safety

13. Number of Complaints on the following made by employees and workers:

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	NA	NIL	NIL	NA
Health and safety	NIL	NIL	NA	NIL	NIL	NA

14. Assessments for the year:

	% of plants and Offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%



15. Provide details of any corrective action taken or underway to address safety related incidents (if any) and on significant risks / concerns arising from assessment of health and safety practices and working conditions.

At ITI Limited, hazards and risks are identified through various auditing and inspection process. Corrective actions are implemented to mitigate significant Health and Safety hazards according to the hierarchy of controls.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1) Describe the processes for identifying key stakeholder groups of the entity

Key stakeholders are individuals, organizations, parties, or entities that influence our business, add value, or are critical elements of the value chain. Vendors, customers, employees, community and shareholders are some of our major stakeholders.

2) List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group

Stakeholder Group	Whether identified as vulnerable & marginalised Group (Yes/No)	Channel of Communication (Email, SMS, Newspaper, Pamphlets, Advertisements, Community Meetings, Notice Board, website, Others)	Frequency of engagement of (Annually/ Half Yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities	No	Emails, letters, CSR initiatives	Ongoing/ Need basis	Engaging with local community for enhancing quality of life, skill developments training to make them self sufficient
Shareholders	No	Email, Newspapers, Advertisement, Stock Exchange, Website, Virtual meetings etc	Ongoing	Shareholders meeting and Resolution of grievance
Employees and workers	No	Intranet, Email, SMS, Virtual Calls, In-person meetings, internal events, notice boards	Ongoing	Relevant business communication, Career, learning & growth and HR policies & practices
Customers	No	Emails, letter, meetings	Ongoing	Organizing conclave with Vendors, showcasing of products through various exhibitions
Value Chain Partners	No	Email, website	Ongoing/Need basis	Tender are hosted in Website Procurement Plan for the interest of MSE vendors Open Tender available for Participation.
Regulatory Authorities	No	Scheduled meetings, Regular liaisoning with Industry forums	Ongoing	Discussion and inputs on regulations Business ethics

PRINCIPLE 5 - Businesses should respect and promote human rights

1) Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY <u>2023-24</u> Current Financial Year			FY <u>2022-23</u> Previous Financial Year		
	Total (A)	No. of employees /workers covered (B)	% (B / A)	Total (C)	No. of employees /workers covered (D)	% (D / C)
Employees						
Permanent	817	74	9.06	1487	124	8.34
Other than permanent	396	71	17.93	45	0	0
Total Employees	1213	145	11.95	1532	124	8.09
Workers						
Permanent	179	0	0.00	392	12	3.06
Other than permanent	284	18	6.34	194	1	0.52
Total Workers	463	18	3.89	586	13	2.22

2) Details of minimum wages paid to employees and workers, in the following format:

Category	Current Financial Year 2023-2024					Previous Financial Year 2022-2023				
	Total (A)	Equal to Minimum wage No.(B)		More than Minimum wage No.(C)		Total (D)	Equal to Minimum wage No.(E)		More than Minimum wage No.(F)	
		No. (B)	%(B/A)	No. (C)	%(C/A)		No.(E)	%(E/D)	No.(F)	%(F / D)
Employees										
Permanent	817	Nil	Nil	817	100%	1072	Nil	Nil	1072	100%
Male	643	Nil	Nil	643	100%	875	Nil	Nil	875	100%
Female	174	Nil	Nil	174	100%	197	Nil	Nil	197	100%
Other than Permanent	396	Nil	Nil	390	98%	454	38	8.37%	416	92%
Male	298	Nil	Nil	292	98%	341	36	10.56%	305	89%
Female	98	Nil	Nil	98	100%	113	2	1.77%	111	98%
Workers										
Permanent	179	Nil	Nil	179	100%	245	Nil	Nil	245	100%
Male	169	Nil	Nil	169	100%	221	Nil	Nil	221	100%
Female	10	Nil	Nil	10	100%	24	Nil	Nil	24	100%
Other than Permanent	284	164	57.75%	120	42%	347	194	55.9%	153	44.1%
Male	196	112	57.14%	84	43%	248	136	54.8%	112	45.2%
Female	88	52	59.09%	36	41%	99	58	58.6%	41	41.4%

3)

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)*	3	1554572	2	104078
Key Managerial Personnel**	3	1554572	3	104078
Employees other than BoD and KMP	938	65816	270	65816
Workers	365	29864	98	29864

*As on 31st March 2024, 4 functional directors are there out of which 1 woman director.

