



इण्डियन ओवरसीज़ बैंक
INDIAN OVERSEAS BANK



Ref No. IRC/77/2024-25

07.06.2024

The General Manager, Department of Corporate Services, BSE Limited, Floor 1, P.J. Towers, Dalal Street, Mumbai 400 001	The Vice President, National Stock Exchange Ltd., Exchange Plaza, C-1 Block G, Bandra-Kurla Complex, Bandra (E), Mumbai – 400 051
BSE SCRIP CODE: 532388	NSE SCRIP CODE: IOB

Dear Sir/ Madam,

Business Responsibility and Sustainability Report (BRSR) of the Bank for FY 2023-24

Pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose herewith the Business Responsibility and Sustainability Report of the Bank for FY 2023-24.

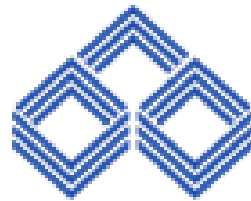
Copy of BRSR is also made available on Bank's website in the following link:

https://www.iob.in/UPLOAD/CEDocuments/iobBRSR_2023-24.pdf

Please take the above intimation in your records.

Yours faithfully,

(Ram Mohan K)
Compliance Officer



INDIAN OVERSEAS BANK

**BUSINESS RESPONSIBILITY AND SUSTAINABILITY
REPORT (BRSR)**

2023-2024



**Business Responsibility and Sustainability Report (BRSR)
2023-2024**

SECTION A : GENERAL DISCLOSURES

I. Details of the listed entity

Sl. No	Required Information	
1	Corporate Identity Number (CIN) of the Listed Entity	Not Applicable
2	Name of the Listed Entity	INDIAN OVERSEAS BANK
3	Year of incorporation	1937
4	Registered office address	763, Anna Salai, Chennai-600002
5	Corporate address	763, Anna Salai, Chennai-600002
6	E-mail	investor@iobnet.co.in
7	Telephone	044-71729791/ 28889360
8	Website	https://www.iob.in/
9	Financial year for which reporting is being done	2023-24
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited & BSE
11	Paid-up Capital	Rs. 18,902.41 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	Mr. S P Mahesh Kumar, General Manager & CFO, 044-28519487, investor@iobnet.co.in
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures made in this report is on a standalone basis
14	Name of Assurance Provider	M/s FAP Solutions Private Ltd
15	Type of Assurance obtained	Reasonable Assurance

II. Products / Services



16	Details of business activities (accounting for 90% of the turnover):			
	Sl. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
	1	Financial Services	Banking Activity - Retail, Corporate & International Banking	100%
17	Products/Services sold by the entity (accounting for 90% of the entity's Turnover):			
	Sl. No	Product / Service	NIC Code	% of total Turnover contributed
	1	Banking & Financial Services	64191	100%
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	3236 Branches + 3507 ATMs	3236 Branches + 3507 ATMs
	International	NA	4	4
19	Market Served by the entity:			
	a.	Number of locations		
		Locations	Number	
		National (No. of States)	35 (States & Union Territories)	
		International (No. of Countries)	4	
	b.	What is the contribution of exports as a percentage of the total turnover of the entity?		
c.	A brief on type of customers	Our Bank caters to Retail customers, farmers, MSMEs, and Corporates. We have a wide range of Savings, Credit and other financial products/ services for each segment of our customers. As of 31 st March,2024, about 25% of our credit customers were Retail customers, 20% were MSME, 25% were Agri customers and 30% were Corporate customers.		



IV. Employees						
20	Details as at the end of Financial Year:					
a.	Employees and workers (including differently abled):					
SI.No	Particulars	Total (A)	Male	Female		
			No.(B)	% (B/A)	No.(C)	% (C/A)
Employees						
1	Permanent (D)	21475	13689	63.74	7786	36.26
2	Other than Permanent (E)	-	-	-	-	-
3	Total employees (D+E)	21475	13689	63.74	7786	36.26
Workers						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total workers (F+G)	-	-	-	-	-
b.	Differently abled Employees and Workers:					
SI.No	Particulars	Total (A)	Male	Female		
			No.(B)	% (B/A)	No.(C)	% (C/A)
Differently Abled Employees						
1	Permanent (D)	489	381	77.91	108	22.09
2	Other than Permanent (E)	-	-	-	-	-
3	Total differently abled employees (D+E)	489	381	77.91	108	22.09
Differently Abled Workers						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total differently abled workers (F+G)	-	-	-	-	-
21	Participation/Inclusion/Representation of women:					
		Total (A)	No. and percentage of Females			
			No. (B)	% (B / A)		



	Board of Directors	14*	3**	21.43%						
	Key Management Personnel	6#	1#	16.67%						
	*RBI Nominee Director Mr. Vivek Agarwal ceased to be a director w.e.f 14.07.2023 * Executive Director Mr. Sanjay Vinayak Mudaliar ceased to be a director w.e.f 31.01.2024 **Executive Director Ms. S Srimathy ceased to be a director w.e.f 10.03.2024 **Govt Nominee Director Ms. Annie George Mathew ceased to be a director w.e.f 25.10.2023 #Executive Director Ms. S Srimathy ceased to be a director w.e.f 10.03.2024									
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	0.75%	1.13%	0.89%	0.73%	1.39%	0.97%	1.17%	1.21%	1.19%
	Permanent Workers	-	-	-	-	-	-	-	-	-
V. Holding, Subsidiary and Associate Companies (including joint ventures)										
23	(a)	Name 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	India International Bank Malaysia Berhad	Joint Venture	35%	No				
		2	Universal Sompo General Insurance Company Limited	Joint Venture	18%	No				
		3	Odisha Gramya Bank	Associate	35%	No				
VI. CSR Details										
24	(i) Whether CSR is applicable as per section 135 of 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
The list of the stakeholders							
Communities	No	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders) *	https://www.iobnet.co.in:4003/spgrs/cust_login.aspx	Nil	Nil	-	Nil	Nil	-
Shareholders*	Yes. https://iob.in/shareholders_helpdesk https://www.iobnet.co.in https://www.iobnet.co.in:4003/spgrs/cust_enq1.aspx https://wisdom.cameoindia.com	38	Nil	All complaints Resolved	4	Nil	All compliant Resolved
Employees and workers	http://onlineproducts1/miscproducts/segrs/segrs_login.asp	651	178	473 Complaints resolved	901	7	894 Complaints resolved



Customers	Yes. http://onlineproducts1/miscproducts/iobgrams1/menu_code_pt.asp	257208	2017		198307*(The previous year's figure was inadvertently mentioned as 18183 due to typographic error)	1950 (The previous year's figure was inadvertently mentioned as 18047 due to typographic error)	Pending complaints are having TAT FOR 30 DAYS
Value Chain Partners	NO	Nil	Nil	-	Nil	Nil	-
Other (please specify)	NO	Nil	Nil	-	Nil	Nil	-
* Details of Investors (including Bond Holders) /Shareholder are covered)							

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

Sl. 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	Data Privacy	Risk	The risk of a data breach poses a threat to the exposure of our customers' personally identifiable information, which in turn impacts our business relationship with them. This potential breach jeopardizes the confidentiality,	The bank has an Information Technology Strategy Committee (ITSC) in place. ITSC deliberates on the IT policy of technology adoption by the Bank for leveraging the developments in IT to improve business. It reviews	Negative: In the unfortunate case of a data breach, the Bank would experience adverse effects on its business operations. This could include disruptions to services, financial losses, damage to the Bank's reputation and erosion of customer trust. Additionally, such incidents would increase the risk



				<p>integrity and security of sensitive customer data, potentially leading to breaches of trust and damaging our reputation.</p>	<p>and monitor progress of major IT enabled business initiatives and Technical Architecture of the Bank. Detailed role and function is defined in Corporate Governance Policy.</p> <p>We have also obtained ISO 27001:2013 certification for our Information Security Management System. Relevant teams regularly undergo training to stay updated with the latest procedures and systems to ensure security of data.</p> <p>A Security Operating Centre (SOC) has been established by the Information System Security Department to monitor and analyse the Information Security incidents to take corrective steps while IS Audit section takes care of the periodical Information Systems Audit of the Bank's department and branches. The bank has finetuned the information security systems in accordance with RBI guidelines.</p>	<p>of regulatory scrutiny and potential penalties from regulatory authorities.</p>
2	Business Continuity	Risk	<p>Lack of Business Continuity or Disaster Management systems could result in financial losses and disruptions in the bank's critical operations including people, information, infrastructure and premises. These risks involve any contingencies arising from natural disasters, fires, disease outbreaks</p>	<p>Board approved Business Continuity Plan and Disaster Recovery plan is in place. The 3-way Data Centers have been implemented to facilitate Zero data loss, Multiple MPLSVPN high bandwidth connections at all 3 data Centers and Central, Dual connectivity from different</p>	<p>Negative: The inability to effectively respond to contingencies may result in financial losses and adverse impacts on workforce productivity and the Bank's growth plan in a long run.</p>	



				<p>which pose as a threat to the bank's day-to-day operations.</p>	<p>alternate service/ alternate providers and alternate media for branches have been established. Firewall and Intrusion detection systems have been implemented.</p> <p>Regular DR drills are being conducted every quarter. To ensure Network security, periodical Vulnerability assessment and Penetration testing exercise are conducted by external experts.</p>	
3	Ethical Behaviour	Risk	<p>Adhering to ethical behaviour underscores the Bank's dedication to promoting ethical behaviour and maintaining integrity in all its dealings. By prioritizing ethical conduct, the Bank aims to not only retain its existing customer base but also attract new customers to the Bank. Upholding these values fosters trust, strengthens relationships and reinforces the Bank's reputation as a responsible and trustworthy financial institution.</p>	<p>The Bank recognizes the critical importance of effective Corporate Governance for the safe and sound functioning of the Bank and lays emphasis on ensuring that structures, processes and systems are put in place to establish strategic objectives to serve the interest of the Bank and its stakeholders which also facilitate effective monitoring. Code of Conduct for Employees-</p> <p>https://www.iob.in/upload/BankOfficersEmployeesServiceRegulations/IndianOverseasBankOficerEmployeesConductRegulations1976.pdf</p>	<p>Negative: Unethical behaviour could directly impact the reputation of the Bank. It could also lead to loss of morale and employee productivity thereby affecting the top-line growth. By upholding ethical standards and treating both customers and employees with integrity and respect, the bank cultivates a positive work environment and strengthens relationships with customer.</p>	



