



# Business Responsibility & Sustainability Report (BRSR)

## Section A

### General Disclosure

I. Details of the listed entity		
1.	<b>Corporate Identity Number (CIN) of the listed entity</b>	L64202DL2000GOI107905
2.	<b>Name of the Listed Entity</b>	RailTel Corporation of India Limited (RCIL)
3.	<b>Year of Incorporation</b>	2000
4.	<b>Registered Office Address</b>	Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi-110023 Tel.: +91 11 22900600 Fax: +91 11 22900699
5.	<b>Corporate Address</b>	Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi-110023 Tel.: +91 11 22900600 Fax: +91 11 22900699
6.	<b>E-mail</b>	cs@railtelindia.com
7.	<b>Telephone</b>	+91 11 22900600
8.	<b>Website</b>	www.railtelindia.com
9.	<b>Financial year for which reporting is being done</b>	2022-23
10.	<b>Name of Stock Exchange(s) where shares are listed</b>	BSE & NSE
11.	<b>Paid-up Capital</b>	320.94 Cr
12.	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.</b>	Mr. Parag Kumar Goyal Principal Executive Director (EB & CC) Phone: 9717649604 parag@railtelindia.com
13.	<b>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)</b>	The report includes the company's social and governance performance on a Consolidated basis within the organisational boundary where it has operational control.

### II. Products/Services

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

Description of Main Activity	Description of Business Activity	% of turnover of the entity
1. National Long Distance (NLD) Services	Involved in providing long-distance telecommunication services. activities included- Building a network, providing service, Managing customers and related activities	28.43%
2. Internet Service Provider (ISP) Services	Activities of Internet access by the operator of the wireless infrastructure Activities of maintaining and operating paging, cellular and other telecommunications networks Activities related to wireless telecommunications and its services	18.96%

Description of Main Activity	Description of Business Activity	% of turnover of the entity
3. Project Business	RailTel is doing variety of national interest projects for Indian Railways, Government, and other corporate entities	39.66%
4. Infrastructure Provider (IP-1) Services	Maintenance of telecom network	10.72%

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

Product/Service	NIC Code	% of turnover of the entity
1. National Long Distance (NLD) Services	611	28.43%
2. Internet Service Provider (ISP) Services	612	18.96%
3. Project Business	611	39.66%
4. Infrastructure Provider (IP-1) Services	612	10.72%

**III. Operations**

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

Location	Number of Plants	Number of Office	Total
National	Not applicable	30	30
International	Not applicable	0	0

**17. Markets served by the entity:**

**a. Number of locations**

Locations	Number
National (No. of States)	Pan India
International (No. of Countries)	Not Applicable

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

No Exports

**c. A brief on types of customers**

RailTel Customers primarily consist of Government organizations, Ministries, Educational institutions, Corporates, Individuals, Banks, NBFC's etc. As an ICT provider and telecom infrastructure provider, RailTel works closely with the Indian Railways to meet their connectivity needs and enhance operational efficiency

**IV. Employees**

**18. Details as at the end of Financial Year**

**a. Employees and workers (including differently abled)**

Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (B)	% (B/A)
<b>Employees</b>					
<b>1. Permanent (D)</b>	474	422	89.03	52	10.97



Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (B)	% (B/A)
<b>2. Other than permanent (E)</b>	278	259	93.17	19	6.83
<b>Total Employees (D+E)</b>	<b>752</b>	<b>681</b>	<b>90.56</b>	<b>71</b>	<b>9.44</b>
<b>Workers</b>					
<b>1. Permanent (F)</b>	Not applicable				
<b>2. Other than permanent (G)</b>					
<b>Total Employees (F+G)</b>					

**b. Differently abled Employees and worker**

Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (B)	% (B/A)
<b>Differently abled Employees</b>					
<b>1. Permanent (D)</b>	14	12	85.71	2	14.29
<b>2. Other than permanent (E)</b>	0	0	0.00	0	0.00
<b>Total Employees (D+E)</b>	14	12	85.71	2	14.29
<b>Differently abled Workers</b>					
<b>1. Permanent (F)</b>	Not applicable				
<b>2. Other than permanent (G)</b>					
<b>Total Employees (F+G)</b>					

**19. Participation/Inclusion/Representation of women**

Particulars	Total (A)	No. & Percentage of Females	
		No. (B)	% (B/A)
Board of Directors	7	0	0
Key Management Personnel	5	0	0

