

August 16, 2024

National Stock Exchange of India Ltd., Exchange Plaza, C-1 Block G, Bandra Kurla Complex Bandra [E], Mumbai – 400051	BSE Ltd., Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai - 400 001
NSE Scrip Symbol: BLSE	BSE Scrip Code: 544107

Dear Sir/Ma'am,

SUBJECT: Business Responsibility & Sustainability Report for the FY 2023-24

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations"), please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2023-24, which also forms part of the Annual Report for Financial Year 2023-24.

The Business Responsibility & Sustainability Report are also available on the website of the Company and can be accessed at www.blseervices.com.

Kindly take the same on record.

For **BLS E-Services Limited**

.....
Sameer Kumar
Company Secretary and Compliance Officer
ICSI Membership No.: ACS32216

Encl: as above

Annexure VI

Business Responsibility & Sustainability Reporting Format

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L74999DL2016PLC298207
2	Name of the Listed Entity	BLS E-SERVICES LIMITED
3	Year of incorporation	2016
4	Registered office address	G-4B-1 Extension, Mohan Co-Operative Inhl. Estate, Mathura Road, New Delhi 110044
5	Corporate address	Plot No-865, Udyog Vihar Phase-5, Gurugram, Haryana-122016
6	E-mail	cs@blseservices.com
7	Telephone	+91-11-45795002
8	Website	www.blseservices.com
9	The financial year for which reporting is being done	Financial year 2023-24 (April 1, 2023 to March 31, 2024)
10	Name of the Stock Exchange(s) where shares are listed: -	National Stock Exchange of India Limited and BSE Limited
11	Paid-up Capital	Rs. 9085.64 Lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. Sameer Kumar Designation: Company Secretary and Compliance Officer E-mail: cs@blseservices.com Telephone:- landline no +91-11-45795002
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)	Standalone
14	Name of assurance provider	NA
15	Type of assurance obtained	NA

II. Products/services

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

BLS E-Services is a technology enabled digital service provider, providing (i) Business Correspondents services to major banks in India, (ii) Assisted E-services; and (iii) E-Governance Services at grass root levels in India. Through its robust network it provide access points for delivery of essential public utility services, social welfare schemes, healthcare, financial, educational, agricultural and banking services for governments (G2C) and businesses (B2B) alike in addition to a host of B2C services to citizens in urban, semi-urban, rural and remote areas.

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

S. No.	Product/Service	NIC Code	% of total contributed Turnover
1	E-Governance	753	49.98%

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	NA	4	4
International	NA	NA	NA

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28
International (No. of Countries)	NA

b. What is the contribution of exports as a percentage of the total turnover of the entity? 5.04%

c. A brief on types of customers

We provide a range of services to promote financial, social, and digital inclusion in both rural and urban areas in India.

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)	39	32	82.05%	7	17.95%
2.	Other than Permanent (E)	NA	NA	NA	NA	NA
3.	Total employees (D + E)	39	32	82.05%	7	17.95%
WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

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)		Not Applicable			
2.	Other than Permanent (E)					
3.	Total differently abled employees (D + E)					
WORKERS						
4.	Permanent (F)		Not Applicable			
5.	Other than Permanent (G)					
6.	Total differently abled workers (F + G)					

21. Participation/Inclusion/Representation of women

	Total	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14.28%
Key Management Personnel	1	0	0%

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	58%	29%	54%	63%	0%	59%	0%	0%	0%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

* This is primarily because of inter company transfer of employees within BLS Group.

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. (a) Names of holding / subsidiary / associate companies / joint ventures**

Refer to Form AOC-1 provided in this Annual Report for information on holding/subsidiary/ associate companies/ joint ventures. Business responsibility initiatives disclosed are pertaining to BLS E-Services Limited on standalone basis and does not include the information/initiatives undertaken, if any, by the companies indicated in AOC-1

VI. CSR Details**24. (i) Whether CSR is applicable as per section 135 of the Companies Act, 2013: (Yes/No)**

No

(ii) Turnover (in Rs.)

(iii) Net worth (in Rs.)

