



Reliance Infrastructure Limited
CIN : L75100MH1929PLC001530
Regd. Office:
Reliance Centre, Ground Floor,
19, Walchand Hirachand Marg,
Ballard Estate, Mumbai 400 001

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July 12, 2024

BSE Limited

Phiroze Jeejeebhoy Towers
Dalal Street, Fort,
Mumbai 400 001

BSE Scrip Code: 500390

National Stock Exchange of India Limited

Exchange Plaza, 5th Floor,
Plot No. C/1, G Block, Bandra Kurla Complex,
Bandra (East), Mumbai 400 051

NSE Scrip Symbol: RELINFRA

Dear Sir(s),

Sub: Business Responsibility and Sustainability Report for the Financial Year 2023-24

Pursuant to the requirements of Regulation 34(2) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose herewith the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2023-24.

The BRSR forming part of the Annual Report is also uploaded on the Company's website at www.rinfra.com.

Yours faithfully,

For **Reliance Infrastructure Limited**

Paresh Rathod
Company Secretary

Encl.: As above

Reliance Infrastructure Limited

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity** L75100MH1929PLC001530
2. **Name of the Listed Entity** Reliance Infrastructure Limited
3. **Year of incorporation** 1929
4. **Registered office address** Reliance Centre, Ground Floor, 19, Walchand Hirachand Marg, Ballard Estate, Mumbai 400 001
5. **Corporate address** Reliance Centre, Ground Floor, 19, Walchand Hirachand Marg, Ballard Estate, Mumbai 400 001
6. **E-mail** rinfra.investor@relianceada.com
7. **Telephone** +91 22 4303 1000
8. **Website** www.rinfra.com
9. **Financial year for which reporting is being done** 2023-24
10. **Name of the Stock Exchange(s) where shares are listed** BSE Limited (BSE)
National Stock Exchange of India Limited (NSE)
11. **Paid-up Capital** ₹ 396.13 crore
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report** Shri Paresch Rathod
Company Secretary & Compliance Officer
+91 22 4303 1000
rinfra.investor@relianceada.com
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)** On a Consolidated Basis
14. **Name of Assurance Provider:** Not Applicable
15. **Type of Assurance Provider:** Not Applicable

II. Products / services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Power Business	Electric Power Generation, transmission and Distribution	90
2	Engineering and Construction (E&C)	Construction of Roads, Railways, Utility Projects	4
3	Infrastructure Business	Toll Roads and Metros	6

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Power Business	35109	90
2	Engineering and Construction (E&C)	42209	4
3	Infrastructure Business	42101	6

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III. Operations

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

Location	Number of plants	Number of offices	Total
National	03	399	402
International	-	-	-

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	5
International (No. of Countries)	1

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

0.84%

c. A brief on types of customers:

Being in the power and infrastructure sector, the Company serves various categories of customers. The Delhi power distribution companies that is BSES Rajdhani Power Limited (BRPL) and BSES Yamuna Power Limited (BYPL) of the Company in Delhi caters to over 49 lakh customers which include domestic, commercial, industrial, agricultural and public utilities sectors.

The Companies Mumbai Metro One Line Project has served a 978 million passengers, its position Ridership has not only recovered but surpassed pre-covid levels. further fueled by the integration of new metro lines like Line 2A and 7. Line-1 is also connected with Ghatkopar and Andheri stations of suburban railway network and is able to cut travel time drastically. This seamless network expansion creates a more connected and efficient public transport system for the city.

There are 15 toll plazas operating in 8 toll roads of the Company serving with an average of daily traffic of 3.09 lakh vehicles. and an average toll collection of ₹ 3.15 crore per day. Our customers are the regular and non-regular users of the stretch between Pune and Satara (140.35 km), Gurgaon to Faridabad & Ballabhgarh to Sohna (66.185Km), Dindigul & Samayanallore, Hosur & Krishnagiri, Salem & Ulundurpet, Trichy & Karur, Trichy & Dindigul, Namakkal & Karur who drive vehicles of types Car, Light Commercial Vehicle, Buses, Truck (3 Axle), Multi-Axle Vehicles.

The Company's E&C Projects are carried out for various Government and Semi Government agencies like National Highway Authority of India (NHAI), Nuclear Power Corporation of India Limited (NPCIL), Maharashtra State Road Development Corporation (MSRDC) etc.

IV. Employees

20. 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)	4,604	4,120	89.49	484	10.51
2.	Other than Permanent (E)	708	663	93.64	45	6.36
3.	Total employees (D + E)	5,312	4,783	90.04	529	9.96
Workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	14,780	14,171	95.88	609	4.12
6.	Total workers (F + G)	14,780	14,171	95.88	609	4.12

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees						
1.	Permanent (D)	24	19	79.17	5	20.83
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	24	19	79.17	5	20.83
Differently Abled Workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	34	26	76.47	8	23.53
6.	Total differently abled workers (F + G)	34	26	76.47	8	23.53

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No.(B)	% (B / A)
Board of Directors	7	2	28.57
Key Management Personnel	2	-	-

Note: The data pertains to the Board and KMPs of the Listed Entity only.

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22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	7.94	7.69	7.91	7.76	6.92	7.69	11.3	8.68	11.02
Permanent Workers	-	-	-	-	-	-	-	-	-

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

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

Sl. 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	Reliance Airport Developers Limited	Subsidiary	65.21	Yes
2	Nanded Airport Limited	Subsidiary	74.24	Yes
3	Baramati Airport Limited	Subsidiary	74.24	Yes
4	Latur Airport Limited	Subsidiary	74.24	Yes
5	Yavatmal Airport Limited	Subsidiary	74.24	Yes
6	Osmanabad Airport Limited	Subsidiary	74.24	Yes
7	Reliance Power Transmission Limited	Subsidiary	100	No
8	Talcher II Transmission Company Limited	Subsidiary	100	No
9	North Karanpura Transmission Company Limited	Subsidiary	100	No
10	DS Toll Road Limited	Subsidiary	100	Yes
11	NK Toll Road Limited	Subsidiary	100	Yes
12	JR Toll Road Private Limited	Subsidiary	100	Yes
13	PS Toll Road Private Limited	Subsidiary	100	Yes
14	HK Toll Road Private Limited	Subsidiary	100	Yes
15	TD Toll Road Private Limited	Subsidiary	100	Yes
16	TK Toll Road Private Limited	Subsidiary	100	Yes
17	GF Toll Road Private Limited	Subsidiary	100	Yes
18	KM Toll Road Private Limited	Subsidiary	100	Yes
19	SU Toll Road Private Limited	Subsidiary	100	Yes
20	BSES Kerala Power Limited	Subsidiary	100	No
21	Reliance Energy Limited	Subsidiary	100	No
22	Reliance Energy Trading Limited	Subsidiary	100	No
23	Reliance E-Generation and Management Private Limited (Applied for Strike off)	Subsidiary	100	No
24	BSES Rajdhani Power Limited	Subsidiary	51	Yes
25	BSES Yamuna Power Limited	Subsidiary	51	Yes
26	Delhi Airport Metro Express Private Limited	Subsidiary	99.95	No
27	Mumbai Metro One Private Limited	Subsidiary	74	Yes
28	CBD Tower Private Limited	Subsidiary	89	No
29	Reliance Cement Corporation Private Limited (Applied for Strike off)	Subsidiary	100	No
30	Reliance Smart Cities Limited (Applied for Strike off)	Subsidiary	100	No
31	Reliance Cruise and Terminals Limited (Applied for Strike off)	Subsidiary	100	No