**20. Turnover rate for permanent employees and workers**

Particulars	Turnover rate in 2022-23			Turnover rate in 2021-22			Turnover rate in 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	3.32%	1.92%	3.16%	4.8%	0	4.29%	3.45%	0	3.1%
Permanent Workers	Not applicable								

**V. Holdings, Subsidiaries and Associate Companies (including joint ventures)**

<b>21. a. Names of holding / subsidiary / associate companies / joint ventures</b>	
<b>Name of the holding/subsidiary/associate/companies/joint ventures (A)</b>	RailTel Enterprises Limited
<b>Indicate whether holding/subsidiary/associate/joint venture</b>	Subsidiary

<b>% of shares held by listed entity</b>	100
<b>Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)</b>	Yes

**VI. CSR Details**

<b>22. (i)</b>	<b>Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)</b>	
	Yes, CSR is applicable to RailTel Corporation of India Limited.	
		<b>FY 2022-23</b>
<b>(ii)</b>	<b>Turnover (₹)</b>	2002 Cr.
<b>(iii)</b>	<b>Net worth (in Rs.)</b>	1649 Cr.

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities		0	0		0		
Investors (other than shareholders)	Yes (As per requirement of SEBI (Listing Obligations and Disclosure Requirement) Regulation, 2015 and provisions of Section 178 of the Companies Act, 2013, the Company has a Stakeholders Relationship Committee specifically to look into various aspects of interest of shareholders.	69	0		327		
Shareholders							

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 2022-23			FY 2021-22		
		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
Employees & Workers	Offering multiple professional channels to submit grievances, such as email, letter, suggestion box, or in-person meetings with HR.	0	0		1	0	Complaint has been resolved
Customers		0	0		0	0	
Value Chain Partners	CPGRAMS	59	4	As on date the cases have been resolved	45	5	As on date the cases have been resolved.
Other (Please specify)							

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

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

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)
Climate Change Action	O	RailTel can position itself as a leader in climate-friendly telecommunications by improving energy efficiency and developing climate-resilient infrastructure.		This could lead to increased market share, government contracts, and positive public relations.

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)
Sustainable Supply Chain	○	RailTel can differentiate itself from its competitors by enhancing/strengthening its supply chain network.		This will enhance the project delivery.
Waste Management	○	RailTel's adherence to the e-waste policies and procedures established by the Government of India will have a positive environmental impact through the implementation of waste reduction, reuse, and recycling programs.		This could improve compliance with regulations.
Environment Compliance	○	RailTel can improve its reputation and gain access to new markets by demonstrating its commitment to environmental compliance.		This could lead to improve the eco-friendly reputation of the company.
Employee Health Safety & Well-Being & Development & Retention	○	By introduction of various health awareness programs, there will be sustainable improvement in health and well-being of employees which will leads to increased productivity. RailTel can attract and retain top talent by providing opportunities for training and development and creating a positive work environment.		This could lead to improved productivity.
Data Privacy & Security Digitalization, Technology & Innovation	○	RailTel can differentiate itself from its competitors by demonstrating its methodology & commitment to data privacy and security, Digitalization, Technology & Innovation.		This could lead to increased customer trust, market share, and revenue.

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)
Business ethics, accountability, and transparency	O	ESG parameters implementation and impact will improve business ethics, accountability, and transparency		This will bring better economic performance
Economic performance	R		RailTel has taken "adapt" approach to address the financial concerns arising in the initial stages of implementation of ESG parameters.	New and revised ESG parameters could lead to higher cost initially

## 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
<b>Policy and management processes</b>										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	www.railtelindia.com								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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	ISO/IEC 27001:2013 ISO/IEC 27017:2015 ISO/IEC 27018:2019 ISO/IEC 20000-1:2018 ISO 9001:2015 PCI-DSS								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. <b>Specific commitments, goals and targets set by the entity with defined timelines, if any</b>	RailTel enters a Memorandum of Understanding (MOU) with Ministry of Railways under the framework prescribed in MoU guidelines issued by Department of Public Enterprises (DPE). The MoU indicates the Key Performance Parameters for the company finalized in consultation with the Ministry of Railways, Government of India. RailTel's MoU score for FY 2021-22 was rated as Very Good.								
6. <b>Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.</b>									

**Governance, leadership and oversight**

7. <b>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)</b>	RailTel is fully committed to responsible business practices. RailTel has started focussing on ESG challenges in environmental impact, workplace inclusivity, and governance. Achievements so far include energy-efficient infrastructure, diverse leadership representation, and strengthened governance practices. RailTel remains dedicated to continuous improvement and integrating ESG considerations for a sustainable future.								
8. <b>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	Board of Directors								
9. <b>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</b>	Yes, the company has a committee of Senior officials for ESG matters. Further, Executive Director is responsible for decisions on Sustainability related issues								