VII. Transparency and Disclosure 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			FY 2022-23		
		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
Communities	No	NIL	NIL	NIL	NIL	NIL	NIL
Investors (other than shareholders)	Yes https://www.blseervices.com/contact-us.php	4008	0	All the Complaints were related to unblocking of the amount of the applicants which were not allotted shares in the IPO of the Company	NIL	NIL	NIL

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 https://www.blseervices.com/investor-services.php	NIL	NIL	NIL	NIL	NIL	NIL
Employees and workers	Yes https://www.blseervices.com/assets/policy/Vigil-Mechanism--Whistle-Blower-Policy.pdf	NIL	NIL	NIL	NIL	NIL	NIL
Customers	Yes https://www.blseervices.com/contact-us.php	NIL	NIL	NIL	NIL	NIL	NIL
Value Chain Partners	Yes https://www.blseervices.com/assets/policy/BLS_E-Services_Limited-Code_of_conduct_for_Business_Partners.pdf	NIL	NIL	NIL	NIL	NIL	NIL
Other (please specify)	NIL	NIL	NIL	NIL	NIL	NIL	NIL

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 identified issue	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)
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Kindly refer the "Risk Management section" in Management Discussion and Analysis provided in this Annual Report

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 NGRBC Principles and Core Elements.

P1	Business should conduct and govern themselves with Ethics, Transparency and Accountability
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
P3	Businesses should promote the wellbeing of all employees
P4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
P5	Businesses should respect and promote human rights
P6	Business should respect, protect, and make efforts to restore the environment
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
P8	Businesses should support inclusive growth and equitable development
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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				
b. Has the policy been approved by the Board? (Yes/No)					Yes				
c. Web Link of the Policies, if available					The Corporate policies of the Company can be viewed at Weblink https://www.blsservices.com/bls-policies.php				
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)					Yes, The Company strive to influence its partners in the value chain to participate in the responsible and sustainable business conduct depending upon their means and resources. The policy of the code of conduct for business partners can be accessed at https://www.blsservices.com/assets/policy/BLS_E-Services_Limited-Code_of_conduct_for_Business_Partners.pdf				
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.					NA				

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	No								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA.								
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) Please refer the message of Chairman and Chief Operating Officer of the company at the beginning of the Annual report of FY 2023-24.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Mr. Saurab Pandey Designation: Chief Human Resource officer E-mail: cs@blseservices.com Telephone:- landline no +91-11-45795002								
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 company does not have a specified Committee for decision-making on sustainability-related issues. However, the Directors and senior management monitor various aspects of the Environmental, Social, Governance, and Economic responsibilities of the Company on a continuous basis.								

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	The department heads and the leadership team examine the Company's Business Responsibility policies regularly or as needed. The efficacy of policies is reviewed, and necessary modifications to policies and processes are adopted during this assessment.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is in due compliance with all the required regulations as applicable. We are very sensitive to the policies and compliances and ensure that all of our employees are following it.																	
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.	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
										No. The Evaluation is done internally, by the company.								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

PRINCIPLE

1

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

Essential Indicators

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

Segment	Total number of training and awareness programs held	Topics / principles Covered under the training and its impact	%age of persons in a respective category covered by awareness programmes
Board of Directors		The Board of Directors of the Company is periodically briefed on various developments for business, regulations, economy, environment, social and Governance parameters, and their impact on the operations of the Company. The KMPs and Senior Management are also given periodic updates on the Company's Code of Conduct, the provisions of SEBI (PIT) Regulations, and the Whistle Blower Policy.	
Key Managerial Personnel			
Employees other than BoD and KMPs		Our employees have received training on the Company's CoC, POSH, and other topics including employee well-being, health & safety, product sustainability, etc. trainings are conducted time to time for all the employees.	
Workers	NA		

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 based on 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	NA	National Stock Exchange of India Limited	10000/-	Delay of 1 day in giving prior intimation to the Stock Exchanges under Regulation 29(2) / 29(3) of the SEBI (LODR) Regulations 2015 about the board meeting held on February 12, 2024	No
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding fee	NA	Regional Director, Ministry of Corporate Affairs	1,00,000/- on Company and Rs. 50000/- each on three Directors	Voluntary compounding application to Regional Director, New Delhi for appointment of Statutory Auditors in the AGM held on 19.09.2017 for a period of one year instead of term of 5 years	NIL

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	

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 Anti-bribery and any corruption policy is available at the website of the company at https://www.blservices.com/assets/policy/Anti_Bribery_and_Corruption_Policy.pdf