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Sl. 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)
32	Reliance Property Developers Private Limited (Applied for Strike off)	Subsidiary	100	No
33	Reliance Velocity Limited	Subsidiary	100	No
34	Mumbai Metro Transport Private Limited	Subsidiary	48	No
35	Tamil Nadu Industries Captive Power Company Limited	Subsidiary	33.70	No
36	Jai Armaments Limited	Subsidiary	100	No
37	Jai Ammunition Limited	Subsidiary	100	No
38	Reliance Defence Limited	Subsidiary	100	No
39	Reliance Propulsion Systems Limited	Subsidiary	100	No
40	Reliance Land Systems Limited	Subsidiary	100	No
41	Reliance Naval Systems Limited	Subsidiary	100	No
42	Reliance Unmanned Systems Limited	Subsidiary	100	No
43	Reliance Aero Systems Private Limited (Applied for Strike off)	Subsidiary	100	No
44	Reliance Helicopters Limited	Subsidiary	100	No
45	Reliance Defence and Aerospace Private Limited (Applied for Strike off)	Subsidiary	100	No
46	Reliance Defence Technologies Private Limited	Subsidiary	100	No
47	Reliance Defence Systems Private Limited	Subsidiary	100	No
48	Reliance SED Limited	Subsidiary	74	No
49	Reliance Defence Systems and Tech Limited	Subsidiary	100	No
50	Reliance Defence Infrastructure Limited	Subsidiary	100	No
51	Reliance Global Limited	Subsidiary	100	No
52	Reliance Aerostructure Limited	Subsidiary	100	No
53	Dassault Reliance Aerospace Limited	Subsidiary	51	Yes
54	Thales Reliance Defence Systems Limited	Subsidiary	51	Yes
55	Neom Smart Technology Private Limited	Subsidiary	100	No
56	Reliance Power Limited	Associate	23.15	No
57	Gulfoss Enterprises Private Limited	Associate	50.01	No
58	Metro One Operation Private Limited	Associate	30	No
59	Reliance Neo Energies Private Limited (Formerly known as Reliance Geo Thermal Private Limited)	Associate	25	No
60	RPL Photon Private Limited (Applied for Strike off)	Associate	50	No
61	RPL Sun Power Private Limited (Applied for Strike off)	Associate	50	No
62	RPL Sun Technique Private Limited (Applied for Strike off)	Associate	50	No
63	Utility Powertech Limited	Joint Venture	19.80	Yes

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VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013:

Yes, however, as the Company has incurred losses and inadequate profits in the previous three Financial Years, there was no requirement for spending any amount on CSR for the year 2023-24. At the group level, the Company has carried out a number of CSR Initiatives. The details of the CSR Interventions carried out by the group are provided in the Management Discussion and Analysis Report forming part of this annual report.

(ii) **Turnover (in ₹)** : 748.11 crore

(iii) **Net worth (in ₹)** : 5,666.97 crore

Note: The turnover and net worth are on standalone basis.

VII. Transparency and Disclosures Compliances

25. 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
Shareholders	Yes The details of shareholder grievance redressal mechanism is provided in the Investor Information section of the Annual Report and also on the website of the Company www.rinfra.com and the website of the RTA www.kfintech.com	-	-	-	-	-	-
Employees and Workers	Yes Please refer Question 5 under Principle 5 Whistle Blower Mechanism https://www.rinfra.com/web/rinfra/whistle-blower-policy	-	-	-	-	-	-
Customers	Yes Please refer Principle 9 YES (Link: https://www.rinfra.com/documents/1142822/10933829/BRSR_Policy.pdf)	-	-	-	-	-	-
Value Chain Partners	No	-	-	-	-	-	-
Community	Yes https://mmo.reliancemumbaimetro.com/crm	-	-	-	-	-	-
Others	No	-	-	-	-	-	-

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26. 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.	Customer Satisfaction	Opportunity	The Company being in service sector, customer satisfaction is utmost important. The quality of services provided and the dedicated customer grievance handling mechanism are the key for business growth.	-	Positive
2.	Road Safety	Risk	Operates National Highways and hence, subject to high risk of accidents.	Various road safety measures adopted like Black Spot identification and removal/lower the associated risks, installation of appropriate traffic signals and sign boards to guide people and to minimize accidents in all road projects, Ambulance services with 1 paramedical staff that are available 24X7 at all plazas to ensure immediate care, conducting Safety awareness programs and campaigns to create awareness.	Negative
3.	Workforce safety	Risk	The nature of business is subject to high risk of safety hazards	The Business unit conduct regular safety training to all the employees, third party contractor and does periodic safety audit and inspections. Cultivating a culture of safety among staff and workmen. Ensuring compliance with the HSE requirements/terms and designing work methods ensuring safety aspects. The Company and SPVs have life and medical insurance facility have been provided to all workmen/employees.	Negative
4.	Cyber Risk	Risk	Risk of breaches of security to gain access to information systems due to exposure to the Internet	Implementation of Integrated Intrusion Detection and Prevention Monitoring System (Managed Security Services) with auto monitoring, ethical log monitoring program to prevent unauthorised access or data leaks, security patch monitoring and alerting process is in place, encryption of every incoming and outgoing communication, Email campaigns to educate employees regarding cyber security covering topics such as phishing awareness, password hygiene, safe browsing practices and data protection measures.	Negative

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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)
5.	Synthetic Oil/ Transformer Oil	Risk	Ground contaminated in case of unsafe disposal of oil.	Mitigate: Ester oil/ Cast resin filled.	Negative implication as Ester oil is more expensive than synthetic oil.
6.	Gas Insulated Switchgear (SF6)	Risk	Ozone layer depletion in case of leakage	Adapt	Negative as substitute solutions are very expensive.
7.	Energy and Water	Risk	Inefficient and negligent use of energy and water may result in high consumption and wastage	Various measures for conservation and optimum use of energy and water have been undertaken by the Company like clean and green energy generation through roof top solar plants, energy effective lighting like LED, energy optimized metro train running profile ensuring optimal regeneration of up to 30%, rainwater harvesting, wastewater treatment plants for recycle and reuse of water.	Negative
8.	Road Safety	Risk	Operates National Highways, State Highways and hence, subject to high risk of accidents.	Various road safety measures adopted like Black Spot identification and removal/lower the associated risks, installation of appropriate traffic signals and sign boards to guide people and to minimize accidents in all road projects, Ambulance services with 1 paramedical staff that are available 24X7 at all plazas to ensure immediate care, conducting Safety awareness programs and campaigns to create awareness.	Negative
9	Sudden unexpected increase in price of Project material cost	Risk	Historical data analysis and current trend	Can not be mitigated completely. Project contingency may protect upto some extent.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the National Guidelines on Responsible Business Conduct (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	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.rinfra.com/web/rinfra/our-policies								

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Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fair-trade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	The policy is in line with the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, 2011 (NVGs) and was updated in terms of the NGRBC. They also conform to international standards adopted by the Group like ISO 9001, ISO 14001 and ISO 45001								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	No	No	No	No	No	No	No	No	No
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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)

At Reliance Group, Sustainability and Governance are of utmost importance. Our philosophy is to adopt ESG principles in all our businesses. The Company is committed to achieving an excellence in environmental performance, preservation and promotion of clean environment. We strive to deliver reliable and quality services to our consumers while remaining conscious of our responsibilities towards creating, conserving and ascertaining safe and clean environment for sustainable development by adopting appropriate technologies and practices to minimize environmental impact of our activities.