	4	Systematic Risk Management	Risk	<p>This ensures financial stability, regulatory compliance and protection of stakeholders. It facilitates business continuity, reputation management and long-term sustainability by identifying, assessing, and mitigating potential risks effectively. These risks may stem from various sources, including Financial, Technological or Lending Risk. Such events or sequences of events possess the capacity to undermine or jeopardize the stability of the overall system.</p>	<p>The Bank has set up appropriate risk management organization structure in the Bank. Risk Management Committee of the Board (RMCB), a sub-committee of Board, is Constituted which is responsible for management of Credit Risk, Market Risk, Operational Risk and other risks in the Bank. The Bank has also constituted Internal Risk Management Committees namely Credit Risk Management Committee (CRMC) for managing Credit Risk, Asset Liability Management Committee (ALCO), Funds Committee for managing Market Risk, Operational Risk Management Committee (ORMC) and Product/Process Risk Mitigation Committee (PRMC) for managing Operational Risk, and Information Security Committee for managing Information Security. Risk Managers have been nominated at Regional Offices to oversee the Credit Risk of the respective Regional Offices.</p>	<p>Negative: Failure to address any unmitigated risk with the potential to escalate into a systemic risk could have detrimental effects on the Bank's performance. Such risks pose a threat to the stability and integrity of the financial system, potentially leading to disruptions, financial losses and reputational damage.</p>
	5	Financial Inclusion	Opportunity	<p>Expanding Financial Inclusion opens up access to banking services for currently marginalized and underprivileged communities, creating an effect of positive societal impact and contributes to the broader economic development and stability of society. Increase in business</p>	<p>58% of Branches catering to the needs of Rural and Semi Urban centres enhancing deeper Financial Inclusion. The Bank has SLBC Initiatives for Financial Inclusion.</p> <p>Our Bank has engaged M/s Integra Microsystems Pvt. Ltd. as Corporate Business Correspondent</p>	<p>Positive: Financial Inclusion boosts Bank's profitability by expanding the customer base, increasing deposits and fostering product diversification, while also enhancing reputation.</p>



				<p>lending leads to higher turnover and better reach.</p>	<p>(CBC) since 17th August 2022 who has deployed 3190 Business Correspondent Agents (BCAs) as on 31.03.2023. BCAs are engaged for various Financial Inclusion activities like opening of accounts, collection of small value deposits, enrolment of customers under Jan Suraksha Schemes like APY, PMJJBY and PMSBY, recovery in loan accounts including NPA accounts, mobilizing deposits and collecting RD instalments.</p> <p>As a measure to deepen financial inclusion and enhance banking experience, the Bank has established two Digital Banking Units in Solan - Himachal Pradesh and Tanjore – Tamil Nadu which were dedicated to the nation by our Hon'ble Prime Minister, Shri Narendra Modi as part of GOI initiative to launch 75 Digital Banking Units (DBU) across 75 districts.</p>	
6	Customer fairness and right-selling	Risk	<p>Lack of customer-centric product offerings, value-added services or misconduct can erode trust and damage the Bank's reputation. This underscores the importance of aligning products and services with customer needs while upholding ethical standards to maintain trust and safeguard the Bank's image in the eyes of stakeholders.</p>	<p>The Bank's philosophy of 'Fair Practices Code' emphasises the need to deliver fair value to customers, including selling products and offer services which meet societal needs and are in the interest of customers.</p> <p>https://www.iob.in/uploads/CEDocuments/fairpractice-code.pdf</p>	<p>Negative: Mis-selling of products can harm Banks through reputational damage, legal consequences, financial losses, customer attrition, operational disruption, and employee morale issues.</p>	



	7	Employee Benefits & Development	Opportunity	This boosts efficiency, reduces employee attrition, increases capabilities and creativity within the Bank and enhances diversity which in turn enhances customer experience.	Our Bank has always been proactive in providing its employees with ample learning opportunities and the "ASK US – Online Help Desk" is one such initiative introduced by our Bank. Bank has introduced a Staff Suggestion Scheme named "ALL IDEAS MATTER". "EMPLOYEE DAY" is one way of actively involving all our employees, knowing and resolving their issues and grievances, making them feel appreciated for their professional as well as personal achievements, and thereby, re-instilling a sense of belongingness and ensuring that they propel towards higher levels of performance.	Positive: A strong workforce with higher engagement, retention rate and diversity in the workforce brings new perspectives, experiences and ideas which enable innovation, enhances the performance and enables a positive culture in the organization and highlights the Bank's efforts toward creating a conducive work environment.
	8	Regulatory & Legal Compliances	Risk	Risk of non-compliance exposes the bank to legal penalties and financial losses resulting from failure to comply with the industry laws and regulations. Failure to adhere to the laws would directly affect the bank's revenue, valuations and could lead to loss of reputation and business opportunities. More compliant banks tend to have improved performances and better process efficiency. Compliance gives assurance and provides a broader insight to the investors.	The Bank has well defined Compliance Policy as per Reserve Bank of India Guidelines and has in place systems and procedures for managing Compliance Functions. Necessary Circulars / Instructions on the regulatory Guidelines are being issued periodically. Chief Compliance officer reports to MD & CEO / Board / ACB of the Bank, and effectively participate in various policies clearance and governance Meetings. The Bank is submitting	Negative: Non-compliance would lead to loss of reputation and consequently affect the business activities. Banks who are compliant with the regulatory laws have a better ability to manage risks and builds a better sense of fairness and loyalty among employees.



					a quarterly compliance report on Corporate Governance to the Audit Committee of the Board and to BSE & NSE, where the shares of the Bank are listed.	
9	GHG Emissions Management	Opportunity	Assessing the environmental impact of the Bank's own operations is a focus area. If these risks are not properly managed, they could negatively impact the operations and profitability. This also attracts scrutiny from stakeholders/investors and generates a public perception of the bank.	The Bank intends to identify initiatives and develop a roadmap to reduce emissions in its operations. The Bank has also taken several initiatives for paperless banking like online account opening with video KYC, Electronic Bank Guarantee and national & cross border payment system with Bhim UPI.	Positive: GHG emissions management allows Banks to mitigate risks, invest in low- carbon systems, fostering sustainability and market differentiation.	
10	ESG Oversight	Opportunity	Having an efficacious ESG oversight on the board level will augment the overall ESG performance and reflect the Bank's commitment to integrating responsible business practices within its growth model. Integrating ESG into the business practices would propel an enhanced risk management, governance, accountability reporting and decision-making. It would build the ability to identify and manage risks and opportunities related to environmental and social impact as well as build trust and transparency amongst investors and stakeholders.	As we move into the future, ESG will be the cornerstone of our financial success. Board of Directors is the highest authority responsible for making decision on sustainability related issues.	Positive: Leadership oversight on the ESG strategy, action plan, and performance fosters a positive impact on the environment and community. It also enables the bank to further embed robust monitoring mechanisms across ESG initiatives and business practices. As we move into the future, ESG will be the cornerstone of our financial success, competitive advantage and future accomplishments.	



Annexure – A

**Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021**

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.

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)	Y	Y	Y	Y	Y	Y	Y	Y
	b.	Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y
	c.	Web Link of the Policies, if available	https://www.iob.in/Policies							
2	Whether the entity has translated the policy into procedures. (Yes / No)		Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)		-	-	-	-	-	-	-	-
4	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.		Bank has obtained ISO 27001:2013 for Information Security Management System. The scope of the certification includes: The Information Security Management System is applicable to the information technology (IT) functions including Core Banking Solutions (CBS) application, supporting applications and Infrastructure managed by Information Technology Department (ITD), Data Centre (DC), Disaster Recovery Sites (DRS), Near Lime Site (NLS) and its supporting functions such as Physical security, General Administration, Human Resources and Legal.							
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.		The Bank aims to create a positive and sustainable impact on stakeholders by focusing on key areas, fulfilling commitments, and achieving goals through environmental initiatives and corporate social activities. It prioritizes upskilling its workforce for holistic development and alignment with the evolving business landscape. Progressing towards digitalization, the company implements digital customer onboarding, reduces travel through virtual meetings, and minimizes paper usage to promote sustainability and mitigate environmental impact. IOB endeavours to embed ESG principles into its operations, integrating sustainability and responsible practices throughout the organization.							



6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>The Bank has heavily invested in digital transactions and automation processes while enhancing workforce skills through various development initiatives. With number of transactions conducted digitally increasing substantially, the Bank significantly bolstered its digital transformation efforts during the year. Additionally, the Bank continues to promote environmental awareness among employees, prioritizing energy-efficient products in banking outlets/offices to reduce energy consumption. During the year, the Bank has taken several ESG initiatives like launching green loan facilities for E-Bike/Car (IOB Vehicle), renewable solar equipment (IOB Surya) and wind mills. The Bank has also taken several initiatives for paperless banking like online account opening with video KYC, Electronic Bank Guarantee and national & cross border payment system with Bhim UPI. Special credit products for women was also launched. Financial literacy centres called SNEHA was initiated at 24 locations. Committees such as the Corporate Social Responsibility Committee, Stakeholder Relation Committee, Customer Service Committee, and Audit Committee of the Board review relevant items and policies as needed.</p> <p>On the occasion of Hindi Diwas on September 14, 2023, Indian Overseas Bank (IOB) was awarded the coveted 'Raj bhasha Kirti' (First Prize), the topmost honour conferred by the Government of India for implementation of the Official Language in the year 2022 - 2023.</p>																																				
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)	Kindly refer to 'Directors Statement' Page no. 336 in the Annual Report.																																				
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Board of Directors																																				
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.	Yes. Board of Directors is the highest authority responsible for making decision on sustainability related issues.																																				
10	Details of Review of NGRBCs by the Company:																																					
	Subject of Review	<table border="1"> <tr> <td colspan="10" data-bbox="837 1222 1413 1326">Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</td> <td colspan="9" data-bbox="1413 1222 2103 1326">Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)</td> </tr> <tr> <td data-bbox="837 1326 898 1369">P1</td> <td data-bbox="898 1326 958 1369">P2</td> <td data-bbox="958 1326 1019 1369">P3</td> <td data-bbox="1019 1326 1079 1369">P4</td> <td data-bbox="1079 1326 1140 1369">P5</td> <td data-bbox="1140 1326 1200 1369">P6</td> <td data-bbox="1200 1326 1261 1369">P7</td> <td data-bbox="1261 1326 1321 1369">P8</td> <td data-bbox="1321 1326 1382 1369">P9</td> <td data-bbox="1413 1326 1473 1369">P1</td> <td data-bbox="1473 1326 1534 1369">P2</td> <td data-bbox="1534 1326 1594 1369">P3</td> <td data-bbox="1594 1326 1655 1369">P4</td> <td data-bbox="1655 1326 1715 1369">P5</td> <td data-bbox="1715 1326 1776 1369">P6</td> <td data-bbox="1776 1326 1836 1369">P7</td> <td data-bbox="1836 1326 1897 1369">P8</td> <td data-bbox="1897 1326 1957 1369">P9</td> </tr> </table>	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
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	Board of Directors					Annually				
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Board of Directors					Annually				
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	
		Yes. CareEdge Advisory has mapped the existing policies and procedures against the requirements of BRSR and accordingly suggested the improvements to bridge it with the BRSR requirements.									
12	If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:										
	a.	The entity does not consider the Principles material to its business (Yes/No)									
	b.	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
	c.	The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
	d.	It is planned to be done in the next financial year (Yes/No)									
	e.	Any other reason (please specify)									



Annexure – A

**Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021**

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”.