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

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

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

	FY2023-24		FY2022-23	
	No.	Remarks	No.	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL			
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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 cor-ruption and conflicts of interest.- Not Applicable

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	NA	NA

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	Metrics	FY2023-24	FY2022-23
Concentration of Purchases	a. Purchases from trading house as % of total purchases	NA	NA
	b. No of trading houses where purchases are made	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	Na
Concentration on sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total purchases)	5.17%	7.35%
	b. Sales (Sales to related parties/ Total sales)	57.19%	41.16%
	c. Loans & Advances (Loans & advances given to related parties / Total loans & advances)	NA	NA
	d. Investments (Investments in related parties / Total Investments made)	100%	100%

Leadership Indicators

1. Awareness programs conducted for value chain partners on any of the principles during the financial year: The Company is committed to conducting business in an ethical, fair, legal, socially, and environmentally responsible manner. The Company's Business Partners are an integral part of the ecosystem. The process of holding discussions and conducting awareness sessions with our value chain partners on these principles has been initiated.
2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? **(Yes/No)** If yes, provide details of the same.

Yes, the Company has a Code of Conduct for the Board of Directors and Senior Management Personnel which provides guidelines for avoiding and disclosing actual or potential conflict of interest with the Company. The Company receives an annual declaration from its Board of Directors and Senior Management Personnel on the entities they are interested in and ensures requisite approvals as required under the applicable laws are taken before entering transactions with such entities.

PRINCIPLE

2

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

Essential Indicators

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of products and processes to total R&D and capex investments made by the entity, respectively:**
Not applicable
2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
Yes. The Company considers social, ethical and environmental performance factors into the process of selecting suppliers, vendors, channel partners etc.
b. If yes, what percentage of inputs were sourced sustainably?
Presently the Company has not carried out any assessment of the percentage of inputs which were sourced sustainably
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.**
This is not relevant to BLS E-Services Limited as BLS E-Services Limited is a technology enabled digital service provider, providing (i) Business Correspondents, (ii) Assisted E-services; and (iii) E-Governance Services and do not manufacture any physical products.
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.**
This is not relevant to BLS E-Services Limited as the Company is a technology enabled digital service provider and do not manufacture any physical products.

Leadership Indicators

- Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for the manufacturing industry) or for its services (for the service industry)? If yes, provide details in the following format.

LCA does not apply to BLS E-Services Limited since we are not in the product manufacturing segment. The Company provides technology enabled digital services and do not manufacture any physical products

- If there are any significant social or environmental concerns and/or risks arising from the production or disposal of your products/services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

LCA does not apply to BLS E-Services Limited since we are not in the product manufacturing segment. BLS E-Services Limited is a technology enabled digital service provider and do not manufacture any physical products

- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	Current Financial Year	Previous Financial Year
	Not Applicable	

- Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format: Not Applicable
- Reclaimed products and their packaging materials (as a percentage of products sold) for each product category. Not Applicable

PRINCIPLE

3

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

Essential Indicators

- a) Details of measures for the well-being of employees:

Category	% of employees Covered by										
	Total	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	32	32	100%	32	100%	NA	NA	NA	NA	NA	NA
Female	7	7	100%	7	100%	7	100%	NA	NA	NA	NA
Total	39	39	100	39	100%	7	100%	NA	NA	NA	NA
Other than Permanent employees											
Male	Not Applicable										
Female											
Total											

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

Category	% of employees Covered by										
	Total	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	Not Applicable										
Female											
Total											
Other than Permanent employees											
Male	Not Applicable										
Female											
Total											

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 well-being measures as a % of the total revenue of the company	0.01%	0.00%

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

	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	30%	NA	Yes	0%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	2.56 %	NA	Yes	0%	NA	Yes
Others – please specify	NIL		NIL	NIL		NIL

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 premises / offices of the entity are accessible to differently abled employees.