**As on 31st March 2024, 5 Key Managerial Personnel are there. However the functional director and Company Secretary who held the position of KMP and ceased to be director and KMP due to superannuation/resignation are also included.

4) Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? : NO

4) Describe the internal mechanisms in place to redress grievances related to human rights issues: NO.

6) Number of Complaints on the following made by employees and workers:

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022 - 2023 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	NIL	NIL	-	NIL	NIL	-
Discrimination at work place	NIL	NIL	-	NIL	NIL	-
Child labour	NIL	NIL	-	NIL	NIL	-
Forced labour / Involuntary labour	NIL	NIL	-	NIL	NIL	-
Wages	NIL	NIL	-	NIL	NIL	-
Other Human rights related issues.	NIL	NIL	-	NIL	NIL	-

7) Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Company has various policies such as Whistle Blower Policy, policy on Prevention of Sexual Harassment at Workplace (POSH), etc which protects the complainant from the adverse consequences in case of compliant file for discrimination or harassment.



8) Do human rights requirements form part of your business agreements and contracts?

YES. As per Company policy Human rights are taken care. Working hours for regular as well as for the contract employees are limited to 8 hours. Fundamental rights are ensured to be in line with Govt. policies.

9) Assessments for the year:

Assessments for the year	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	NIL
Forced Labour / Involuntary labour	NIL
Sexual Harassment	NIL
Discriminatory Employment	NIL

10) Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above. : NIL

Annexure 5

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

ESSENTIAL INDICATORS

1) Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total electricity consumption (A)	115841896596.00 KJ	115068786135.66 KJ
Total fuel consumption (B)	597234571.89 KJ	314289212 KJ
Energy consumption through other sources (C)	7948842616.80 KJ	3175859160 KJ
Total energy consumption (A + B + C)	124387973784.69 KJ	118558934507.84 KJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	7.64 KJ/ Rupee	7.46 KJ/ Rupee

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

2) Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any : Nil

3) Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	322897	352885
(ii) Groundwater	689379	688579
(iii) Third party water	58875	23760
iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	97.2
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1071151	1065321.2
Total volume of water consumption (in kilolitres)	1071151	1065321.2
Water intensity per rupee of turnover (Water consumed / turnover)	0.00006579 KL/ Rupee	0.00006706 KL/ Rupee

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

4) Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation : Nil

5) Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	Mg/Nm ³	56.37	63.92
SOx	Mg/Nm ³	54.7	71.01
Particulate matter (PM)	Mg/Nm ³	126.22	111.26
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

6) Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Nil	Nil
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Nil	Nil
Total Scope 1 and Scope 2 emissions per rupee of turnover		Nil	Nil

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

7) Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details

ITI has established manufacturing facility for Solar Panel Manufacturing with annual capacity of 18 MWp. ITI has got BIS certification for Poly Crystalline Solar Modules from 40Wp to 325Wp validity up to July-2026.

ITI had supplied 47000 SPV System for BBNL/BSNL for Power-in GPON ONT/WiFi Access Equipment's and 10000 SPV System for Maha IT Project and Solarization of 71 BTS site of BSNL Telecom Towers.

ITI had installed 15350 Solar LED Smart Street Solar Lights in Uttarakhand and 62000 Nos of Smart LED Street Lights installation in BIHAR is under progress.

Under On Grid Utility Scale Solar System ITI had manufactured and supplied 18,955 Solar Panels (5.66 MW) of 325Wp for establishing the solar power plant at various units of ITI for captive use, 5625 Nos of 60Wp SPV panel to BBNL through GeM contract, 20000 Nos of 120Wp Solar Panels to M/s. Patanjali under execution, supplied around 1000 nos of solar panels to various other customers, 150 KW Grid Connected Solar Project for Tibetan University, Varanasi, 225 KW Grid Connected Solar Project for NAAC, Bangalore and 100 KW Grid connected Rooftop Solar Project for Safdarjung Hospital, New Delhi. ITI had also executed 10 KW Off Grid Solar Project (Residential Rooftop Solar System) with Battery Backup for RTO, Jaipur and APS, Jhansi and 415 KW Roof top project for NTPC Limited.

ITI is doing business in the area of renewable energy sources in line with the objective of Atmanirbhar Bharat is to create an ecosystem for Solar PV manufacturing in India, which reduce carbon emission progressively.