**10. Details of Review of NGRBCs by the Company:**

Indicate whether review was undertaken by **Director / Committee of the Board/ Any other Committee**

Subject for Review	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Performance against above policies and follow up action</b>	Corporate Social Responsibility and Board								
<b>Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances</b>	Corporate Social Responsibility and Board								

**Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)**

Subject for Review	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Performance against above policies and follow up action</b>	Need to basis								
<b>Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances</b>	Need to basis								





**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
	RailTel Continuously makes assessment/evaluation of the working of its policies. All the Policies/ Acts/ Guidelines issued by the Government of India and Ministry of Railways are updated in the policies for implementation on continuous basis. Independent audits are carried out from time to time as and when required.								

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

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

**SECTION C**

**Principle wise Performance Disclosure**

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

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

**Essential Indicators**

**1. Percentage coverage by training and awareness programmes on any of the principles in the financial year:**

Segment	Total no. of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	1	Principle 1	50%
Key Management Personnel	1	Principle 3	50%

Segment	Total no. 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
Employees other than BOD and KMPs	64	Principle 1, Principle 2, Principle 3, Principle 4, Principle 5, Principle 8, Principle 9	17.95%
Workers	NA	NA	NA

**2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions in the financial year, in the following format.**

*(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirement) 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	No Case for FY 2022-23				
Settlement					
Compounding fee					

**Non-Monetary**

	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	No Case for FY 2022-23				
Punishment					

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

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

RailTel complies with the established procedures and norms prescribed by the Central Vigilance Commission (CVC) in relation to anti-corruption and anti-bribery protocols. Furthermore, RailTel strictly adheres to the provisions outlined in the PIDPI Resolution (Government of India Resolution on Public Interest Disclosure and Protection of Informers) pertaining to the handling of complaints regarding any assertions of corruption or the improper utilization of authority, wherein the CVC functions as the designated agency. RailTel has also duly implemented a Whistle Blower Policy. The company has Conduct, Discipline and Appeal Rules defined in the code of conduct for all employees and recognizes acts of bribery, corruption, etc. as misconduct. The company has a complete vigilance manual and complaint handling policy, relevant weblink is given below:

<https://www.railtelindia.com/profile-5/railtel-vigilance.html>

**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 2022-23	FY 2021-22
Directors	Nil	1
KMPs	Nil	Nil
Employees	Nil	1
Workers	NA	NA

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

	FY 2022-23	FY 2021-22
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil

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

Not Applicable

**Principle 2: Businesses should provide goods and services in a manner that is 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.**

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
<b>R&amp;D</b>	2% of PBT	2% of PBT	For FY 2021-22, two innovative initiatives were undertaken by RailTel to improve user experience using opensource software's and generic Hardware in Central NOC at a cost of ₹ 1 Crore and delivering Rural Wi-Fi using open-source software's and Broadband access server at a cost of ₹ 5.13 Crore. Various initiatives were undertaken for the fiscal year 2022-23. These initiatives included enhanced automation in CNOC operations, unified IP and DWDM management, secured router access, project deployment dashboard, operational network map, Open Stack Pilot, Ansible Automation, automated endpoint hardening, SOC service portal, server farm record-keeping portal, and a task manager app. The total expenses incurred for these initiatives amounted to ₹ 5.37 crore.
<b>Capex</b>			Total Capital expenditure for the company for FY 2021-22 is ₹ 103 Cr.

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

Considering the Business Activities of the Company, the above question has limited applicability for RailTel. RailTel ensures responsible sourcing of all its material requirements. The company promotes GeM (Government e-marketplace) in its procurement and promotes sourcing through MSME vendors. All Procurements/sourcing of material and service is done as per the procurement manual of the company.

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

In terms of material requirements, RailTel made it mandatory to procure commonly used goods and services available on GeM portal with purchase preference to MSME. During the FY 2022-23, Procurement from GeM portal was 11.14 % and Procurement from MSME was 54.12% of total procurement.