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, a section of HR manual defines the equal opportunity policy of the company

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	NIL	NIL	NIL	NIL
Female	100%	100%	NIL	NIL
Total	100%	100%	NIL	NIL

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	Employees can raise their grievances with their immediate Senior or HR Manager. They can raise their feedback or file complaints with HR Department. Our whistle blower policy enables employees/workers to communicate their concerns about unethical practices by writing an e-mail.
Other than Permanent Employees	Not Applicable

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: Not Applicable

8. Details of training given to employees and workers

Category	FY 2023-24 (Current Financial Year)				FY 2022-23 (Previous Financial Year)					
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	No. (E)	No. (F)	% (F/D)
Employees										
Male	32	32	100%	32	100%		16	100%	16	100%
Female	7	7	100%	7	100%		1	100%	1	100%
Total	39	39	100%	39	100%		17	100%	17	100%
Workers										
Male	Not Applicable									
Female										
Total										

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

Employee / Worker performance assessment is carried out by their respective department heads and the Management on regular basis. This also provides a platform for their performance improvement. All employees are subjected to the annual performance evaluation process of the company conducted in a fair and impartial manner.

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 such system?

Yes. There are minimal occupational health and safety risks considering our nature of the business. Through various sessions of Trainings & Workshops the employees are made aware of Occupational Health and Safety Measures. The Company's admin team ensures periodic checks, maintenance of all electromechanical equipment including

Lifts, HVAC (heat, ventilation and air conditioning), fire systems, DG (Diesel Generator) sets, UPS (Uninterruptible Power Supply) etc.

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

To minimize the risks, the following checks are undertaken by the Company:

- Security Checks (Physical security including man-guarding, Access Control System, CCTV monitoring, Firefighting systems)
- Heating Ventilation Air Conditioning (HVAC) checks at regular intervals.
- Building safety, periodic maintenance of electromechanical devices like lifts, UPS, Diesel Generators
- Maintain office hygiene and cleanliness.
- Regular advisories are issued on various safety-related aspects, such as weather warnings, fire safety and security, etc.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

No, we don't have any workers.

- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes.

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

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

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

BLS E-Services Limited is committed to provide safe workplaces focusing on preventing injuries, illnesses, and continuously strives to eliminate hazards and reduce OHS risks.

There are no major health and safety (H&S) risks associated with services being provided by the Company as the company is a technology enabled digital service provider, providing (i) Business Correspondents, (ii) Assisted E-services; and (iii) E-Governance Services at grass root levels in India. The Company act as Business Correspondents to provide banking products and services on behalf of major banks in India.

The following measures have been taken by the Company to ensure a safe and healthy workplace:

- Physical and electronic security measures, such as man guarding, Access Control System, CCTV monitoring and Fire-fighting systems.
- Fire and burglar alarms with fire and smoke sensors are installed for early fire detection.
- Fire extinguishers are available in all offices for immediate fire-fighting, and regular maintenance of the equipment is ensured.
- CCTV cameras are used for detecting and recording all activities, including sabotage, if any.

- First-Aid Boxes are available in all offices, and regular first-aid training is provided to all employees and security guards.
- Earthing pits and lightning conductors are installed in buildings to discharge lightning safely.
- The Company ensures cleanliness and hygiene in the dining area to maintain a healthy environment.

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 the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	Nil	Nil	No	Nil	Nil	No
Health & Safety	Nil	Nil	No	Nil	Nil	No

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	

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.

No such safety related incident occurred which required any corrective action however Health and safety trainings were conducted during the year to educate the employees about workplace safety.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of the death of (A) Employees (Y/N) (B) Workers (Y/N) (A) Yes, all employees are covered under Group Term Life Policy of the Company. In the event of Death, the family is covered appropriately, as per eligibility criteria's. (B) Not Applicable

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company regularly verifies the payment made by vendors to various government authorities towards statutory payments internally. Tracking compliance through GSTIN portal, Invoice Running Number (IRN) control and e-way bills control are some of the processes used to ensure compliance.

3. Provide the number of employees/workers having suffered high-consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment		Percentage of accident-affected employees/ workmen rehabilitated
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23	
Employees	0	0	0	0	0
Workers	NA	NA	NA	NA	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Yes, The Company provides gratuity to employees who fulfil the criteria at the time of retirement. The retiring employees who have detailed understanding of our business, processes and systems may be appointed as an external consultant as per Company's requirements on a case-to-case basis.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Company expects from all the value chain partners to adhere with the applicable provisions encompassing the health & safety measures and providing favorable working conditions to their workforce. The Company has adopted code of conduct for business partners. The policy can be accessed at https://www.blservices.com/bls-policies.php
Working Conditions	

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

No significant/risk has been observed

PRINCIPLE

4

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

Essential Indicators

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

Any individual or group of individuals that adds value to the business of the Company is identified as a key stakeholder. This includes employees, shareholders and investors, customers, partners and vendors, Community and NGO regulators, lenders, and various government organizations amongst others.