While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

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

Essential Indicators

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
1	Board of Directors	1	Directors’ Development Program	10.00
	Key Managerial Personnel	9	1. Supervisory sensitization program for HOIAs 2. Program on Communication skills for Executives. 3. Certification program in IT and Cyber Security for CXOs. 4. Strengthening financial sustainability and operational viability of RRBs. 5. Seminar on CIMS for CCOs. 6. Aarohan 2023 LDP-Batch -4 7. Supervisory sensitization program for CROs 8. Seminar for principal officers on KYC & AML systems	85.71



			9. CAFRAL virtual program on compliance for Senior Officers of Banks			
	Employees	1276	Various Training programs	60.83		
	Workers	-	-	-		
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	1	RBI	32000000.00	Non-Compliance towards Certain observation by RBI	No
		1	BSE	10000.00	Violation of Reg 60 (2) of the SEBI (LODR) Regulations, 2015	No
	Settlement	Nil	Nil	NIL	NA	NA
	Compounding fee	Nil	Nil	NIL	NA	NA
	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		NIL	NA	NA
Punishment	NIL		NIL	NA	NA	
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			
	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.	<p>The Bank has a Whistle Blower Policy through which the employees are encouraged to report fraudulent activity in an account, along with the reasons in support of their views, to the appropriate Authority, under the Whistle Blower Policy of the Bank, who may institute a scrutiny through internal investigation. Protection is made available to such employees under the Whistle Blower Policy.</p> <p>The objectives of the policy are as follows:</p> <ol style="list-style-type: none"> 1. Promoting culture of openness, 2. Setting standards of Public Services, 3. Compliance with Rules and Regulations. <p>The Policy can be accessed online through the website of Indian Overseas Bank and the link for the same is as follows: The weblink of the Whistle Blower Policy is as follows: https://www.iob.in/Whistle blower-scheme</p>			
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	NIL	NIL		
	Employees	4	3 (1 has exited)		
	Workers	NIL	NIL		
6	Details of complaints with regard to conflict of interest:				
		FY 2023-24 (Current Financial Year)		FY 2022– 23 (Previous Financial Year)	
		Number	Remarks	Number	Remarks
	Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NA	NIL	NA
	Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NA	NIL	NA
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			



8	Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:			
		FY 2023-24 (Current Financial Year)	FY 2022- 23 (Previous Financial Year)	
	Number of days of accounts payable	Bank is in the process of developing appropriate methodology to capture the data	-	
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	FY 2023 - 24 (Current Financial Year)	FY 2022 - 23 (Previous Financial Year)
	Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable owing to the nature of business	
		b. Number of trading houses where purchases are made from	Not Applicable owing to the nature of business	
		c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not Applicable owing to the nature of business	
	Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	Not Applicable owing to the nature of business	
		b. Number of dealers / distributors to whom sales are made	Not Applicable owing to the nature of business	
		c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	Not Applicable owing to the nature of business	
	Shares of RPTs in	a. Purchases (Purchases with related parties/ total purchases)	Not Applicable owing to the nature of business	



		b. Sales (Sales to related parties/ total sales)	Not Applicable owing to the nature of business	
		c. Loans & advances (Loans & advances given to related parties / total loans and advances)	Not Applicable owing to the nature of business	
		d. Investments (Investments in related parties / total investments made)	Not Applicable owing to the nature of business	
Leadership Indicators				
	Awareness programmes conducted for value chain partners on any of the Principles during the financial year:			
1	Total number of awareness programmes held	Topics / principles covered under the training	% Age of value chain partners covered (by value of business done with such partners) under the awareness programmes	
		Not Applicable		
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, it is built into the Corporate Governance Policy. The Bank has framed the "Code of Conduct" applicable to the Board of Directors and Senior Management Personnel and the same has been adopted by the Board. Board Members and Senior Management Personnel of the Bank have affirmed their compliance with the Code of Conduct for the Financial Year ended 31st March 2024 in terms of Regulation 26 (3) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. Other than those in the normal course of Banking business, the Bank has not entered any materially significant transactions with its Promoter / Directors, Senior Management Personnel, their relatives etc. that may have potential conflict of the interest.		



Annexure – A			
Business Responsibility and Sustainability Reporting by listed entities SEBI/HO/CFD/CMD2/P/CIR/2021/562 dated 10/05/2021			
SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE			
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 product and processes to total R&D and capex investments made by the entity, respectively		
		Current Financial Year	Previous Financial Year
		Details of improvements in environmental and social impacts	
	R & D	Our R&D efforts focus on process enhancement, including product digitization. Throughout the year, the Bank has undertaken significant initiatives to digitize customer offerings, enhancing transparency and accessibility to our products and services. Additionally, digitization has led to a decrease in paper-based processes, thereby reducing the Bank's carbon footprint. We have initiated the tracking of this data and plan to report it in the upcoming financial year.	
	Capex		
2	a.	Does the entity have procedures in place for sustainable sourcing? (Yes/No)	<p>The Bank being part of the service industry, consumption of resources is limited. The Bank puts efforts to ensure it purchases sustainable products from local suppliers and at a fair price. Some of the key initiatives the bank has taken in this direction are as follows:</p> <ul style="list-style-type: none"> • The Bank considers energy efficiency standards while purchasing equipment. The star rated equipment such as air-conditioners, laptops, computers, lighting devices are considered as part of assessment criteria in all branches and offices. • Bank is also complying with DFS mandate of procurement through GeM portal for all items available on the portal.
	b.	If yes, what percentage of inputs were sourced sustainably?	<p>As an institution providing financial services, the Bank's operations are not material resource intensive. However, as a responsible corporate citizen, the Bank has been focusing on maximising its resource consumption efficiency, reducing waste generation while focusing on improving its process efficiency and productivity. Even as digitization of products and services has been reducing the requirement of paper, it remains a significant resource consumed during the Bank's normal course of business, and it has focused on reducing its paper consumption further by scaling up recycling, procuring paper from more sustainable sources, and rationalizing printing requirements internally within the business. For procurement of equipment that are required to run our banking operations, such as computer hardware,</p>



				lighting devices, air conditioners and DG sets, the Bank considers green procurement and ensures that energy efficiency standards are duly considered during the purchase of such equipment.	
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)	Bank's IT Asset Disposal Policy deals with the process involved in disposal off IT Assets. Disposal and disposal procedures of IT assets and equipment is centrally managed and coordinated by Bank's IT department and through the extended arms like Regional Computer Centres. The purpose of this policy is to establish and define standards, procedures, and restrictions for the disposal of non-leased IT equipment in a legal, cost-effective manner. Bank's surplus or obsolete IT assets and resources (i.e., desktop computers, servers, storage, etc.) must be discarded according to legal requirements and environmental regulations through the appropriate external agents and our Bank's upgraded guidelines. Therefore, all disposal procedures for retired IT assets must adhere to Bank's-approved methods.		
	(b)	E-waste			
	(c)	Hazardous waste	Not Applicable		
	(d)	other waste.	Not Applicable		
4	Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.			Not Applicable	
Leadership Indicators					
1	Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?				
	NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)
Not Applicable					
2	If there are any significant social or environmental concerns and/or risks arising from 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.				
	Name of Product / Service		Description of the risk / concern	Action Taken	
Not Applicable					
3	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		
			FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	
Not Applicable					
4	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:				
				FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year



		Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
	Plastics (including packaging)	-	-	-	-	-	-
	E-waste	-	-	-	-	-	-
	Hazardous waste	Not Applicable					
	Other waste						
5	Reclaimed products and their packaging materials (as percentage of products sold) for each product category						
	Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category					
	Not Applicable						



Annexure - A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

Details of measures for the well-being of employees:													
Category	Total (A)	% of employees covered by											
		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)		
1	a	Permanent employees											
		Male	13689	13689	100	13689	100	NA	NA	13689	100	NA	NA
		Female	7786	7786	100	7786	100	7786	100	NA	NA	NA	NA
		Total	21475	21475	100	21475	100	7786	100	13689	100	NA	NA
		Other than Permanent employees											
		Male	-	-	-	-	-	-	-	-	-	-	-
		Female	-	-	-	-	-	-	-	-	-	-	-
		Total	-	-	-	-	-	-	-	-	-	-	-
		b	Category	% of workers covered by									
				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	13689	13689	100	13689	100	NA	NA	13689 (Covered in Paternity Leave Policies)	100	NA	NA		
	Female	7786	7786	100	7786	100	7786 (Covered in Health Insurance & Leave Policies)	100	NA	NA	NA	NA		
	Total	21475	21475	100	21475	100	7786	100	13689	100	NA	NA		
	Other than Permanent workers													
	Male	-	-	-	-	-	-	-	-	-	-	-	-	
	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 Current Financial Year				FY 2022 -23 Previous Financial Year			
Cost incurred on well-being measures as a % of total revenue of the company					0.003				0.01					
2	Details of retirement benefits, for Current FY 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	32.94	0%	Y			33.86	0%	Y					
	Gratuity	95.43	0%	Y			96.06	0%	Y					
	ESI	NA	NA	NA			NA	NA	NA					
Others - Please specify	-	-	-			-	-	-						
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, ramps have been provided for easy access to differently abled employees at many of our workplaces. Software is also being provided to Visually challenged staff members for their convenience.			
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.	There is no separate policy in this regard. However, exceptions are granted to physically challenged employees under Bank's Transfer policy. They are also being paid conveyance allowance eligible for PH staff members as per Government guidelines. PH staff members are also eligible for availing special leave.			
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%	100%	NA	NA
	Female	100%	100%	NA	NA
Total	100%	100%	NA	NA	
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.				
		Yes/No (If Yes, then give details of the mechanism in brief)			
	Permanent Workers	Yes			
	Other than Permanent Workers	Not Applicable			