8) Provide details related to waste management by the entity, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	5.215	120.57
E-waste (B)	1.305	49.471
Bio-medical waste (C)	0.323	0.071
Construction and demolition waste (D)	72	60
Battery waste (E)	14.34	NIL
Radioactive waste (F)	NIL	NIL



Other Hazardous waste. Please specify, if any. (G)	19.8	14.69
Other Non-hazardous waste generated (H). Please specify, if any (Break-up by composition i.e. by materials relevant to the sector)	12	44.35
Total (A+B + C + D + E + F + G + H)	99.968	289.152
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	NIL	2.5
(ii) Re-used	NIL	NIL
(iii) Other recovery operations	NIL	NIL
Total	NIL	2.5
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0.8	0.859
(ii) Landfilling	0.936	10.936
(iii) Other disposal operations	NIL	NIL
Total	1.736	11.795

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

9) Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes

Scrap Disposal Committee has been formed in the Unit to dispose of various types wastages generated under the general ambit of rules framed under the Environment (Protection) Act, 1986. The Industrial Wastages are disposed of through normal tendering procedure. Hazardous Waste/Chemicals are handed over to KEIL (KERALA ENVIRO INFRASTRUCTURE LIMITED), a public limited Company established on the directive of the Supreme Court Monitoring Committee on hazardous waste for treatment and disposal of hazardous waste generated from industries in the State of Kerala. E-Wastages are disposed of through competitive tender to Kerala State Pollution Control Board approved agencies.

10) If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S.No.	Location of operations offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, he reasons thereof and corrective action taken, if any.
1.	Nil	Nil	Nil
2.	Nil	Nil	Nil

11) Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Nil	Nil	Nil	Nil	Nil	Nil
Nil	Nil	Nil	Nil	Nil	Nil

12) Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N).

Yes, the Company is 100% compliant with the applicable environmental law/ rules/ regulations/ guidelines in India.

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

- 1) a. Number of affiliations with trade and industry chambers/ associations
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Broadband India Forum (BIF)	National
2	India Electronics & Semiconductor Association (IESA)	National
3	Telecom Equipment & Services Exports Promotion Council (TEPC)	National
4	Standing Conference of Public Enterprise (SCOPE)	National
5	National Safety Council	National
6	Electronic Industries Association of India	National
7	Federation of Karnataka Chambers of Commerce & Industry	State

- 2) Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities. : NIL

Leadership Indicators

- 1) Details of public policy positions advocated by the entity: *NIL*

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others– please specify)	Web link if available

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

- 1) Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year

Name and brief details of project	SIA Notification No	Date of Notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
As per applicable laws, SIA is not applicable for any of the projects undertaken by the Company					

- 2) Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S.No	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (in INR)
Not Applicable as no projects on Rehabilitation and Resettlement is undertaken by the Company						

- 3) Describe the mechanisms to receive and redress grievances of the community. Complain can be received through Public Grievance Portal <https://pgportal.gov.in/Home/LodgeGrievance>

- 4) Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Directly sourced from MSMEs/ small producers	3.69 %	26.26 %
Sourced directly from within the district and neighbouring districts	NA	NA



PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1) Describe the mechanisms in place to receive and respond to consumer complaints and feedback

Customer Service Centre is operational in ITI Palakkad unit as well as in Network Service Units in Bangalore. 24*7 customer complaints services are provided from these centers

2) Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Approx. 3.00% (Turnover from sales of Solar Panel, Smaash PC, Sanitary Napkin vending Machine)
Safe and responsible usage	
Recycling and/or safe disposal	

3) Number of consumer complaints in respect of the following: NIL

	FY 2023 - 2024 (Current Financial Year)		Remarks	FY 2022 - 2023 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	NA		Nil	NA	
Advertising	Nil	NA		Nil	NA	
Cyber-security	Nil	NA		Nil	NA	
Delivery of essential services	Nil	NA		Nil	NA	
Restrictive Trade Practices	Nil	NA		Nil	NA	
Unfair Trade Practices	Nil	NA		Nil	NA	
Other	Nil	NA		Nil	NA	

4) Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	Nil	
Forced recalls	Nil	

5) Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy

Yes, ITI is having IT Security Policy which prescribes the application of safeguards to reduce the business risk arising due to lapses in Information Security. It is designed to protect corporate information and preserve the confidentiality, integrity, availability and value of Assets and assure the continued delivery of Services. ITI has framed and enacted the IT security policies to be followed by all employees across the organization in totality.

6) Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services. : NIL

For and on behalf of Board

Rajesh Rai
Chairman and Managing Director
DIN: 10052045

Place: Bengaluru
Date : 12th August 2024