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
Customers	No	Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website etc.	as and when required	Product launch awareness; <ul style="list-style-type: none"> Customer service delivery; Seeking customer feedback; and Customer query and Complaint resolution.

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
Investors/ Shareholders	No	Investor Meets, Investor Call, Press Release and Mail updates, Annual General Meeting, Stock Exchange Intimations, Website Newspaper Advertisement.	Quarterly, annually and on need basis	Quarterly results, dividend, communication with respect to IEPF, AGM Notice, Annual Report etc.
Employees	No	As needed, Email Direct Interaction project or operations reviews; video conferences; audio conference calls; one-on-one counselling	Regular/on need basis	To inform the employees about key developments in the Company, routine work, personal and professional growth and also addressing their grievances
Partner and vendors	No	Emails, phone calls, face to face meetings. Direct interactions on a case-to-case basis	Regular/On need basis	Various steps to enhance the engagement of partners and vendors in development of the Company. To know and address their grievances
Governments & Regulatory Authorities	No	Call, Newspaper advertisement, Online filling, Submission through portal,	Periodically, as and when required	With regard to compliance with law, amendments, approvals etc.

Leadership Indicators

1. **Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board?**

The pertinent departments of the company are in charge of routinely responding to the concerns of their respective stakeholders. The Board conducts extensive discussions with the Executive Director and other senior leaders representing these functions as and when any issue arises in this regard. These discussions serve as a major basis for the Board's discussion and guidance regarding key stakeholder concerns. For instance, the Chief Financial Officer ("CFO") and his team receive input on investor trends and challenges; the Chief Human Resources Officer ("CHRO") provides input on employees; and the Heads of Businesses provide feedback on customers. Company Secretary (CS) and his team provides input on investors, regulators.

2. **Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into the policies and activities of the entity.**

YES, the Company always give importance to the review and feed backs of all stake holders economic, environmental, and social concern and accordingly the changes is made in policies and activities being done by the Company.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

The company recognises the needs of communities, particularly those of marginalised and vulnerable groups. The Company has constituted Corporate Social Responsibility Committee to identify and contribute in well-being of vulnerable/ marginalized community. During the current financial year the Company has to spend on CSR activity as per the provision of Section 135 of the Companies Act 2013 however during the reporting period the provisions of CSR was not applicable to the Company.

PRINCIPLE

5

Businesses should respect and promote human rights

Essential Indicators

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

	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (A)	No. of employees / workers covered (B)	% (B/A)
Employees						
Permanent	39	39	100%	17	17	100%
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	39	39	100%	17	17	100%
Workers						
Permanent	Not Applicable					
Other than permanent						
Total Workers						

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

Category	FY 2023-24 (Current Financial Year)				FY 2022-23 (Previous Financial Year)					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (A)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	No. (E)	No. (F)	% (F/D)
Employees										
Permanent	The wage rates in scheduled employment differ across states, sectors, skills, regions, and occupations owing to various factors. Hence, there is no single uniform minimum wage rate across the country and the revision cycle differs for each state. However, Minimum wages are paid and adhered to by the Company as per the minimum wage notification issued by the respective Central and State bodies for different establishments under the Minimum Wages Act and Rules.									
Male										
Female										
Other than Permanent										
Male										
Female										

Category	FY 2023-24 (Current Financial Year)				FY 2022-23 (Previous Financial Year)					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (A)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	No. (E)	No. (F)	% (F/D)
Workers										
Permanent	Not Applicable									
Male										
Female										
Other than Permanent										
Male										
Female										

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

Gender	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	1	150000	1	NA
Key Managerial Personnel	1	116000	0	NA
Employees other than BoD and KMP	30	58275	7	52093
Workers	NA	NA	NA	NA

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	13.49%	5.37%

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 Mr. Saurab Pandey, Chief Human Resource Officer is responsible for addressing human rights issue.

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

The company has redressal mechanism in place for its employees, where they can report their concerns and seek redressal for the same. Whistle Blower Policy lays down guidelines for reporting of protected disclosures by employees, Directors & other stakeholders, relating to violation of the Company CoC. The Company has adopted a Policy on Prevention, Prohibition and Redressal of Sexual Harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention Prohibition and Redressal) Act, 2013 and Rules framed thereunder.