The imperative is to use natural resources efficiently to leave a minimal carbon footprint and impact on biodiversity across our business value chain. The group strives to develop and promote processes and newer technologies to make all our products and services environmentally responsible. The philosophy behind is to create a sustainable eco-sphere of low carbon economy by following the 5R guidelines of **R**educe, **R**euse, **R**ecycle, **R**enew and **R**espect for the environment and its resources through the entire supply management.

Engagement of the community is paramount for sustaining a programme on ground. We aim to make a positive difference in the communities, ensure engagement of the community at the very planning stage and thereafter inducting them at the implementation level. This not only ensures acceptance of the programme on ground but also its continuity and sustainability.

We believe our role as Enablers can promote dynamic development by creating synergies with our partners in growth and success - the Communities. We are committed to augmenting the overall economic and social development around the local communities where we operate by discharging our social responsibilities in a sustainable manner. The interventions have been aligned with that of the government mandate both at the local as well as the state level. We have been working in the direction of creating meaningful partnerships through series of engagements and transparency in our processes across Board.

To summarize, we at Reliance Group strive to live up to our responsibilities as corporate citizens and continue with our endeavour to bring about an all round transformation in the vicinity of all our project sites for the common good of the To summarize, we at Reliance Group strive to live up to our responsibilities as corporate citizens and continue with our endeavour to bring about an all round transformation in the vicinity of all our project sites for the common good of the

community as a whole. In this Business Responsibility and Sustainability Report prepared in line with the mandates by the Securities and Exchange Board of India containing enhanced ESG disclosures gives an insight into the Groups contribution to the environment, community and Society.

Punit Garg
Executive Director and
Chief Executive Officer

S S Kohli
Chairman
CSR Committee

Reliance Infrastructure Limited

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Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
8. Details of the highest authority responsible for implementation and oversight of Business Responsibility Policy (ies).	Corporate Social Responsibility and Sustainability Committee of the Board of Directors of the Company is responsible for implementation and oversight of the Business Responsibility policy(ies).								
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.	The Composition of the Committee is as under:								
	Name of Directors	DIN	Catogary	Role					
	Shri S S Kohli	00169907	Independent Director	Chairman					
	Ms. Manjari Kacker	06945359	Independent Director	Member					
	Shri K Ravikumar	00119753	Independent Director	Member					
	Ms. Chhaya Virani	06953556	Independent Director	Member					
	Shri Punit Garg	00004407	Executive Director	Member					

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)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	C	C	C	C	C	C	C	C	C	A	A	A	A	A	A	A	A	Q
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	C	C	C	C	C	C	C	C	C	A	A	A	A	A	A	A	A	Q

	P1	P2	P3	P4	P5	P6	P7	P8	P9
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	No	No	No	No	No	No	No	No	No

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated: -

Not Applicable since the policies of the Company cover all principles issued on NGBRCs.

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
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									

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SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

The information provided under this report covers the Essential Indicators.

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 (BOD)	12	During the year, Board members and KMPs were apprised of various updates pertaining to business, regulatory, safety, ESG matters, etc. which provided insights on the topics under the nine Principles.	100.00
Key Managerial Personnel (KMPs)			
Employees other than BOD and KMPs	1,115	With an objective of creating awareness among employees and workers of the group on various principles, the training programmes were conducted on topics like Code of Conduct, Knowledge and Significance of Ethics and Integrity at Workplace, Importance of Responsibility, Ownership & Accountability, Prevention of Sexual Harassment, Health and Wellness, Safety awareness Stress and Management.	57.71
Workers	154		18.21

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	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.

Case details	Name of the regulatory / enforcement agencies / judicial institutions
None	Nil

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. –

Yes. The Company's Code of Conduct contains the clauses on anti-corruption or anti-bribery.

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As per the code of conduct of the Company, Employees, are strongly discouraged from disparaging, misrepresenting or harassing a competitor; stealing trade secrets, bribery, kickbacks or any other corrupt practices.

Employees must be particularly careful to avoid actions that create the appearance of favouritism or that may adversely affect the company's reputation. Employees should neither seek nor accept for themselves or others any gifts, favours, business courtesies without a legitimate business purpose. A and should avoid a pattern of accepting frequent courtesies from the same person's or companies.

These details are available at <https://www.rinfra.com/our-policies>

5. Number of Director/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:

	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

Details	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
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. – Not Applicable as there were no such cases of corruption and conflict of interest.

8. Number of days of accounts payables (Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-24	FY 2022-23
Number of days of accounts payables	337	318

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metric	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	7.15	4.97
	b. Number of trading houses where purchases are made from	5	8
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100	100
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	3.75	4.27
	b. Sales (Sales to related parties / Total Sales)	0.58	0.47
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	9.64	9.46
	d. Investments (Investments in related parties / Total Investments made)	88.31	67.57

Business Responsibility and Sustainability Report

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

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

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	NIL	NIL	NIL
Capex	100	83%	For upgradation, strengthening and modernization of the distribution system includes technological investments towards enhancing safety, reliability and energy efficiency. Tech-Refresh of all legacy IT systems in order to enhance the security of the organization in addition to productivity of the employees.

2.
 - a. **Does the entity have procedures in place for sustainable sourcing?** Yes
 - b. **If yes, what percentages of inputs were sourced sustainably?**

Yes, the Company has procedures in place for sustainable sourcing. In fact, the Company encourages its vendors, contractors and suppliers for effective implementation of the same by including Environmental, Health & Safety and Sustainability clauses in all its Purchase Orders and Work Orders.

100% of the Power procurement by the Company's Power Distribution business is through the set procedure as enunciated in the "vendor code of conduct" which is mainly set on 5 parameters - Labour and Human rights, Health and Safety, Environmental, Ethics, Management system. This document is part of each tender published by the company and the adherence by each vendor who participate in tender is ensured. Further the compliance of Renewable Purchase Obligation enforced by the Delhi Electricity Regulatory Commission (RPO & REC framework) Regulations ensures around 14.37%/894 MU of the power procurement from BYPL and 34.42%/ 4607 MU of Power procurement from BRPL from sustainable (renewable) sources.

As part of sourcing strategy in the EPC Business, our priority is to source local raw materials like sand, stone aggregates etc. for construction of Roads, Structures and Toll Plazas. In addition, we strive to design and construct sustainable projects which incorporate conservation measures, continuous monitoring of environment and use of resources that are environment friendly, adoption of green technologies and deployment of fuel efficient plants and machineries. Our aim is to make efficient use of natural resources, eliminating waste, recycling and reusing the material to the extent possible without compromising quality and safety. Our priority is to use locally available raw materials and engage local labour for construction and O&M activities.