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

<b>a) Plastic waste</b>	Not applicable. RailTel, as a Telecom services company, does not engage in the manufacturing of any products.
<b>b) E-waste</b>	RailTel has established a dedicated committee for Scraping Assets, overseeing the management and disposal of scrap materials. The company also has a comprehensive Scrap Disposal Policy in place, which outlines detailed Standard Operating Procedures (SOP) for both scrap disposal and the sale of scrap. These SOPs ensure proper handling, documentation, and compliance during the disposal process, promoting transparency and efficiency in scrap management practices.



<b>c) Hazardous Waste</b>	Not applicable
<b>d) other waste</b>	None

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

Not applicable.

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

**Essential Indicators**

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

Category	% of employees covered by										
	To-tal(A)	Health benefits		Accident Insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent employees</b>											
Male	422	422	100	422	100	NA	0	422	100	Nil	Nil
Female	52	52	100	52	100	52	100	NA	0	Nil	Nil
Total	474	474	100	474	100	52	10.9	422	89.0	Nil	Nil
<b>Other than Permanent employees</b>											
Male	259	0	0	197	76	NA	0	259	100	Nil	Nil
Female	19	0	0	9	47.3	19	100	NA	0	Nil	Nil
Total	278	0	0	206	74.1	19	6.8	259	93.1	Nil	Nil

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

Category	% of employees covered by										
	Total(A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent workers</b>											
Male	Not applicable.										
Female	Not applicable.										
Total	Not applicable.										
<b>Other than Permanent workers</b>											
Male	Not applicable										
Female	Not applicable										
Total	Not applicable										

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

Benefits	FY 2022-23			FY 2021-22		
	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.)
<b>PF</b>	100	NA	Y	100	NA	Y
<b>Gratuity</b>	100	NA	Y	100	NA	Y
<b>ESI</b>	0	NA	N.A.	0	NA	N.A.
<b>NPS</b>	100	NA	Y	100	NA	Y

## 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.**

RailTel ensures that its office premises are designed to be accessible and inclusive for differently abled employees and workers in compliance with the requirements of the Rights of Persons with Disabilities Act, 2016. The company makes sure to create an environment that promotes accessibility. Here are some key features:

1. Automated Doors with Sensors: RailTel has automated doors equipped with sensors, allowing easy access for individuals with mobility challenges.
2. Ramps: The office premises are equipped with ramps, enabling smooth movement for employees and workers who use wheelchairs or other mobility aids.
3. Lift Facilities: To ensure vertical accessibility, RailTel has lifts that comply with accessibility standards. This enables employees and workers with mobility limitations to access different floors of the office building effortlessly.
4. Wheelchair Facilities: The Company provides wheelchair facilities to cater to the needs of individuals with mobility impairments. These facilities include designated areas for storing and utilizing wheelchairs within the office premises.

## 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the company has Equal Opportunity Guidelines as per the Government of India Policy issued from time to time. RailTel being a CPSE, adheres to the recruitment policies laid down by Govt. of India which in promotes Equal Opportunity and follows the Disabilities Act, 2016. Weblink of the Same is given below:

[https://documents.doptcirculars.nic.in/D2/D02est/36035\\_02\\_2017-Estt-Res-15012018JKXMk.pdf](https://documents.doptcirculars.nic.in/D2/D02est/36035_02_2017-Estt-Res-15012018JKXMk.pdf)



**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	Not applicable	
Female	100	100		
Total	200	200		

**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)**

Yes/No (If yes, then give details of the mechanism in brief)	
Permanent Workers	Not applicable
Other than Permanent Workers	Not applicable
Permanent Employees	RailTel prioritizes the well-being of its employees by offering multiple professional channels to submit grievances, such as email, letter, suggestion box, or in-person meetings with HR. The HR department promptly forwards received grievances for evaluation and resolution. Thorough investigations are conducted, and prompt measures are taken to address the grievances within specified timeframes. This robust approach reflects RailTel's commitment to maintaining a supportive and responsive work environment for its employees.
Other than Permanent Employees	Contractual employees at RailTel have equal access to channels to formally report their grievances, which include email, letter, suggestion box, or in-person meetings with HR officials. Received grievances are promptly assessed and resolved by conducting a thorough investigation and taking appropriate action within a specified timeframe.