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			NIL			
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 Harshment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on POSH as a % of female employees/ workers		
Complaints on POSH upheld		

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

The mechanisms for addressing grievances are outlined in the HR Policy, ensuring strict adherence to anonymity and prohibiting any form of harassment or violence to safeguard the complainant's safety. The Company has zero tolerance for any kind of harassment and discrimination. Anyone involved in targeting such a person raising such complaints will be subject to disciplinary action.

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

Yes, The Company strives to inculcate the values related to human rights, in its policies applicable at all levels of the organization and engagements with all of its stakeholders. The Company has formulated code of conduct for its business partners. Code of Conduct is applicable to all our vendors, employees of business partners, consultants, retainers or any individual engaged providing services to the Company who have to comply with all applicable laws, including labour laws which forms a part of our vendor/service provider contracts and business requirements. The Code of conduct for business partners is available on the website of the Company. The same can be accessed at <https://www.blservices.com/bls-policies.php>

10. Assessments for the year:

The Company internally monitors compliance for all relevant laws and policies pertaining to these issues at 100% of its offices. There have been no observations by local statutory / third parties in India in FY 2024

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The company complies with the applicable laws.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
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.

No significant risks and concerns have been identified in FY 2023-24 human rights self-assessment. Therefore, no corrective actions were implemented.

Leadership Indicators

1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.

The Company respects human rights of each individual associated with us. The Company has not received any such kind of complaints so there was no requirement to modify business process or introduce a new process as a result of addressing human rights grievances/complaints.

2. Details of the scope and coverage of any Human rights due diligence conducted.

The Company is committed to protecting and respecting Human Rights and remedying rights violations in case they are identified; for example, issues relating to forced labour, child labour, freedom of association, right to collective bargaining, equal remuneration and discrimination. The Company works towards providing equal employment opportunity, ensuring distributive, procedural, and interactional fairness, creating a harassment-free, safe environment and respecting fundamental rights. As an equal opportunity employer, no discrimination is tolerated on any aspects.

3. Is the premise/office of the entity accessible to differently-abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, the Company believes in accessibility for all.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Not measured
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

The Company does not conduct any formal assessment of its value chain partner. However all value chain partners are expected to adhere to the CoC of the Company, which does not tolerate any form of harassment, whether sexual, physical, verbal or psychological.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Not Applicable

PRINCIPLE

6

Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
From Renewable sources		
Total electricity consumption (A) in joules in lakhs	NIL	NIL
Total fuel consumption (B)	NIL	NIL
Energy consumption through other sources (C)	NIL	NIL
Total energy consumed from renewable sources (A+B+C)	NIL	NIL
From non-Renewable sources		
Total electricity consumption (D)	1060933	41195
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	NIL	NIL
Total energy consumed from non-renewable sources (D+E+F)	1060933	41195
Total energy consumption (A+B+C+D+E+F)	1060933	41195
Energy intensity per rupee of turnover (Total energy consumption/ Revenue from Operations)	267.46	20.06
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

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.
Not Applicable.
3. Provide details of the following disclosures related to water, in the following format:
Not applicable as the sources of freshwater at the Company's premises is from third party vendors only. There is no direct extraction of water by the Company.
4. Provide the following details related to water discharged:
The sources of freshwater at the Company is from third party vendors only. While we have not measured our water consumption so far, we have initiated discussions internally on tracking water consumption at our office premises.

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

The Company is planning to initiate the multiple efforts in the form of recycling and reusing of waste water and also sensitising our employees and clients about the importance of water. We have already started putting posters etc in office spaces talking about water conservation and zero liquid discharge.

6. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: Not Applicable**
7. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format: Not Applicable**
8. **Does the entity have any project related to reducing Green House Gas emissions? If yes, then provide details.**

The company as part of its ESG vision is undertaking initiatives like reduction of unnecessary emails, sensitising employees to utilise public transport, reutilisation of paper, etc. as part of bigger mission towards green nation.

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

The Company is committed to its business in a sustainable manner, the Company is a technology enabled digital service provider and through its operations has minimal impact on the environment.

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

Not applicable. BLS E-Services Limited does not in manufacturing business, therefore does not use any hazardous or toxic chemicals in its processes.