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

Through Environment Management System ISO 14001, the E&C Division takes steps to increase waste efficiency. Fly Ash bricks are used to reduce carbon foot print. Also, use of fly ash in ready mix concrete (batching plant) helps in protection of environment by partly replacing cement, production of which entails energy consumption and CO2 emissions.

Our philosophy is to reduce waste and make efficient use of raw materials during construction of roads and other E&C Projects. We use recycled bitumen aggregates (amounts to about <5%), while we do not compromise on high quality standards and safety of roads.

At Mumbai Metro, there is a system of selling the scrap and waste to approved vendors who can recycle the products and waste. Also, about 400 KL of water is recycled from total water consumed for train washing.

At the Delhi Power Distribution Companies, reclaiming products involve designing the equipment with recyclable materials at the vendor end, establishing collection points for decommissioned items, assessing them for refurbishment, and disassembling for material recovery. Partnering with specialized recycling facilities ensure proper disposal of materials like copper/ steel/ other minerals while complying with environmental regulations. Safeguarding sensitive data in equipment is paramount, which require proper data sanitization procedures. Maintaining records of reclaimed equipment and materials help demonstrate our environmental stewardship, while continuous improvement efforts (7S & Kaizen) optimize resource recovery and minimize waste generation. Through these involved processes company contributes to sustainability by conserving resources and reducing environmental impact across the equipment lifecycle.

Plastic waste, E-waste, hazardous waste and other waste are collected from different offices and deposited at a centrally located store and from there it is disposed off as per the defined process through Metal Scrap Trade Corporation auction to Authorized Recyclers. Wastepaper is collected at source by authorized agencies for recycling in exchange of Paper Ream. All the identified end of life E waste is being scrape using the standard procedure. A Certified vendor is finalized by handled by procurement team and all scrape gets handed over to the vendor and vendor provides the green certificate post scraping of the e-waste.They also adhere to the the Batteries (Management and Handling), Rules, 2001, Hazardous and other waste (Management and Trans-boundary Movement) Rules 2016, and E-waste (Management) Rules, 2016 to ensure the safe disposal of wastes as per category of hazards.

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.** No - Extended Producer Responsibility is currently not applicable to The Companies activities. Our waste management plan considers the applicable regulations and is aimed towards minimization as well as recycle/reuse of waste.

Reliance Infrastructure Limited

Business Responsibility and Sustainability Report

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

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		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	4,120	4,120	100	4,120	100	-	-	3,220	78.16	-	-
Female	484	484	100	484	100	372	76.86	-	-	236	48.76
Total	4,604	4,604	100	4,604	100	372	8.08	3,220	69.94	236	5.13
Other than Permanent Employees											
Male	663	663	100	663	100	-	-	-	-	-	-
Female	45	45	100	45	100	-	-	-	-	-	-
Total	708	708	100	708	100	-	-	-	-	-	-

b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		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 Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent Workers											
Male	14,171	7,946	56.07	14,171	100	-	-	5,174	36.51	-	-
Female	609	383	62.89	609	100	609	100	-	-	-	-
Total	14,780	8,329	56.35	14,780	100	609	4.12	5,174	35.01	-	-

Note: Health Insurance is not provided for the workers who are covered under Employee State Insurance Scheme.

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format -

	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the company	0.25	0.25

2. Details of retirement benefits, for Current Financial Year and Previous Financial Year

Benefits	FY 2023-24			FY 2022-23		
	No of employees covered as a % of total employees	No of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A)	No of employees covered as a % of total employees	No of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A)
PF	99.80	100	Y	98.67	100.00	Y
Gratuity	76.24	4.97	Y	82.33	18.60	Y
ESI	16.930	64.03	Y	7.00	60.75	Y
Others	-	-	-	-	-	-

Business Responsibility and Sustainability Report

3. Accessibility of workplaces

Are the premises / offices 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.

Yes, The group has policy for disabled in place which is specifically aiming at safeguarding interest of differently abled by facilitating necessary support in terms of physical infrastructure, digital infrastructure, working environment, equal opportunity, transfer and posting, disability leave etc. Various office buildings are easily accessible to differently abled employees through wheelchair friendly ramps and lifts. Braille signage are provided in the lifts for the benefit of visually challenged and restrooms compatible to the disabled are provided.

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.

Yes. The Weblink for the policy is <https://www.rinfra.com/our-policies>

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100.00	98.08	-	-
Female	93.75	93.75	-	-
Total	98.58	97.06	-	-

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

Categories	Yes / No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes. To achieve employee Engagement and effective resolution of employee grievances, the Employees are provided multiple forums for raising their concerns and grievances and obtain redressal. HR Care System provides a centralized email id where the employees can reach out and also provides a mechanism of steering Committees to address the queries and concerns of all the employees/associates working across the length & breadth of organization. Division Steering Committees (DSC) are formed to address the employee grievances at the field level. The DSCs are meeting periodically to review the employee/associate grievances for different departments/offices in their division jurisdiction and resolve them to the extent feasible. Employees can submit their queries or concerns by login into HRCare Portal wherein the respective process owner will get mailing alerts on request submission. The issue will be resolved by Process Owner and reply will be sent to the user on mail. The User can track the status of their request through unique request number generated at the time of submission.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2023-24			FY 2022-23		
	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 (C)	No. of employees / workers in respective category, who are part of association(s) or union (D)	%(D/C)
Total Permanent Employees						
Male	4,120	2,609	63.33	4,025	712	17.69
Female	484	299	61.78	477	67	14.5

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Total Permanent Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	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)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	4,783	1,186	24.80	1,836	38.39	4,544	2,013	44.30	1,695	37.30
Female	529	189	35.73	200	37.81	512	134	26.17	155	30.27
Total	5,312	1,375	25.88	2,036	38.33	5,056	2,147	42.46	1,850	36.59
Workers										
Male	14,171	659	4.65	1,185	8.36	14,337	1,535	10.71	4,458	31.09
Female	609	47	7.72	122	20.03	619	66	10.66	311	50.24
Total	14,780	706	4.78	1,307	8.84	14,956	1,601	10.70	4,769	31.89

Note: Previous financial year figures are updated as per NSE Circular dated May 10, 2024

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	4,783	4,074	85.18	4,544	3,939	86.69
Female	529	472	89.22	512	466	91.02
Total	5,312	4,546	85.58	5,056	4,405	87.12
Workers						
Male	14,171	14,171	100	14,337	14,337	100
Female	609	609	100	619	619	100
Total	14,780	14,780	100	14,956	14,956	100

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?

Yes. Reliance Group firmly believes that health and safety of its employees, who are an asset to the company, is of utmost importance. Safety is an essential and integral part of each and every activity at Reliance Group. Therefore all work shall be carried out with utmost care, giving due consideration to safety which shall not be compromised under any circumstances. Accidents and risk to health are preventable through continuous improvement in working environment and involvement of all employees making thereby a safe, healthy and accident free work place.