Permanent Employees	<p>Yes. An internal portal Standardized Employee Grievance Redressal System (SEGRS), through which staff members can put forward their grievances is made available. In SEGRS Portal, all the serving employees, up to Scale VII can login and lodge their grievances under respective areas.</p> <p>Grievances will be redressed at two (02) levels - Regional office and Central office. Branches shall have no role in redressing the grievances.</p> <p>The complainant must:</p> <ol style="list-style-type: none"> 1. Be a serving employee on the rolls of our Bank, up to General Manager Cadre 2. Have been assigned a unique roll number 3. Furnish active mail ID while submitting online complaint 4. Furnish active mobile number while submitting online complaint <p>The complainant shall receive an acknowledgement on registering his/her grievance on mobile number as well as e-mail ID. A unique code will be generated for each complaint.</p> <p>The timeframe for redressing the grievances shall be:</p> <p>First Level (RO):</p> <ol style="list-style-type: none"> a) Zero tolerance level grievances (ZTL): Same day/ Frist working day (0th day) b) Other grievances: In 14 days (0-14 days) <p>Second Level (CO):</p> <ol style="list-style-type: none"> a) Zero tolerance level grievances (ZTL): Within the next 2 working days (0+3 days) b) Other grievances: Within 7 days (15-21 days)
Other than Permanent Employees	Not Applicable

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	21475	20455	95.25%	22027	20843	94.62%
Male	13689	13158	96.12%	14097	13440	95.34%
Female	7786	7297	93.72%	7930	7403	93.35%



	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	13689	190	1.39	8366.00	61.11	14117	340	2.41	7933	56.19
	Female	7786	136	1.75	4648.00	59.70	7935	182	2.29	4390	55.32
	Total	21475	326	1.52	13014.00	60.60	22052	522	2.37	12323	55.88
	Workers										
	Male	-	-	-	-	-	-	-	-	-	-
	Female	-	-	-	-	-	-	-	-	-	-
	Total	-	-	-	-	-	-	-	-	-	-
	9	Details of performance and career development reviews of employees and worker:									
Category		FY 2023-24			FY 2022-23						
		Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)				
Employees											
Male		7862	7862	100.00%	7892	7892	100.00%				
Female		4492	4492	100.00%	4484	4484	100.00%				
Total		12354	12354	100.00%	12376	12376	100.00%				
Workers											
Male		-	-	-	-	-	-				
Female		-	-	-	-	-	-				



	Total	-	-	-	-	-	-
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?	Owing to the nature of the business, there is minimal risk of occupational health & safety risk. However, the Bank has in place Covid related health and safety measures. The Bank continues to focus on strengthening its policies, systems and processes to ensure the safety and healthy workplace for all its employees, third-party employees and physical assets in the face of unforeseen negative events.				
	b.	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	Measures undertaken by the Bank for ensuring a safe and healthy workplace <ul style="list-style-type: none"> • Fire Training is conducted every year • Evacuation drill is conducted every year • Fire safety advisories are released • Fire safety signage is provided at different points • E-surveillance and alert monitoring is performed • Fire and burglar alarm for fire detection with fire and smoke sensors. Fire extinguishers for fire fighting 				
	c.	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	Security department of the Bank addresses the issues related to security, sensor, fire alarms etc				
d.	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	In terms of Health & Wellness of the employees, we have taken following measures: <ul style="list-style-type: none"> •All employees of the Bank are covered under Comprehensive Health Insurance Policy. •Doctor Consultation / Dispensary for employees •Enrolment of dependents under Medclaim •Annual Health Check-up for employees above (40 yrs.+) •Claims submission, status check and settlement on App •First aid box 					
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			
			Workers				
Total recordable work-related injuries		Employees					
		Workers					



	No. of fatalities	Employees																																
		Workers																																
	High consequence work-related injury or ill-health (excluding fatalities)	Employees																																
		Workers																																
12	<p>Describe the measures taken by the entity to ensure a safe and healthy workplace.</p> <p>The Bank recognizes the significance of ensuring a healthy and safe working environment for all of its employees. All Branches and Offices do regular fire drills to train the employees on fire preparedness. Preventive maintenance schedule for electrical equipment is performed on a regular basis to ensure compliance with fire safety standards. Further as part of COVID-19 prevention initiatives, we have ensured the employees follow the covid safety protocols.</p>																																	
13	<p>Number of Complaints on the following made by employees and workers:</p> <table border="1"> <thead> <tr> <th></th> <th colspan="3">FY 2023-24</th> <th colspan="3">FY 2022-23</th> </tr> <tr> <th></th> <th>Filed during the year</th> <th>Pending resolution at the end of year</th> <th>Remarks</th> <th>Filed during the year</th> <th>Pending resolution at the end of year</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>Working Conditions</td> <td colspan="3">Nil</td> <td colspan="3">Nil</td> </tr> <tr> <td>Health & Safety</td> <td colspan="3"></td> <td colspan="3"></td> </tr> </tbody> </table>							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	Nil			Nil			Health & Safety						
	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	Nil			Nil																														
Health & Safety																																		
14	<p>Assessments for the year:</p> <table border="1"> <thead> <tr> <th></th> <th>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</th> </tr> </thead> <tbody> <tr> <td>Health and safety practices</td> <td rowspan="2">Energy Audit of Central Office was conducted in July 2023 for ensuring that any potential hazards or issues with the electrical system can be identified and addressed in a timely manner.</td> </tr> <tr> <td>Working Conditions</td> </tr> </tbody> </table>							% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	Health and safety practices	Energy Audit of Central Office was conducted in July 2023 for ensuring that any potential hazards or issues with the electrical system can be identified and addressed in a timely manner.	Working Conditions																							
	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)																																	
Health and safety practices	Energy Audit of Central Office was conducted in July 2023 for ensuring that any potential hazards or issues with the electrical system can be identified and addressed in a timely manner.																																	
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.	While the Bank takes various measures to ensure safety in its premises, there have been no assessments conducted for identification of significant risks/concerns by third party or statutory entities.																																
Leadership Indicators																																		
1	Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).	Yes. Special group insurance scheme and group personal accident insurance policy covers all employees in service. Bank had compensated Rs.20 lakh per employee in case of death due to Covid. Compassionate Appointment/ex-gratia is given to employee's relatives on employee's demise.																																
2	Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.	Bank ensures that statutory dues as applicable to the transactions with the value chain partners, are deducted and deposited in accordance with the applicable regulations. The Bank believes its value chain partners to uphold business responsibility principles and values of transparency and accountability.																																
3	<p>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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:</p>																																	



		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	
		FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
	Employees	Not Applicable			
	Workers				
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)			No	
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	Bank expects all its partners to ensure that they follow the applicable standards of working conditions and employee health and safety is taken care. The Bank expects that the vendors and suppliers to abide by Labour Laws, Human Rights and Regulations in their regions of business and the principles are built into the contracts with the vendors and suppliers.			
	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.			Not Applicable	



Annexure – A

**Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021**

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

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				
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
1	Customer	No	Email, SMS, notice board, Bank's website	Ongoing basis	Engagement with customers is throughout entire life cycle of loan products/ savings product
2	Employee	No	Email, SMS, Offline/ online meetings	Ongoing basis	Most of these engagement cover areas such as Training and Development, Addressing any work-related communication, updates on Regulatory changes/ introduction of new Regulations, Compliance communication.
3	Investors/ Shareholders	No	Email, newspaper advertisement, website, investor meetings & conferences, intimation to stock exchanges, annual/quarterly financials	Quarterly/Annually & Need basis	To keep investors/shareholders updated about the Banks business activities and performance
4	Regulators	No	Email, one-on-one meetings, video-conference, regulatory filings.	Need Basis	Compliance related communication and engagement for policy consultation and participation in larger economic objectives by participating in various Government initiatives and programs.



5	Communities	Women, certain communities leaving in rural areas, farmer community and low-income group individuals as vulnerable & marginalised stakeholder	Meetings, engagement through NGOs	Ongoing basis	Through CSR reaching out to socially and economically disadvantaged people.
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 Bank has always maintained that a constant and proactive engagement with our key stakeholders enables the Bank to better communicate its strategies and performance. A continuous engagement helps align expectations, thereby enabling the Bank to better serve its stakeholders. The Board is kept abreast on various developments and feedback on the same is sought from the Directors. We engage with our stakeholders regularly and as needed. The format of engagement will depend on the nature and needs of the stakeholders. The consultation with stakeholders is in the form of online / offline meetings.	
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 policies and activities of the entity.			Stakeholder feedbacks and suggestions are considered wherever feasible. The engagement takes place through various channels as part of an ongoing process.	
3	Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.			The Bank's CSR activities focus on the disadvantaged, vulnerable and marginalised segments of society. CSR activities are mentioned separately in the Annual Report.	



Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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										
1	Permanent	The bank does not conduct specific training sessions dedicated solely to human rights. However, these critical aspects are addressed during the employee onboarding process and are incorporated into the bank's HR policy. By adhering to the highest standards of Human Rights and Labor Laws, the Bank ensures that its employees are aware of and comply with these principles throughout their tenure.								
	Other than permanent									
	Total Employees									
Workers										
	Permanent	-	-	-	-	-	-			
	Other than permanent	-	-	-	-	-	-			
	Total Workers	-	-	-	-	-	-			
Details of minimum wages paid to employees and workers, in the following format:										
Category	Total (A)	FY 2023-24			FY 2022-23					
		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	21475	0	0%	21475	100%	22052	0	0%	22052	100%
	Male	13689	0	0%	13689	100%	14117	0	0%	14117	100%
	Female	7786	0	0%	7786	100%	7935	0	0%	7935	100%
	Other than permanent	-	-	-	-	-	-	-	-	-	-
	Male	-	-	-	-	-	-	-	-	-	-
	Female	-	-	-	-	-	-	-	-	-	-
	Workers										
	Permanent	-	-	-	-	-	-	-	-	-	-
	Male	-	-	-	-	-	-	-	-	-	-
	Female	-	-	-	-	-	-	-	-	-	-
	Other than permanent	-	-	-	-	-	-	-	-	-	-
	Male	-	-	-	-	-	-	-	-	-	-
	Female	-	-	-	-	-	-	-	-	-	-
3	Details of remuneration/salary/wages, in the following format:										
	a. Median remuneration / wages:										
		Male					Female				
		Number	Median remuneration/ salary/ wages of respective category				Number	Median remuneration/ salary/ wages of respective category			
	Board of Directors (BoD)	4	343936.15				1	340426			
	Key Managerial Personnel	1	232120				-	-			
	Employees other than BoD and KMP	13689	104811.11				7786	98115.66			
	Workers	-	-				-	-			
	b. Gross wages paid to females as % of total wages paid by the entity, in the following format:										
		FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
Gross wages paid to females as % of total wages	34.54%					34.45%					
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. For handling grievances related to Sexual Harassment of women at workplace, Bank has constituted POSH committee in the name of Internal Compliance Committee at both Regional office as well as Central office level.					



5	Describe the internal mechanisms in place to redress grievances related to human rights issues.	The Bank has POSH Committees at Central Office and Regional Office levels to address grievances related to Sexual Harassment of women at workplace. Further, the Bank has Whistle Blower Policy in place for addressing any concerns or grievances regarding discrimination, harassment or unethical behaviour.					
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	6	5	1-Case upheld and closed	1	0	2 Complaints relating to sexual Harassment received during 2021-22 were upheld and closed during FY 2022-23. One complaint received during 2022-23 was disposed of as not coming under the purview of POSH Act.
	Discrimination at workplace	0	Nil	Nil	Nil	Nil	Nil
	Child Labour	0	NA	NA	NA	NA	NA
	Forced Labour/ Involuntary Labour	0	NA	NA	NA	NA	NA
	Wages	0	NA	NA	NA	NA	NA
Other Human rights related issues	0	Nil	Nil	Nil	Nil	Nil	
7	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:						
		FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	6			1		
	Complaints on POSH as a % of female employees / workers	0.08%			0.01%		
Complaints on POSH upheld	1			0			
8	Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases	The Bank has framed guidelines for prevention, prohibition & redressal of sexual harassment of women staff members based on the provisions of "The Sexual Harassment of Women at workplace (Prevention, Prohibition & Redressal) Act 2013. The guidelines include the mechanism by which an aggrieved woman employee can make a complaint when incident of Sexual Harassment occurs, procedure to be followed for redressal of such complaints, action to be taken against delinquent staff etc. Internal Committee are formed at Central Office/ Regional Office level to redress such complaints.					
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	0					



	Forced/involuntary labour	0
	Sexual harassment	100%
	Discrimination at workplace	0
	Wages	0
	Others – please specify	-
11	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.	-
Leadership Indicators		
1	Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.	The Bank has always seen Human Rights as inherent part of all its policies. There hasn't been an instance where the Bank has to alter its policy / process in order to align with Human Rights and grievances. As an institution with the right professional flare, the Bank is highly committed to the principle of equal opportunity for all employees and also believes in fabricating an environment which is free of discrimination. The Bank has strictly prohibited discrimination or harassment based on race, colour, religion, or belief, social or ethnic origin, sex, age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/ or expression, marital status, family medical history or genetic information, family or parental status. The Code of Conduct lays down guidelines that facilitate the right environment in the Bank. The Bank nurtures its employees with the right ethics and Code of Conduct by organizing various training programs designed for the better enhancement and development of the workforce.
2	Details of the scope and coverage of any Human rights due-diligence conducted.	The Bank upholds the principle of Human Rights in all its dealings.
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
Details on assessment of value chain partners:		
		% of value chain partners (by value of business done with such partners) that were assessed
4	Sexual Harassment	The Bank is in compliance with all applicable laws. Further, Human rights principles form a part of all contracts.
	Discrimination at workplace	
	Child Labour	
	Forced Labour/Involuntary Labour	
	Wages	
	Others – please specify	
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



Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

Details of total energy consumption (in GJ) and energy intensity, in the following format:			
Parameter		FY 2023-24	FY 2022-23
From renewable sources			
Total electricity consumption (A)		-	-
Total fuel consumption (B)		-	-
Energy consumption through other sources (C)		-	-
Total energy consumed from renewable sources (A+B+C)		-	-
From non-renewable sources			
Total electricity consumption (D)		180686.28	224049
Total fuel consumption (E)		89859.78	27435
Energy consumption through other sources (F)		-	-
Total energy consumed from non-renewable sources (D+E+F)		270546.1	251484
Total energy consumed (A+B+C+D+E+F)		270546.1	251484
Energy intensity per rupee (Cr) of turnover (Total energy consumed/ revenue from operations)		9.1	10.69
Energy intensity per rupee of turnover (Cr) adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)		204	-
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, 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:		
	Parameter	FY 2023-24	
	FY 2022-23*		
	Water withdrawal by source (in kilolitres)		
	(i) Surface water	-	-
	(ii) Groundwater	-	-
	(iii) Third party water (tanker)	-	-
	(iv) Seawater / desalinated water	-	-
	(v) Water from municipal corporation	1762032	-
	(vi) Others- Water Bottles	243033	21304
	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2005065	21304
	Total volume of water consumption (in kilolitres)	2005065	21304
	Water intensity per rupee (Cr) of turnover (Total water consumption / Revenue from operations)	67.50	-
Water intensity per rupee of turnover (Cr) adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	1511.9	-	
Water intensity in terms of physical output	-	-	
Water intensity (optional) – the relevant metric may be selected by the entity	-	-	
*FY23 water consumption values were captured for IOB's Central Office only.			
	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		
4	Provide the following details related to water discharged:		



Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23* (Previous Financial Year)		
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	-			
With treatment – please specify level of treatment	-			
(iii) To Seawater				
No treatment	-			
With treatment – please specify level of treatment	-			
(iv) Sent to third-parties (Municipal Sewers)	1604052	17043.2		
No treatment	1604052	17043.2		
With treatment – please specify level of treatment	-	-		
(v) Others				
No treatment	-	-		
With treatment – please specify level of treatment	-	-		
Total water discharged (in kilolitres)	1604052	17043.2		
*FY23 water discharge values were captured for IOB's Central Office only.				
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				
5	Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.	No		
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
6	NOx	Not Applicable	The Bank plans to track this data in the upcoming financial year	
	Sox			
	Particulate matter (PM)			
	Persistent organic pollutants (POP)			
	Volatile organic compounds (VOC)			



	Hazardous air pollutants (HAP)		
	Others – please specify		
	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		
	Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:		
	Parameter	Unit	FY 2023-24
	Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCO2e	6443.63
	Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCO2e	35936.5
7	Total Scope 1 and Scope 2 emission intensity per rupee (Cr) of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		1.43
	Total Scope 1 and Scope 2 emission intensity per rupee (Cr) of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		31.96
	Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-
	Total Scope 1 and Scope 2 emission 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, 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.	The Bank has demonstrated a commitment to environmental sustainability through its adoption of green energy initiatives, such as the implementation of alternative sources like solar power. Additionally, the Bank has implemented various energy-saving measures. Furthermore, the deployment of harmonic filters and the utilization of energy-efficient, star-rated electrical appliances have significantly decreased electricity consumption, thereby decreasing Scope 2 emissions.	
	Provide details related to waste management by the entity, in the following format:		
	Parameter	FY 2023-24	FY 2022-23
9	Total Waste generated (in metric tonnes)		
	Plastic waste (A)	0.371	
	E-waste (B)	9.467	
	Bio-medical waste (C)	-	



	Construction and demolition waste (D)	-	Not tracked for this fiscal
	Battery waste (E)	20.361	
	Radioactive waste (F)	-	
	Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil). Please specify, if any. (G)	-	
	Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	
	Total (A+B + C + D + E + F + G + H)	30.20	
	Waste intensity per rupee (Cr) of turnover (Total waste generated / Revenue from operations)	0.001	-
	Waste intensity per rupee (Cr) of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.02	-
	Waste intensity in terms of physical output	-	-
	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	Not Applicable	
	(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	Not Applicable	
	(ii) Landfilling		
	(iii) Other disposal operations		
	Total		
	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	E-waste is disposed through authorized resellers/ recyclers.	



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:					
	Sl. 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		
Not Applicable						
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
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, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:					
	Sl. No	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any	
Not Applicable						
Leadership Indicators						
1	Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):			Not Applicable		
	For each facility / plant located in areas of water stress, provide the following information: (i) Name of the area (ii) Nature of operations (iii) Water withdrawal, consumption and discharge in the following format:					
	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:					
	(i) Name of the area			-		
	(ii) Nature of operations			-		
	(iii) Water withdrawal, consumption and discharge in the following format:			Not Applicable		
	Parameter			FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)
	Water withdrawal by source (in kilolitres)			-		
	(i) Surface water			-	-	
(ii) Groundwater			-	-		



	(iii) Third party water	-	-
	(iv) Seawater / desalinated water	-	-
	(v) Others	-	-
	Total volume of water withdrawal (in kilolitres)	-	-
	Total volume of water consumption (in kilolitres)	-	-
	Water intensity per rupee of turnover (Water consumed / turnover)	-	-
	Water intensity (optional) – the relevant metric may be selected by the entity	-	-
	Water discharge by destination and level of treatment (in kilolitres)		
	(i) Into Surface water	-	-
	---No treatment	-	-
	---With treatment – please specify level of treatment	-	-
	(ii) Into Groundwater	-	-
	---No treatment	-	-
	---With treatment – please specify level of treatment	-	-
	(iii) Into 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)	-	-
	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		
2	Please provide details of total Scope 3 emissions & its intensity, in the following format:		
	Parameter	Unit	FY 2023-24
	Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	The bank is in process of tracking the Scope 3 emissions
		FY 2022-23	