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: Not Applicable**

12. **Details of Environmental Impact Assessments (EIA) of projects undertaken by the entity based on applicable laws, in the current financial year: Not Applicable**

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, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

The Company adheres to and complies with the relevant environmental laws, regulations, and guidelines in India, if applicable, including Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, the Environment Protection Act, and the respective rules established under these Act. The Company ensures that operations align with these legal requirements to promote environmental stewardship and maintain regulatory compliance.

Leadership Indicators

1. **Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):**

For each facility/plant located in areas of water stress, provide the following information: Not Applicable

- (i) Name of the area
(ii) Nature of operations
(iii) Water withdrawal, consumption, and discharge in the following format:

The Company is committed to conduct its business in a sustainable manner. However, being a facilitator of Visa processing and other allied services, the Company through its operations has minimal impact on the environment.

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

2. Please provide details of total Scope 3 emissions & their intensity, in the following format: Not Applicable
3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.
Not Applicable
4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format: Not Applicable
5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.
The role of business continuity and disaster management at the Company helps the organisation achieve its strategic goals, safeguards its interests, and fortifies its capacity to fend off threats from both the inside and the outside. It also makes it possible for vital business operations to continue operating without interruption in the case of an emergency.
Through its internal portal, BLS maintains Business Contingency Plans (BCP) for natural catastrophes including earthquakes, floods, cyclones, etc. The action owners' responsibilities are outlined in the plan, along with the precautions to be taken, evacuation protocols, and post-incident action plan that must be adhered to at any sites where the emergency scenario may arise.
6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?
NIL
7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. NIL

PRINCIPLE

7

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

Essential Indicators

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1		NA
2		

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.
Not applicable

Leadership Indicators

1. Details of public policy positions advocated by the entity:

The Company's approach is to work closely with trade/industry associations/government/ in evolving policies that support technology, trade and people upliftment. The company participates in stakeholder consultation with Industry players and supports the Government in framing policies related to Governance and administration, Economic reforms, Sustainable business principles, Social and community development etc.

PRINCIPLE

8

Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year. Not Applicable

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

The above disclosure is not applicable as no projects have been undertaken during the reporting period for which Rehabilitation and Resettlement (R&R) was applicable.

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

We have a channel to receive and address grievances received from the community. An email address and phone number are made accessible for members from the general community to share their grievances or complaints.

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	NA	NA
Directly from within India	NA	NA

5. Job creations 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

Location	FY 2023-24	FY 2022-23
Rural	-	-
Semi-urban	-	-
Urban	100%	100%
Metropolitan	-	-

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

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
Not Applicable	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

The provision of CSR was not applicable to the Company during the reporting period.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
No.
- (b) From which marginalized /vulnerable groups do you procure?
Not Applicable.
- (c) What percentage of total procurement (by value) does it constitute?
Not Applicable.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property-related disputes wherein usage of traditional knowledge is involved.

Name of Authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
During the period under review provision of CSR was not applicable to the Company			

PRINCIPLE**9****Businesses should engage with and provide value to their consumers in a responsible manner****Essential Parameter****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

The Company has a system in place to address to consumer complaints. The consumers have an option to raise a complaint through multiple communication channel like (a.) Email (b.) Toll-free number (c.) Social Media platforms.

2. Turnover of products and/ services as a percentage of turnover from all products/services that carry information about: Not Applicable**3. Number of consumer complaints in respect of the following:**

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL	No such Complaints have been reported in the period stated	NIL	NIL	No such complaints have been reported in the period stated
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

Not Applicable, as we are in service industry and do not manufacture any product

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

Yes we do have a policy in place which addresses the cyber security compliances or risks related to data privacy.

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

NIL

7. Provide the following information relating to data breaches:

- Number of instances of data breaches: NIL
- Percentage of data breaches involving personally identifiable information of Customers. NIL
- Impact, if any, of the data breaches: NIL

Leadership Indicators

- 1. Channels/platforms where information on products and services of the entity can be accessed (provide a web link, if available).**

Information relating to products and other services is available on company's website at www.blseeservices.com

- 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

The Customers are made aware of all details, terms and conditions, modalities, usage related to the services they are availing from BLS E-services Limited. Information relating to products and other services is available on company's website at www.blseeservices.com

- 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

The information which is material for consumers is published on the website of the Company that is www.blseeservices.com

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/ No)**

The Company does not have a tangible / physical product. The Company is in the business of providing technology enabled services hence the display of the product information is not applicable.