A Safety Management System (SMS) is implemented which is an in-house developed software that displays the unsafe working conditions captured at various sites, across the Power Distribution Companies, in a real time basis to the concerned and tracks the necessary corrective action. There is a 3-tier check to close the observation after the necessary corrective action has been taken. All the Occupational Health & Safety compliances are monitored through strong Compliance Management System (CMS), which is an integrated online platform. Safety committee is existing comprising of equal representation from management and workers. Crisis and Disaster Management Plan prepared according to the Disaster Management Manual available on NDMA (National Disaster Management Authority) and DDMA (Delhi Disaster Management Authority) websites and in line with the draft prepared by CEA (Central Electricity Authority). Strict penalties are imposed on violation of health and safety rules. At sites, designed field safety engineers are appointed to look after the OH&S compliance..

Metro business has a detailed Occupational Health & Safety Management Manual, which covers all the business activities. The Health and Safety Management System is prepared meeting the requirements of ISO 45001:2018. Occupational Health

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& Safety is one of the core values of the Mumbai Metro One Pvt. Ltd. Each employee is imparted training on Occupational Health & Safety during their induction training as well as during their Job specific and refresher training. The coverage is 100% and includes all employees and workers.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

At our Power Distribution Companies, HIRA (Hazard identification and risk assessment) is used to identify work-related hazards and assess risks. The potential risks and hazards at the workplace are identified and divided into three categories (low, medium, high) and hazard prompt list is prepared. Hazards are analysed, evaluated and adequate control measures are implemented to reduce impact on environment and humans.

Health and Safety Management System at Mumbai Metro comprises of followings safety processes for identifying work related hazards and assess risks on routine and non-routine basis. i. Safety Leadership and Accountability with OH&S Objective; ii. Hazard Identification, Risk Assessment and Risk Management; iii. Design, Construction, Operational Planning and Control; iv. Employees and Workers Competency before Deploying them on Work; v. Communication, Consultation and Participation; vi. Established process for Reporting & Recording of Incidents, Non-conformities and Near Miss cases; vii. Established process for investigation of Incidents/Non conformities including the Findings in Learning viii. Change Management Process ix. Workers Safety Management x.Measurement, Monitoring and Review xi. Fire Detection and Suppression System as per National Fire Protection Association (NFPA).

At our Toll Roads, the following processes are used to identify work-related hazards and assessment of risks are as below:

1. Hazard Identification: This involves systematically identifying potential hazards present in the workplace, which include workplace inspections, job hazard analyses, incident reports, employee feedback, and review of relevant regulations and standards.
2. Risk Assessment: Once hazards are identified, a risk assessment is conducted to determine the likelihood and severity of potential harm or injury resulting from those hazards. This involves evaluating factors such as the frequency of exposure, potential consequences, and the number of people at risk. Risk assessments can be qualitative, semi-quantitative, or quantitative, depending on the complexity and nature of the hazards.
3. Job Safety Analysis (JSA): A JSA, also known as a Job Hazard Analysis (JHA), is a systematic process of breaking down a job into individual tasks and identifying potential hazards associated with each task. By analyzing the sequence of steps, tools, materials, and environmental factors, JSAs help identify hazards and determine appropriate control measures to mitigate risks.
4. Safety Inspections and Audits: Regular safety inspections and audits are conducted to identify and evaluate hazards and risks in the workplace. Trained personnel / safety officers / external auditors conduct these assessments to ensure compliance with safety standards, policies, and procedures.
5. Incident Reporting and Investigation: Encouraging employees to report incidents, near misses, and potential hazards is crucial for ongoing hazard identification. Incidents are thoroughly investigated to determine root causes, contributing factors, and underlying hazards. This information is then used to implement corrective actions and prevent future occurrences.
6. Safety Committees and Meetings: Establishing safety Committees or holding regular safety meetings allows employees to actively participate in hazard identification and risk assessment. These forums provide a platform to discuss safety concerns, share best practices, and propose improvements to mitigate risks.
7. Change Management and Risk Review: Routine and non-routine changes in work processes, equipment, materials, or the introduction of new technologies should undergo a thorough review for potential hazards and associated risks. This includes assessing the impact of changes, conducting risk assessments, and implementing appropriate control measures before the changes are implemented.
8. Ongoing Monitoring and Review: Hazards and risks should be continuously monitored and reviewed to ensure that control measures are effective and relevant. This includes periodic reassessments, employee feedback, incident analysis, and keeping up-to-date with regulatory changes and industry best practices.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks.
Yes.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?
Yes.

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

Safety Incident / Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	0.25	0.28
Total recordable work-related injuries	Employees	4	4
	Workers	7	19
No. of fatalities	Employees	-	-
	Workers	1	9
High consequence work-related injury or ill-health (excluding fatalities)	Employees	4	4
	Workers	-	-

*including in the contract workforce

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

Safety of its own employees as well as the society in general is paramount for Reliance Group. The Company ensures safety by competency development, training and advanced technology based engineering, engineering controls and use of personnel protective equipments (PPEs) and special tools.

At Every location of business, steps are taken on regular basis to ensure safety of employees and equipments. Some of the measures taken to ensure fulfillment of safety requirements include:

- Mandatory Safety training for all employees
- Internal and External safety audits
- Mock drills
- Emergency preparedness planning
- Disaster management
- Hazard Identification & Risk Assessment
- Compliance of all statutory requirements
- Safety Committees with representation of working level staff
- Site visits and inspections
- Safety Promotion campaigns
- Observing National Safety Day followed with safety week at many locations
- Regular health screenings to ensure fitness for duty
- Fostering a supportive work environment through open communication channels and regular feedback mechanisms – Town halls, Station connects, Metrologues, Periodic reviews
- Prevention of Sexual Harassment & Prevention of workplace bullying

- Hazard Identification & Risk Assessment Registers that emphasize on creating a safe and healthy work place.
- Regular health & wellness programmes by subject matter experts on mental & physical health and overall wellbeing of employees

The Power Distribution Companies apply the following effective control measures:

- Elimination: Eliminates less important/redundant activities to reduce risk
- Substitution: substitute the activity by another easy activity
- Isolation: is used to isolate the hazards from the persons
- Engineering: changing the process, equipment or tools in such a way that the risk is reduced.
- Administration: Using administrative guidelines, procedures, rosters, training etc., to minimize the impact of hazard
- Personal Protective Equipment (PPE)
- Risk Assessments: Conducting regular risk assessments to identify potential hazards and risks in the workplace. This includes assessing physical hazards (such as equipments, ergonomics, etc.) as well as psychosocial risks (such as workload, stress, and workplace bullying).
- Safety Policies: Establishing and communicating clear safety policies, SOPs and procedures to all employees. These policies should outline safe behavior, reporting procedures for hazards and incidents, and protocols for emergency response.
- Training: Providing comprehensive training and education to employees on safety procedures, hazard recognition, proper use of equipment and machinery, and emergency response protocols. Ongoing training ensures that employees remain informed and prepared to handle potential risks.
- Fire Safety Equipments: Ensuring the availability and maintenance of safety equipment and facilities, such as fire extinguishers, first aid kits, etc.
- Health and Wellness Programs: Implementing health and wellness programs to promote physical and mental well-being among employees. This may include access to counselling services, stress management programs, and health screenings.
- Ergonomic Design: Designing workspaces and tasks to minimize ergonomic risks and musculoskeletal disorders. This may involve ergonomic assessments, adjustable furniture and equipment, and ergonomic training for employees.
- Safety Committees and Employee Involvement: Safety committees comprises of representatives from management and employees to address safety issues, review incidents, and develop safety initiatives. Quarterly meetings are conducted to increase awareness and commitment to safety.