	Total Scope 3 emissions per rupee of turnover		
	Total Scope 3 emission 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, name of the external agency		
3	With respect to the ecologically sensitive areas reported at Question 10 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	
	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:		
	Sl. NO	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)
		Outcome of the initiative	
4	1	The Bank consistently uses innovative technology or solutions to improve resource efficiency or reduce impact due to emissions / effluent discharge / waste generated. Some of the initiatives taken by the Bank in this regard are as under: 1. As the part of the green initiatives, all payments to vendors, suppliers etc. are made through electronic channels. 2. Bank has also focused on green energy initiatives by adopting alternative sources of energies like SOLAR power, etc. 3. Conduct of Energy Audits periodically for branches and offices. 4. Installations of harmonic filters and usage of Star rated electrical appliances have considerably reduced the consumption of electricity. 5. Bank made optimum utilization of Hardware resources and adopted virtualization. Further, Bank adopted cloud computing to reduce the hardware resources. Hence there would be less E-waste for future.	
5	Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.	The Bank has internal board Approved Disaster Recovery and Business Continuity Plan which details the preparedness to deal with any disaster or disruptive situation. It includes people, policies, standards, and procedures to ensure continuity, resumption, and recovery of critical business processes, limit the impact of the disaster on people, processes and infrastructure and minimize the operational, financial, legal & regulatory and reputational consequences arising from such the disaster. The plans include systems and processes for management of risk, including use of Disaster Recovery Sites and Business Continuity Plan for critical processes which are tested periodically. It also covers the aspects of time required to resume business operations.	
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	Not Applicable	
7	Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.	Not Applicable	



Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

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. (As below)		
	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.		
		Sl.No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State / National)
		1	Indian Bank's association (IBA)	National
		2	Indian Institute of Banking and Finance (IIBF)	National
		3	Institute of Banking Personnel Selection (IBPS)	National
		4	National Institute of Bank Management (NIBM)	National
		5	National Payment Corporation of India (NPCI)	National
		6	International Chamber of Commerce (ICC)	National
		7	Foreign Exchange Dealers Association of India (FEDAI)	National
		8	Fixed Income Money Market and Derivatives Association (FIMMDA)	National
9	Clearing Corporation of India Ltd. (CCIL)	National		
10				

2	Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.		
	Name of authority	Brief of the case	Corrective action taken
	Not Applicable		

Leadership Indicators

1	Details of public policy positions advocated by the entity:					
		Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
	1	NIL				
2	NIL					



Annexure - A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.						
1	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable						
Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:						
2	Sl. No	Name of Project for which R&R is ongoing	State	District	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						
3	Describe the mechanisms to receive and redress grievances of the community.			Communities are an important stakeholder group and the Bank through its CSR team communicates with them regularly to obtain feedback on the CSR projects. In many cases, the NGO partners act as facilitators and discuss the grievances of the communities and communicate it to the CSR team of the Bank.		
Percentage of input material (inputs to total inputs by value) sourced from suppliers:						
4	Parameter			FY 2023-24	FY 2022-23	
Directly sourced from MSMEs/ small producers			Bank, being in the Service industry, procurement needs are limited and they are sourced through local vendors at a fair price.			
Directly sourced within India						
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						
5	Location			FY 2023-24 (Current Financial Year)	FY 2022-23 (Current Financial Year)	
Rural			17.47%	16.96%		
Semi-urban			22.80%	22.17%		
Urban			25.84%	26.15%		



	Metropolitan		33.88%		34.71%
(Place to be categorized as per RBI Classification System - Rural / Semi-urban / Urban / Metropolitan)					
Leadership Indicators					
Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):					
1	Details of negative social impact identified		Corrective action taken		
	Not Applicable				
Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:					
2	SI.No	State	Aspirational District	Amount spent (In INR)	
	1	CSR Projects not undertaken in aspirational districts			
	2				
3	(a)	Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)		The Bank being in the Financial Services sector, the procurement needs are limited. Daily consumables are sourced through local vendors at a fair price. As per existing IT Procurement policy preferential procurement is 20% from marginalized / vulnerable groups (MSE) and out of 20% reserved for MSE a sub target of 4% of annual procurement is ear marked for SC/ST entrepreneurs subject to applicable conditions as mentioned in the said Policy. Start-up recognised by DPIIT is also given preference for procurement by the Bank	
	(b)	From which marginalized /vulnerable groups do you procure?			
	(c)	What percentage of total procurement (by value) does it constitute?			
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:					
4	SI.No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
	1	Not Applicable			
	2				
Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.					
5	Name of authority		Brief of the Case	Corrective action taken	
	Not Applicable				
Details of beneficiaries of CSR Projects:					
6	SI. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups	



1	Sponsorship for Siruvani Elakiya Thiruvizha held at PSG Arts Science College, Coimbatore on 25.02.2023 to 26.02.2023	200	Sustainable Support to General Public
2	Sponsorship for cultural programme at Indian Institute of Engineering Science and Technology, Shibpur on 23rd April 2023	200	Sustainable Support to School/ College Students
3	Donation under CSR for Health Care- Rural Development under Sri Aurobindo Rural and Village Action Movement (SARVAM) for April/May/June 2023 - 2 nd Instalment	7409	100 % beneficiary from marginalised group.
4	Donation for installation of 8 Nos of three-seater chair in Railway Claim Tribunal office, Jaipur	240	100 % beneficiary from marginalised group.
5	Sponsorship for Thiruvalluvar Univeristy,17th Convocation on 19th June 2023 for publication of Advertisement	1500	Sustainable Support to School/ College Students
6	Sponsorship for formation of maths park at VOC, Coimbatore Region	200	Sustainable Support to General Public
7	Sponsorship for Kalaignar Memorial International Marathon, 4 th Edition to be held on 06.08.2023	75000	Sustainable Support to General Public
8	Donation for Purchase of New Vehicle – Tata Magic 9+D to Diocese of Varanasi Educational Society	350	Sustainable Support to School/ College Students
9	Sponsorship to Thanjavur Book Festival - Thanjavur District from 14.07.2023 to 24.07.2023 at Palace Complex, Thanjavur	200	Sustainable Support to General Public
10	Donation under CSR for Health Care- Rural Development under Sri Aurobindo Rural and Village Action Movement (SARVAM) for July/August/September 2023 - 3 rd Instalment	4787	100 % beneficiary from marginalised group.
11	Sponsorship of 5 Water Coolers to Pt. Deendayal Upadhyay Government Art and Commerce College, Sagar	660	100%
12	Sponsorship to Agribusiness Expo 2023 at Chennai Trade Centre from 08th July to 09th July 2023	260	Sustainable Support to General Public
13	Sponsorship of 16 Air coolers for Indian Air Force station, Ambala Cantonment	540	100%
14	Sponsorship to iCreate’s (International Centre for Entrepreneurship and Technology) Corpus Fund an initiative by Government of Gujarat	200	Sustainable Support to General Public
15	Sponsoring to “2nd Mega Book Fair-2023” conducted by Nagapattinam District Administration from 02.08.2023 to 12.08.2023	1430	Sustainable Support to General Public
16	Sponsoring for renovation work in Primary health centre at Kavalkaranpatti village in Karur District	180	100 % beneficiary from marginalised group.
17	Sponsorship for “ADWAITA 2023” - Inter College fest to be organized at Indira Gandhi Medical College & Research Institute (IGMCRI) Student Association Sigma to be held from 16.09.2023 to 19.09.2023	310	Sustainable Support to School/ College Students
18	Sponsorship for providing play equipment material to 25 Anganwadi centers in Visakhapatnam	460	100 % beneficiary from marginalised group.
19	Sponsorship for Advertisement in Souvenir for celebration of Annual Mission Festival	170	Sustainable Support to School/ College Students



20	Sponsorship for supply of Sanitary Napkins for Girl Students studying in Government Schools in and around Tenkasi District	240	100 % beneficiary from marginalised group.
21	Sponsorship for Dimond Jubilee Celebration of Institute of Hotel Management & Applied Nutrition, Chennai	50	Sustainable Support to School/ College Students
22	Sponsorship to "Looking Beyond 2023" - National Meet of St. Xavier's College (Calcutta) Alumni Association at Siliguri on 23rd September 2023	550	Sustainable Support to School/ College Students
23	Sponsorship of Beautifying the different points in Saharanpur City – Meerut Region	310	Sustainable Support to General Public
24	Sponsorship for the "5th World Coffee Conference and Expo" from 23rd to 30th September 2023 at Bengaluru	440	Sustainable Support to General Public
25	Donation of one Hundials to Sri Dharmabharaswamy Temple, Tirunallur - Pondicherry Region	340	Sustainable Support to General Public
26	Sponsorship for the event "ENGENIA 2023" at Loyola College from 29th to 30th September 2023	2000	Sustainable Support to School/ College Students
27	Sponsorship NCC Raising Day Celebration at Secretariat, Chennai	1500	Sustainable Support to General Public
28	Sponsorship for "Sharadotsav'23" Durga Puja Celebration from 20th to 24th October 2023- Besant Nagar	1000	Sustainable Support to General Public
29	Sponsorship for 68 th Shree Shree Durga Puja Celebration at Shiva Shakti Mandir	120	Sustainable Support to General Public
30	Donation under CSR for Health Care- Rural Development under Sri Aurobindo Rural and Village Action Movement (SARVAM) for 2023 – 4 th Instalment	4440	100 % beneficiary from marginalised group.
31	Donation to BANGA SANSKRITI SANGHA, VADODARA for 64th Sarvajanan Durgotsav – 2023	180	Sustainable Support to General Public
32	Sponsorship for Cultural programme organized by UP Tourism at Muktakashi Sangh of Sadar Bazar, Agra	270	Sustainable Support to General Public
33	Sponsorship for 37th National Games, Goa 2023 from 26.10.2023 to 09.11.2023	320	Sustainable Support to General Public
34	Sponsorship to 'Keraleeyam' from 1st November 2023 to 7th November 2023	180	Sustainable Support to General Public
35	Sponsoring for Cultural Programme at Indian Institute of Management (IIM) at Kolkatta on 18th November 2023	390	Sustainable Support to School/ College Students
36	Sponsorship for Park Development – Valangaiman Town Panchayat	450	Sustainable Support to General Public
37	Sponsorship for "49th Annual Music Festival" by Kartik Arts Festival Trust from 01.12.2023 to 03.01.2024	410	Sustainable Support to General Public
38	Sponsorship to The Indian Fine Arts for "91st South Indian Music Conference and Festival" from 17.12.2023 to 31.12.2023	3500	Sustainable Support to General Public
39	Sponsorship for celebration of Ganga Mahotsav & Dev - Dipawali to be held from 23.11.2023 to 27.11.2023 organized by Uttar Pradesh Tourism Department at Varanasi	660	Sustainable Support to General Public