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- **Compliance with Regulations:** Ensuring compliance with relevant occupational health and safety regulations and standards established by government agencies, industry associations, and other regulatory bodies. BYPL has a strong Compliance Management System (CMS), which is an integrated online platform borrowed by Legatrix to monitor the compliance to all the applicable rules and regulations. All the OH&S compliances are monitored through it.
- **Continuous Improvement:** Continuously monitoring and evaluating safety performance, conducting regular inspections and audits, and implementing measures for continuous improvement based on feedback, incident investigations, and lessons learned.

Safety Is an integral part of KRA/KPI of every employee. The overall employee incentive is calculated after considering safety aspect as one of the key parameter. Various safety events are organized and employees are rewarded to enhance safety culture. All our businesses are Committed for zero accident of employee and public. Even a small safety lapse is viewed seriously and detailed root cause are analyzed and circulated to avoid its reoccurrence

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

	FY 2023-24			FY 2022-23		
	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	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

	% of your 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 assessments of health & safety practices and working conditions.

At the Metro business, all safety related accidents including Near Miss cases are investigated and learning from the investigation report is shared across the organization for implementation of corrective actions to stop reoccurrence of the incidents. Effectiveness of Corrective actions deployment is monitored and checked during safety Audits. Significant risks/concerns arising from assessment of Health and Safety Practices are addressed through elimination of manual job by use of Technology, Safety Capability Building, Monitoring and supervision etc.

At the Distribution business, assessments are also carried out by respective Government authorities and the Company has not received any non-compliance certification. Regular Safety inspections and audits are conducted to identify and mitigate safety hazards on-site, leading to ongoing revisions of Standard Operating Procedures (SOPs) to enhance safety continuously. Observation/corrective measures Lessons learned from any such incident are systematically shared within the organization to prevent the recurrence of accidents, incidents, or near misses, fostering a culture of continuous improvement. Company also engages with all stakeholders, including Employees, Unions, Regulators, and Community members (RWAs), to address safety concerns and develop effective solutions collaboratively. This engagement includes forming Safety committees, conducting joint inspections, and seeking input from stakeholders on safety improvement initiatives. By implementing these measures, the Company ensures a comprehensive approach to safety.

We ensure at our Road Business It is ensured at the Road Business that there is 24x7 basis route patrolling services throughout the entire stretch of the Project highway to address the safety-related incidents in the timely manner. We have implemented the adequate safety measures such as Traffic Sign Boards, Solar Blinkers, Road Studs, Delineators, Guard Posts, Reflective Strips, Pavement marking & Road safety awareness (Road users, Local public and students) in terms of corrective action undertaken throughout the entire stretch of the Project highway.

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

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

Any individual or group of individuals or institution that adds value to the business chain of the Corporation is identified as a core stakeholder. The Company has mapped the stakeholders i.e. Shareholders, Employees and workers, customer, value chain Partners and Community and out of these, the Company has identified the disadvantaged, vulnerable and marginalized 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 & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually Half yearly/Quarterly / others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	Various modes including e-mail, newspapers, company website.	Frequently and need basis	Keeping investors updated of all developments in the Company.
Employees and workers	No	HR Care Portal, Email, CEO communication meet, town halls	Regular	Employee engagement
Customers	No	Email, SMS, advertisement, website, social media	Regular	Offers, Awareness campaigns, query resolution
Value Chain Partners	No	Email, vendor meet	Annual, periodic	Process refresh, engagement
Community	Yes (a part of the Community belonging to Low-income pockets)	Physical interactions, Pamphlets, O/d Campaigns, Radio Campaigns, Website, Social Media	Regular	CSR Intervention

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 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	4,604	1,039	22.57	4,502	1,148	25.50
Other than permanent	708	299	42.23	554	274	49.46
Total Employees	5,312	1,338	25.19	5,056	1,422	28.13
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	14,780	444	3.00	14,956	-	-
Total Workers	14,780	444	3.00	14,956	-	-

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	4,120	-	-	4,120	100	4,025	-	-	4,025	100
Female	484	-	-	484	100	477	-	-	477	100
Other than Permanent										
Male	663	-	-	663	100	519	-	-	519	100
Female	45	-	-	45	100	35	-	-	35	100
Workers										
Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent										
Male	14,171	9,200	64.92	4,971	35.08	14,337	6,070	42.34	8,267	57.66
Female	609	214	35.14	395	64.86	619	149	24.07	470	75.93

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration / wages:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	5	-	2	-
Key Managerial Personnel (KMP)	3	82,70,000	-	-
Employees other than BoD and KMP	4,780	17,02,585	529	17,34,252
Workers	14,171	2,54,580	609	3,35,412

Note: Does not includes sitting fees paid to Non-Executive Directors

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	6.19	6.05

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

Yes.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The Company as a policy, does not employ children or forced labour in any form. Company has constituted an Internal Compliance Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. All complaints related to sexual harassment are addressed by the internal Committee in strict compliance to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The three member Ethics Committee formulated by the Board under the Whistle Blower Policy / Vigil Mechanism of the Company immediately responds all the concerns raised by the employees. The employees can also resort to the HRCare Portal to raise their grievances.

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

	FY 2023-24			FY 2022-23		
	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	1	-	Nil	2	1	Pending Inquiry is related to complaint pertaining to year 2018. During FY23, 2 complaints were received and were resolved during the year.
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour / Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	1
Complaints on POSH as a % of female employees / workers	0.09	0.09
Complaints on POSH upheld	-	-

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

Mechanisms to prevent adverse consequences are covered in various Policies such as Whistleblower Policy, Prevention of Sexual Harassment Policy etc. No discrimination, harassment, victimization or any other unfair employment practice like retaliation, threat or intimidation of termination /suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like will be adopted against Whistle Blowers / complainants In case of any violation of this, the complainant can approach the Chairman of the Audit Committee, who shall investigate into the same and take suitable action which may inter alia include reinstatement of the employee to the same position or to an equivalent position, order for compensation for lost wages, remuneration or any other benefits, etc.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others-please specify	-

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

Not Applicable since no significant risk or concern has arisen.

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

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

Parameter	FY 2023-24	FY 2022-23
Total electricity consumption (A) (GJ)	46,772.83	27613.91
Total fuel consumption (B) (GJ)	-	-
Energy consumption through other sources (C) (GJ)	-	-
Total energy consumed from renewable sources(A+B+C)	46772.83	27613.91
From non-renewable sources	-	-
Total electricity consumption (D) (GJ)	238538.05	216054.03
Total fuel consumption (E) (GJ)	1,98,338.65	212800.82
Energy consumption through other sources (F) (GJ)	-	-
Total energy consumed from non-renewable sources(D+E+F)	436876.70	428854.85
Total energy consumed (A+B+C+D+E+F)	483649.53	456468.76
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations)	0.0000021917	0.0000022007
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operation adjusted for PPP)	0.0000490951	0.0000487831
Energy intensity in terms of physical output (Total Energy consumption/Total power procured(MU Units))	19.28	19.07
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: The Physical output represented above pertains to Delhi Power distribution companies which accounts for 90% of the total operations

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes, The total energy consumption of the company is audited by statutory auditors and also by Delhi Electricity Regulatory Commission (DERC) – a quasi judicial body under the Electricity Act 2003.

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 – Yes

As per the MoP’s Notification on PAT Cycle VII, BYPL and BRPL has been notified as a Designated Consumer (DC) & Target Distribution loss of BYPL and BRPL for target year 2024-25 is 9.02% and 8.08 respectively. BYPL and BRPL have already overachieved their PAT-VII FY25 target in FY24 itself, with the provisional FY24 T&D losses at ~7% and at <7%.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilo litres)		
(i) Surface water	8,800	1,828
(ii) Groundwater	3,650	3,650
(iii) Third party water	3,83,033.64	3,73,178.80
(iv) Seawater/desalinated water	-	-
(v) Others	16,405.50	33,540.26
Total volume of water withdrawal (in kilo litres) (i + ii + iii + iv + v)	4,11,889.14	4,12,197.06
Total volume of water consumption (in kilo litres)	4,01,340.14	4,01,373.06
Water intensity per rupee of turnover (Total Water consumed/Revenue from operation)	0.0000018187	0.0000019351
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.0000407399	0.0000428950
Water intensity in terms of physical output (Total water consumption/Total power procured(MU Units))	16.42	17.22
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: The Physical output represented above pertains to Delhi Power distribution companies which accounts for 90% of the total operations

• Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

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4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	1,63,906.14	1,62,913.06
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	1,63,906.14	1,62,913.06

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency - No

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

No

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
Nox	PPM	2.22	-
Sox	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify Ozone depleting substance (SF6) released from switchgears	Tonnes	12,990	9,539

• Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. NO

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	18,133	14,304
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	20,016	22,494
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO2/₹	0.0000001729	0.0000001774
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO2/₹	0.0000038725	0.0000039326
Total Scope 1 and Scope 2 emission intensity in terms of physical output (Total Scope 1 and Scope 2 emission consumption/Total power procured(MU Units))	Metric tonnes of CO2 equivalent	1.52	1.54
Total Scope 1 and Scope 2 emission intensity(optional) –the relevant metric may be selected by the entity	-	-	-

Note: The Physical output represented above pertains to Delhi Power distribution Companies which accounts for 90% of the total operations

- **Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.** No

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

Yes, Delhi Power Distribution Companies have been consciously trying to improve the Renewable Energy share in its power portfolio and has set medium and long term targets in this regard. Additionally, EVs are used in the Company vehicle fleet which ensures reduced emission. The Company has committed to responsible business practices by adopting Energy efficient Air conditioners using Eco friendly refrigerant gases thus contributing to the emission reduction.

At Mumbai Metro, solar panels with capacity of 2.30 MWp have been installed at all 12 Metro stations and a total of 2,000 rooftop solar panels at the Metro Depot. Annual green and clean energy generation from the rooftop solar plants is around 0.9 million units. Use of clean solar energy has helped reduce carbon emission by around 900 tons per annum.

At Toll Road business, EV Public Charging Station has been implemented to reduce Green house emission.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2023-24	FY 2022-23
Plastic waste (A)	240.26	211.84
E-waste (B)	24.74	7.28
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	15.83	11.76
Radio active waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	361.33	291.46
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	2,418.83	3,061.35
Total(A+B+C+D+E+F+G+H)	3,060.99	3,583.69

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Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000000139	0.0000000173
Waste intensity per rupee of turnover adjusted for Purchasing Power parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0000003107	0.0000003830
Waste intensity in terms of physical output (Total Waste consumption/Total power procured (MU Units))	0.12	0.15
Waste intensity (optional) – the relevant metric may be selected by the entity		
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	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Land filling	-	-
(iii) Other disposal operations	3,124.71	3,965.11
Total	3,124.71	3,965.11

Note: The Physical output represented above pertains to Delhi Power distribution companies which accounts for 90% of the total operations

• Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

10. 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.

Waste Management Practices

1. Segregation and Collection: Waste is segregated at the source into different categories such as hazardous, non-hazardous, recyclable, and non-recyclable. Dedicated bins and containers are used at various spots to collect each type of waste separately.
2. Recycling and Reuse: Materials such as metals, cables, transformers, and oil are recycled and reused wherever possible. For example, transformer oil can be purified and reused, and metals are often sent to recycling facilities. All this is executed by the assigned vendors.
3. Safe Disposal: Hazardous waste like Batteries, Electronic waste (e-waste), and chemicals are disposed of in compliance with environmental regulations. This often involves partnering with certified waste disposal companies specializing in handling hazardous materials.
4. Electronic Waste Management: Proper handling of e-waste includes collecting and recycling old electronic equipment, ensuring that toxic substances like lead and mercury are safely managed by the disposal agency.
5. Monitoring and Documentation: Vendors are advised to maintain thorough records of waste generation, handling, and disposal to ensure compliance with regulations and to facilitate audits.

Strategies to Reduce Usage of Hazardous and Toxic Chemicals

1. Material Substitution: Replacing hazardous materials with less toxic or non-toxic alternatives in equipment and company processes.
2. Process Optimization: Implementing processes that minimize the generation of hazardous waste, such as improving the efficiency of insulation materials wherever possible to reduce the need for harmful chemicals.

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- Green Procurement Policies: Adopting procurement policies that prioritize the purchase of environmentally friendly products and materials that are free from toxic substances.
- Employee Training: Routinely educating employees on best practices for handling chemicals and waste, including proper storage, usage, and emergency procedures to reduce accidental releases.

Practices to Manage Hazardous and Toxic Wastes

- Containment and Storage: Ensuring that hazardous waste is stored in suitable, labeled containers that prevent leaks and contamination. Storage areas are designed to contain spills and prevent environmental contamination.
- Treatment and Neutralization: Implementing on-site treatment processes to neutralize toxic chemicals before disposal. This can include chemical neutralization, stabilization, and solidification.
- Incineration and Thermal Treatment: Using high-temperature incineration to safely destroy hazardous organic compounds. This method is often used for waste that cannot be recycled or treated otherwise.
- Compliance with Regulations: Adhering to local, national, and international regulations for hazardous waste management, including proper labeling, transport, and documentation to ensure safe handling throughout the waste lifecycle.
- Partnerships with Licensed Disposal Facilities: Collaborating with licensed hazardous waste disposal facilities to ensure that waste is treated and disposed of in accordance with regulatory standards, minimizing environmental impact.