40	Sponsorship for the purchase of Digital BP Apparatus to the Primary Health Care Centers Clinics under Health Department of Tiruchirappalli City Municipal Corporation	1340	100 % beneficiary from marginalised group.
41	Sponsorship for Purchase of Mahindra 575 DI NST(45 HP) under Namakku Naame Thittam for Karumandichellipalayam Town Panchayat, Erode District	140	Sustainable Support to General Public
42	Sponsorship to "Ayodhya Utsav – 2023" from 23rd December 2023 to 24th December 2023 organized by "Hindustan Sanmachar Group, Uttar Pradesh	290	Sustainable Support to General Public
43	Sponsorship for the purchase of one Muti-function Printer (Xerox machine) to Sri Gurugnanasambathar Mission Garden Court Cambridge School at Puthenthurai under Sri Velur Devasthanam (Mutt)	370	Sustainable Support to General Public
44	Sponsorship for purchase of Chairs to Government Vocational Higher Secondary School, Kallara	820	Sustainable Support to School/ College Students
45	Donation to Ramakrishna Mission – GAP at Mangalore	50	Sustainable Support to School/ College Students
46	Sponsorship for Lenoto Society for building Rainwater harversting tank at Shillong	190	Sustainable Support to School/ College Students
47	Sponsorship for Bhavan’s Annual Margazhi Music Festival’ 2023 from 24.11.2023 to 13.12.2023 organized by Bharatiya Vidya Bhavan at Bhavan’s Pottipati Gnanamba Obul Reddy Auditorium, East Mada Street, Chennai	8000	Sustainable Support to General Public
48	Sponsorship for repair/ Renovation of Sewage/ Drainage system in Coimbatore City	360	Sustainable Support to General Public
49	Sponsorship for All India Vice Chancellors Cricket Cup T-20 Tournament 2023 organized by Maulana Azad National Urdu University(MANNU)	20	Sustainable Support to School/ College Students
50	Donation under CSR for Health Care- Rural Development under Sri Aurobindo Rural and Village Action Movement (SARVAM) for April/May/June 2023 - 2 nd Instalment	1495	100 % beneficiary from marginalised group.
51	Sponsorship to Porunai Nellai Puthagath Thiruvizha 2024 Book Fair, conducted by Tirunelveli District Administration from 02.02.24 to 13.02.24	1540	Sustainable Support to General Public
52	Sponsorship for Cultural Event on the occasion of Institute Day celebration on 16th January 2024 at Central Power Research Institute (CPRI), Bhopal Campus	310	Sustainable Support to School/ College Students
53	Sponsorship for Twentieth Vice Chancellor’s Running Trophy Tournament organized by Maharana Pratap University of Agriculture and Technology, Non-Teaching Staff Association, Udaipur from 09.01.2024 to 12.01.2024	250	Sustainable Support to School/ College Students
54	Donation for the purchase of ThinkCentre M70t Gen 4 Computer System Computer System for issuing Dharshan Tickets at Arulmigu Ramanathaswami Temple, Rameswaram	420	Sustainable Support to General Public



55	Sponsorship for supplying of Ration Kits to flood affected people in Tuticorin District	200	100 % beneficiary from marginalised group.
56	Sponsorship for the celebration of Thaipooasam Festival at Arulmigu Navaneetheswara Swamy Temple, Sikkal	350	Sustainable Support to General Public
57	Donation for purchase of Hundial to Arulmigu Meenakshi Sundareswarar Temple	220	Sustainable Support to General Public
58	Donation of Wheelchair on 88 th Foundation Day	8	100 % beneficiary from vulnerable and marginalised group.
59	Donation of Tricycle on 88 th Foundation Day	7	100 % beneficiary from vulnerable and marginalised group.
60	Donation of Ramakrishna Media students home for 600 poor boys	600	100 % beneficiary from vulnerable and marginalised group.
61	Donation of Wheelchair & Tri Cycle	4	100 % beneficiary from vulnerable and marginalised group.
62	Donation of virgo sanitary pad to blind girls	14	100 % beneficiary from vulnerable and marginalised group.
63	Sponsorship of "TN – BEAT EXPO 2024" Build Entrepreneurs in Adi Dravidars and Tribals from All over India Conducted by Tamil Nadu Adi Dravidar Housing and Development Corporation Limited (TAHDCO) on 26 th and 27 th January 2024 (2day) at Chennai Trade Centre, Nandambakkam, Chennai	2000	Sustainable Support to General Public
64	Donation for the purchase of Fujifilm Mid – Range Color Doppler System- Fujifilm SSD F31 with Convex & Linear Probes - Ultra Sound Machine to Primary Health Centre at Thalavaipatinam	9000	100 % beneficiary from marginalised group.
65	Donation for the purchase of 10 Computer Tables to The Kuppuswami Sastri Research Institute, Mylapore	110	Sustainable Support to General Public
66	Sponsorship to Kalaignar Centenary International Medical Conference on "Future of Medicine- 2024" organized by Tamil Nadu Dr. MGR Medical University at Chennai Trade Centre, Nandambakkam, Chennai	350	Sustainable Support to General Public
67	Sponsorship to "NOVA Exilaro" as Event Sponsor - Silver Category organized by Xavier School of Management (XLRI), Delhi – NCR	700	Sustainable Support to School/ College Students
68	Sponsorship for renovation to Flood affected Schools, Anganwadis, Primary Health Centres and Government Buildings etc., in Tuticorin District	280	Sustainable Support to General Public
69	Sponsorship for KRIYA 2024 – student Seminar organized by Stella Maris College on 20th February 2024	50	Sustainable Support to General Public
70	Sponsorship for Shri. Gaur Gopal Dass, Talk Show 2024 on 07th April 2024 at Sir Mutha Venkata Subbarao Concert Hall, Harrington Road, Chennai organized by Shree Agarwal Samaj (Madras)	400	Sustainable Support to General Public
71	Sponsorship for Ammalamma State Level Volleyball Tournament for Boys on 10th and 11th January 2024 at Anjuham Higher Secondary School, Rangarajapuram, Chennai	250	Sustainable Support to School/ College Students
72	Sponsorship for the International Conference on "Women as Catalyst for Sustainable Development" at Ethiraj College from 07th and 08th of March	550	Sustainable Support to School/ College Students



	2024 in association with the University of Madras and Regional Association for Women Studies		
73	Sponsorship for HACKATHON for women in Engineering "INVEST IN WOMEN: ACCELERATE PROGRESS" organized Jointly by M/s Tamil Nadu Industrial Development Corporation Limited (TIDCO) and Tamil Nadu Centre of Excellence for Advance Manufacturing (TANCAM) from 08.03.2024 to 28.03.2024	9500	Sustainable Support to General Public
74	Sponsorship for 12 th Edition of "AARYA AWARDS" to mark the International Women's Day on 06 th March 2024 at Bhubaneswar organized by Parichay Foundation (Empowering Women Empowering Society)	320	Sustainable Support to General Public
75	Sponsorship for the International Urdu Social Science Congress at MANNU	250	Sustainable Support to General Public
76	Donation to PM CARES	1	Sustainable Support to General Public
77	Sponsorship for mass tree plantation for increasing ground water level, Coimbatore	1500	Sustainable Support to General Public
78	Sponsorship for purchase of Integrated Community Computer (K-Yan) (2 Nos) for Smart Class at Siliguri College	450	100 % beneficiary marginalised group.
79	Sponsorship to UEM-IEM CYCLOTHON' 2024 organized by University of Engineering and Management, Kolkata in Collaboration with New Town Kolkata Green Smart City Corporation Limited and Cycle Network Grow on 3rd March 2024	500	Sustainable Support to General Public
80	Sponsorship for ILPA Leather Fashion Xtravaganza organized by Indian Leather Products Association on 29.03.2024	200	Sustainable Support to General Public
81	Sponsorship for Setting up of Smart Class room at D S Degree College at Aligarh	550	Sustainable Support to School/ College Students
82	Sponsorship for setting up of One Smart Class with Interactive Flat Touch Panel with all the required accessories to Nari Siksha Niketan PG College, Lucknow	230	Sustainable Support to School/ College Students
83	Sponsorship for CIPOFEST 2024 organized by Central Institute of Plastics Engineering and Technology (CIPET), Institute of Petrochemicals Technology (IPT) from 05th April 2024 to 06th April 2024	250	Sustainable Support to School/ College Students
84	Sponsorship/ Donation by all Regional Offices	17033	Sustainable Support to General Public
85	Donation to TSM Mentally Retarded Differently Abled Special School at Puliangudi, Tirunelveli District	77	100 % beneficiary from vulnerable and marginalised group.
86	Donation for Sivarathiri Festival organized by Arulmigu Kapaleeswarar Temple, Mylapore from 08 th March 2024 to 9 th March 2024	1500	Sustainable Support to General Public
87	Sponsorship for Development of Infrastructure Facilities to 15-20 Government schools in Mathura District	2000	100 % beneficiary marginalised group.
	Total CSR sanction	176695	



Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

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.	<p>Bank has a Grievance Redressal Mechanism called SPGRS which is available for the customers to lodge their complaint 24/7. The department handles the complaints received in the portal and ensure to resolve the complaints within TAT. On resolution of the complaint, a link for getting the feedback is sent through mail and SMS. The feedback report can also be generated from our SPGRS Portal.</p> <p>https://www.iobnet.co.in:4003/spgrs/cust_login.aspx</p> <p>The Bank has Grievance Redressal policy and Fair Practices Code. This policy aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanisms and to ensure prompt redressal of customer complaints and grievances. The review mechanism should help in identifying shortcomings in product features and service delivery. We offer multiple channels to report grievances such as branch, e-mail, letter, website, mobile application, customer service call centres, and social media. Besides above, all complaints received through any other modes and not resolved within 24 hours would be entered online in SPGRS for data management and speedy disposal of complaints. On registration of a complaint, an acknowledgement is sent to the customer informing that the complaint is being investigated and assuring that a response shall be provided within the stipulated turnaround time. These complaints would be attended / resolved by the respective Branches / Regional offices / Central Office within the given time frame viz 21 days. The customer is informed of the decision by the Bank. If a customer is not satisfied with the resolution, he or she can escalate to Regional office /CO: Customer Service department. The weblink of the policy is as follows:</p> <p>https://www.iob.in/upload/ CEDocuments/iobGrievance_Redresal_Policy_2022.pd</p>	
2	<p>Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:</p> <p>Environmental and social parameters relevant to the product</p> <p>Safe and responsible usage</p> <p>Recycling and/or safe disposal</p>	<p>As a percentage to total turnover</p> <p>Not Applicable</p>	
3	Number of consumer complaints in respect of the following:		
	FY 2023-24	Remarks	FY 2022-23



		Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	Remarks
	Data privacy	NIL	NIL	-	NIL	NIL	-
	Advertising	NIL	NIL	-	NIL	NIL	-
	Cyber-security	NIL	NIL	-	NIL	NIL	-
	Delivery of Products	NIL	NIL	-	NIL	NIL	-
	Quality of Products	NIL	NIL	-	NIL	NIL	-
	Restrictive Trade Practices	NIL	NIL	-	NIL	NIL	-
	Unfair Trade Practices	NIL	NIL	-	NIL	NIL	-
	Other	257208	2017		198307	1950	
Details of instances of product recalls on account of safety issues:							
4		Number			Reasons for recall		
	Voluntary recalls	Not Applicable			Not Applicable		
	Forced recalls	Not Applicable			Not Applicable		
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. The cyber security awareness link is as follows: https://www.iob.in/Cyber-Security-Awareness . The Bank has obtained ISO 27001:2013 certification for its Information Security Management System.		
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 instance has occurred during the reporting period.		
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		
Leadership Indicators							
1	Channels / Platforms where information on products and services of the entity can be accessed (provide web link, if available).		Bank's products and services cater to a wide spectrum of the Indian economy and its society and are designed to best meet their needs and requirements. The Bank has the necessary checks and balances in place to ensure that its product offerings meet the stringent norms put in place by the Reserve Bank of India, and that its staff, especially those dealing directly with customers are adequately trained on critical Know Your Customer policies and equipped with the relevant product information. The bank publishes information about its varied range of financial products and services on its website (www.iob.in) as well as the notice boards/ display boards of branches.				



2	Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.	<p>https://iob.in/Customers_Corner.aspx</p> <p>The Bank has developed a Customer Rights Policy, which can be accessed on its website (https://iob.in/upload/CEDocuments/1st_Annual_Review_of_Customer_Rights_Policy_2022.pdf).</p> <p>Additionally, it has implemented a Policy on Customer Protection based on RBI guidelines (https://iob.in/upload/CEDocuments/iobPOLICYCustomerProtectionLimitedLiabilityUnauthorizedElectronicBankingTransactions.pdf) to provide a safe, reliable, transparent and superior service experience. This policy addresses customer complaints regarding unauthorized transactions conducted through electronic channels, defines criteria for determining customer liability in different circumstances and enhances customer awareness. The Bank employs various channels to monitor and mitigate insider threats and internal fraud. Through digital channels, e-learning, classroom training and workshops, the Bank disseminates awareness messages and tips to increase awareness of cyber frauds, safe internet and Online Banking Practices, identification and avoidance of phishing/ vishing attempts, secure use of credit/debit cards, protection from malware and malicious websites and other related topics. Further, the Bank has provided cyber security awareness videos, covering topics such as phishing, shoulder surfing etc on its website: https://iob.in/Cyber-Security-Awareness-Videos.</p>
3	Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services	<p>The Bank has adequate measures in place towards informing its customers of any risks of disruption or discontinuation of its services, which are also guided by the appropriate regulations for the sector. These are also guided by the Board approved Business Continuity Plan and Disaster Recovery plan. The 3-way Data centres have been implemented to facilitate Zero data loss, Multiple MPLS-VPN high bandwidth connections at all 3 Data Centres and Central, Dual connectivity from different alternate service/alternate providers and alternate media for branches have been established. Firewall and Intrusion detection systems have been implemented. A Security Operating Centre (SOC) has been established by the Information System Security Department to monitor and analyse the information security incidents to take corrective steps while IS Audit section takes care of the periodical Information Systems Audit of the Bank's department and branches. The bank has fine-tuned the information security systems in accordance with RBI guidelines. Regular DR drills are being conducted every quarter. To ensure Network security, periodical Vulnerability assessment and Penetration testing exercise are conducted by external experts.</p>
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)	<p>Bank ensures complete transparency so that the customers can have a clear understanding of what they can expect from the bank. Provides customers with information about its products and services, terms and conditions, and the interest rates / service charges in a simple and easily understandable language, and with sufficient information so that the customer can make an appropriate and informed decisions/ choice of product. Displays product related information and tariff schedule on the website for customer's perusal. Provides information on interest rates, fees, and charges either on the Notice Board in the branches or website or through customer cares helpline. The product's price, the associated risks, the terms, and conditions that govern use over the product's life cycle and the responsibilities of the customer and the bank are clearly disclosed. Make every effort to ensure that staff dealing in a particular product is properly trained to provide relevant information to customers fully, correctly, and honestly. Unhappy messaging surveys are also conducted to understand the satisfaction level of the customers.</p>

FAP SOLUTIONS PRIVATE LIMITED

CIN U99999MH2005PTC157950

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Independent Reasonable Assurance Report on Key Performance Indicators in the Business Responsibility and Sustainability Report (BRSR) of Indian Overseas Bank

To

**Board of Directors
Indian Overseas Bank,
763, Anna Salai,
Chennai, 600002**

We have been engaged by INDIAN OVERSEAS BANK (IOB/the Bank) pursuant to SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 ("the Circular") to provide an Independent Reasonable Assurance with respect to **Key Performance Indicators (KPIs) / metrics under nine (9) ESG attributes (BRSR Core)**, forming part of the Business Responsibility and Sustainability Report (BRSR) for the financial year ended March 31, 2024.

As our Reasonable Assurance engagement has been with respect to the Financial Year ended March 31, 2024, we have not performed any procedures with respect to earlier periods or any other elements included in BRSR and, therefore, do not express any opinion thereon.

Management's Responsibility

The Bank is responsible for identification of key aspects of BRSR, engagement with stakeholders, and content and preparation of BRSR in accordance with the Circular mentioned above. This responsibility includes the design, implementation, and maintenance of internal control relevant to the preparation of BRSR and the measurement of KPIs, such that they are free from material misstatement, whether due to fraud or error.

Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities. In addition, Greenhouse gas ('GHG') quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

Our Independence and Code of Ethics

No member of the assurance team has a business relationship with "IOB", its Directors, Managers, or officials beyond that required of this assignment. We have conducted this verification independently and there has been no conflict of interest.



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We follow a strict Code of Ethics which are founded on fundamental principles of integrity, objectivity, professional competence, and due care, confidentiality, and professional behaviour.

Our Responsibility

Our responsibility is to express a reasonable assurance opinion on KPIs based on the procedures we have performed and the evidence we have obtained. We conducted our reasonable assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), '*Assurance Engagements other than Audits or Reviews of Historical Financial Information*' and ISAE 3410 '*Assurance Engagements on Greenhouse Gas Statements*', issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform this engagement to obtain reasonable assurance about whether the KPIs are prepared, in all material respects, in accordance with the reporting criteria.

A reasonable assurance engagement involves assessing the risks of material misstatement of the agreed indicators whether due to fraud or error, responding to the assessed risks as necessary in the circumstances.

The procedures we performed were based on our professional judgement and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- obtained an understanding of the KPIs and related disclosures;
- obtained an understanding of the assessment criteria and their suitability for the evaluation and /or measurements of the KPIs;
- made enquiries of Bank's management, including those responsible for Sustainability, Environment Social Governance ('ESG'), Human Resource (HR) etc., and those with the responsibility for managing the Company's BRSR;
- obtained an understanding and performed an evaluation of the design of the key systems, processes and controls for managing, recording and reporting on KPIs including at the branches visited;
- determined the nature, timing and extent of further procedures based on the above understanding and the possibility of risks that KPIs may be materially misstated;
- checked the consolidation for various branches / offices under the reporting boundary for ensuring the completeness of data being reported;
- performed substantive testing on a sample basis of KPIs at Central Office level and two branches in Chennai to verify that data had been appropriately measured with underlying documents recorded, collated and reported;
- assessed records and performed testing including recalculation of sample data to establish an assurance trail;
- assessed the level of adherence to the SEBI Circular & internally defined criteria followed by the Bank's management in preparing the BRSR Core;



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- assessed the reporting on the BRSR Core for detecting, on a test check basis, any major anomalies between the information reported in BRSR on performance with respect to agreed indicators and relevant source data/information; and
- obtained representations from Bank's Management wherever considered necessary.

Exclusions:

Our reasonable assurance scope excludes the following and therefore we do not express an opinion on the same:

- testing the operating effectiveness of management systems and controls;
- performing any procedures over other information/operations of the bank/aspects of the report and data (qualitative or quantitative) included in the BRSR not forming part of our engagement / Scope of Assurance; and
- the statements that describe expression of opinion, belief, aspiration, expectation, aim or future intentions provided by the bank and testing or assessing any forward-looking assertions and/or data.

Opinion

Based on the procedures we have performed, the evidence and the information we have obtained, as also having regard to the facts and circumstances, we give a reasonable assurance that the Bank's BRSR Core for the year ended March 31, 2024 are prepared in accordance with the requirements as envisaged in the Circular.

Restriction on use

Our Reasonable Assurance Report, including the opinion, has been prepared and addressed to the Board of Directors of Indian Overseas Bank at the request of the Bank solely, to comply with the Circular. Our deliverables should not be used for any other purpose or by any person other than the Bank. We neither accept nor assume any duty of care or liability for any other purpose or to any other party with respect to this report.

FAP SOLUTIONS PRIVATE LIMITED



Sekar Ananthanarayan
DIN 00045500
Director



Place: Mumbai
Dated: 28th May, 2024