Also refer to Question no 3 of Principle 2

- 11 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, the reasons thereof and Corrective action taken, if any.
1	Pune Satara Toll Road	Toll Collection	Yes
2	Gurgaon & Faridabad	Toll Collection	Yes
3	Dindigul Samayanallore Toll Road	Toll Collection	Yes
4	Namakkal Karur Toll Road	Toll Collection	Yes
5	Hosur Krishnagiri Toll Road	Toll Collection	Yes
6	Salem Ulundurpet Toll Road	Toll Collection	Yes
7	Trichy Dindigul Toll Road	Toll Collection	Yes
8	Trichy Karur Toll Road	Toll Collection	Yes

- 12. 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
None	Nil	Nil	No	No	Nil

- 13. 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**

If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control Boards or by courts	Corrective action taken, if any
	None	Nil	Nil	Nil

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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: 5**
- 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	IMC Chamber of Commerce and Industry	National
2	National Highways Builders Federation	National
3	The Associated Chamber of Commerce and Industry	National
4	Federation of Indian Chambers of Commerce and Industry	National
5	All India Association of Industries	National

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.**

Name of authority	Brief of the case	Corrective action taken
None	Nil	Nil

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

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 the 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
None	Nil	Nil	No	No	Nil

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)
	None	None	None	Nil	Nil	Nil

3. **Describe the mechanisms to receive and redress grievances of the community.**

There is regular engagement with key community institutions and representatives from key neighborhoods across the license areas of the Power Distribution Companies.

1. **Design the Grievance Redress Mechanism (GRM): Create a well-defined structure for the grievance redress process. Ensure that it is accessible, transparent, and easily understandable by all members of the community. Consider the following elements:**
 - **Grievance Submission:** Provide multiple channels for submitting grievances, such as online platforms, dedicated email addresses, physical complaint boxes, or designated personnel.
 - **Complaint Registration:** Establish a system to document and register grievances upon receipt. Each complaint should be assigned a unique reference number or identifier for tracking purposes.
 - **Evaluation and Categorization:** Examine the grievances to assess their nature, seriousness, and relevance. Categorize them based on the departments, agencies, or individuals responsible for addressing specific types of complaints.
 - **Investigation and Resolution:** Allocate resources to investigate and resolve grievances promptly. Determine appropriate authorities or Committees responsible for investigating and resolving complaints, ensuring impartiality and fairness throughout the process.

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- Communication and Feedback: Establish a feedback loop to keep complainants informed about the progress of their grievances. Regularly communicate updates, expected timelines, and final outcomes.
2. Publicize the GRM: Raise awareness about the existence and functioning of the grievance redress mechanism. Publicity efforts may include:
 - Information Dissemination: Share comprehensive information about the GRM through various channels such as websites, social media, newsletters, community meetings, and local newspapers.
 - Outreach Programs: Organize awareness campaigns, workshops, or training sessions to educate the community members about their rights, the grievance process, and how to utilize the mechanism effectively.
 3. Ensure Accountability and Transparency:
 - Standard Operating Procedures (SOPs): Develop clear and well-defined SOPs for handling grievances. This includes outlining roles and responsibilities, timelines, escalation procedures, and confidentiality measures.
 - Tracking and Reporting: Maintain a central repository or database to track and monitor the progress of each grievance. Generate periodic reports highlighting the number and types of complaints received, pending, resolved, and the average time taken for resolution.
 - Independent Oversight: Establish an independent body or ombudsman to oversee the grievance redress mechanism, ensuring compliance, fairness, and impartiality.
 4. Continuous Improvement:
 - Evaluation and Review: Regularly assess the effectiveness and efficiency of the grievance redress mechanism. Collect feedback from complainants, analyze trends, identify bottlenecks, and make necessary improvements to streamline the process.
 - Capacity Building: Provide training and capacity-building programs to the personnel responsible for handling grievances. This ensures they have the necessary skills, knowledge, and empathy to address community concerns effectively.
 5. Collaboration and Engagement:
 - Stakeholder Involvement: Engage with community representatives, local leaders, and relevant stakeholders to ensure their participation in the grievance redress process. Solicit their feedback, suggestions, and ideas to enhance the mechanism.
 - Periodic Consultations: Conduct periodic meetings or forums to discuss broader community issues, gather feedback, and address concerns proactively.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	0.02%	0.02%
Directly from within india	100%	100%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

	FY 2023-24	FY 2022-23
Location	-	-
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	-	-

(Place to be categorized as per RBI Classification System – rural / semi-urban / urban / metropolitan)

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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.

The Company and its Subsidiaries take various initiatives for ensuring customer satisfaction. The Delhi Discoms conduct various customer meets like 'UtkrisheSahabhagi meet', 'AapkeDwar Meet' to ensure one to one contact with the customers to understand their needs in a better manner. It also provides upgraded call centre facility, mobile and whatsapp services, Chatbot on the website of their respective Companies and other social media to ensure customer feedback.

Feedbacks from commuters are obtained at all our Toll Plazas and we strive to improvise our services based on the feedback received.

As part of the complaint management process & as per regulatory guideline, our consumers can use various modes for any complaint registration and escalation such as website, Mobile App "BYPL Connect", social media, CHD services, Call Center, Email, Virtual CHD Services & WhatsApp. As part of the 4 Tier complaint escalation mechanism, the customer can meet Customer Care Officers, Business Manager & Circle Head. If still dissatisfied, the matter can be escalated to Head (Customer Services).

A. Complaints are logged through below channels i. Walk-ins – In person at Customer Care Officer (CCO) ii. Phone – Through Call centre (022-30310900) iii. E-Mail – customercare@reliancecumbaimetro.com iv. Social Media platforms – Twitter, Facebook, Instagram, LinkedIn and Youtube B. The correspondences received from the above channels are entered in "Metro Care" (CRM). C. On successful entry into CRM, these complaints are routed by the CRM system to respective department for resolution and closure within prescribed TAT of 72 hours (clock hours). D. The respective department in-charges, after investigating these complaints provide a logical resolution on the same. E. On receiving resolution from the department in-charge, the Customer Service Team closes these complaints by sending an email with logical resolution to the customer.

There is a Customer Complaint Register kept at all 15 plazas which has daily record keeping facility and the same is reviewed by the Toll Manager of the plaza. All complaints are resolved as per Complaints Resolution process.

At Mumbai Metro, to ensure the highest possible level of Customer Satisfaction regarding our service, there are Customer Care counters at each of the 12 stations manned from the first service in the morning till the last service at night.

The Company's Registrar and Transfer Agent KFin Technologies Limited renders investor services to the investors with regard to matters related to the shares and dividend payments. KFinTech services investors through its dedicated investor helpline number 1800 309 4001 and WhatsApp No. +91 91000 94099 The feedback received from the shareholders indicates that they are satisfied with the services being rendered.

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	90
Safe and responsible usage	90
Recycling and/or safe disposal	-

3. Number of consumer complaints in respect of the following:

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	15,30,877	3,275	The pending complaints shows the status as on 31 st March. The same were resolved within stipulated turn around time.	14,87,541	38	The pending complaints shows the status as on 31 st March. The same were resolved within stipulated turn around time.

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	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other (Billing and Metering Complaints)	43,904	-	-	44,737	-	-

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

	Number	Reason for recall
Voluntary recalls	Nil	
Forced recalls		

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.

The weblinks are

Yes, <https://www.bsedelhi.com/web/brpl/privacy-policy>

Yes, <https://www.bsedelhi.com/web/bypl/privacy-policy>

Yes, <https://www.rinfra.com/web/rinfra/our-policies>

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.

No such action was warranted.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches : Nil

b. Percentage of data breaches involving personally identifiable information of customers Nil

c. Impact, if any, of the data breaches Nil