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

Category	FY 2022-23			FY 2021-22		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union. (B)	% (B/A)	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union. (B)	% (B/A)
Total Permanent Employees	Not Applicable					
Male						
Female						
Total Permanent Workers						
Male						
Female						

**8. Details of training given to employees and workers**

Category	FY 2022-23						FY 2021-22					
	Total (A)	On health & safety measures		On skill upgradation		Total (D)	On health & safety measures		On skill upgradation			
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)		
<b>Employees</b>												
Male	681	1	0.1%	87	12.8%	634	0	0%	68	10.7%		
Female	71	4	5.6%	8	11.3%	64	0	0%	12	18.8%		
Total	752	5	0.7%	95	12.6%	698	0	0%	80	11.5%		
<b>Workers</b>												
Male	Not applicable											
Female												
Total												



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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	422	422	100	396	396	100%
Female	52	52	100	47	47	100%
Total	474	474	100.00%	443	443	100%
<b>Workers</b>						
Male	Not applicable					
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?

Yes, Considering the nature of business and operations the occupational health and safety issues are negligible. The company takes care of health and wellbeing of its employees by reimbursing inpatient and outpatient medical cost and provisions of leave on medical grounds through a detailed medical policy.

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

RailTel conducts periodic medical camps, safety drills, and adhering to health and safety protocols at various project sites & office premises. RailTel maintains a proactive approach to hazard identification and risk assessment. The availability of 24/7 standardized first-aid kits and essential medicines in each office further contributes to ensuring the health and well-being of employees.

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

Not Applicable

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

Yes, RailTel ensures that its employees have access to non-occupational medical and healthcare services. The company provides a range of benefits to both permanent and non-permanent employees, including outdoor treatment reimbursement, indoor cashless treatment in company-empanelled hospitals, and re-imburement of medical expenses within the allowed limit for treatment obtained in non-empanelled hospitals. Additionally, RailTel offers medical advances to employees based on the criticality of the disease. These provisions underscore RailTel's commitment to supporting the well-being and healthcare needs of its employees beyond occupational health services.

Additionally, the company medical policy covers healthcare facilities for dependents family members of employees. The company conducts healthcare camps, several Covid vaccination camps for employees and its dependent family members.

### 11. Details of safety related incidents

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTI-FR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NA	NA
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NA	NA
No. of fatalities	Employees	NIL	NIL
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NA	NA

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

RailTel takes several measures to ensure a safe and healthy workplace. The company conduct regular hazard identification and risk assessments, including safety drills for various scenarios. Compliance with health and safety guidelines is strictly followed. First-aid kits and essential medicines are available 24/7 in all office premises. RailTel also provides access to non-occupational medical services, including treatment reimbursement, cashless treatment in empanelled hospitals, and medical advances based on disease criticality. These measures demonstrate RailTel's commitment to employee well-being beyond occupational health services.

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

	FY 2022-23			FY 2021-22		
	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	NIL	NIL	NIL	
Health & Safety	NIL	NIL	NIL	NIL	NIL	

### 14. Assessment for the year

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and safety practices	RailTel has implemented a comprehensive process for healthcare and safety practices, ensuring the well-being of its employees. This is achieved through associations with reputed and recognized empanelled hospitals and diagnostics centres that offer state-of-the-art health facilities. Moreover, the working conditions at RailTel and all its offices adhere to the norms set for a Scheduled "A" CPSU under the Government of India.
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.**

Not applicable

**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.**

To identify the key stakeholders, RailTel uses a comprehensive process. This involves materiality assessment and peer analysis. The materiality assessment evaluates the impact and significance of internal and external stakeholders on RailTel's operations and long-term sustainability. It helps prioritize stakeholders based on their influence and dependence on the company. RailTel also conducts peer analysis to understand industry-specific stakeholders by studying similar entities in the railway and telecommunications sectors. By combining the results of the materiality assessment and peer analysis, RailTel maps and categorizes stakeholders based on their importance and influence. This process enables effective engagement with key stakeholders, understanding their needs and concerns, and incorporating feedback into the company's strategies and decision-making. RailTel further consults stakeholders to gain insights into their opinions regarding the company's vision, ESG practices, and business actions.

**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
Shareholder and Investor Group	No	Investor and Analyst meetings, Annual general meetings, Corporate Website  Newspaper Advertisements, Stock Exchange websites. Investor Conferences	Event based, As and when required.	Focus is on creating shareholders wealth.  Key topics: - Financial Performance, Entry into new segments, Business Performance, Corporate Governance, Major work orders, etc.
Customers	No	Social Media, Marketing branding, References, Advertisements	Ongoing	Information, Service improvement, Feedbacks
Employees	No	Conferences, Social gathering, Sports meets, Meetings, Notice Board, Emails, Office orders, Website	Ongoing	Information, Events, Trainings, business activities
Government & regulators	No	Notice, emails, Office Memorandum, Media releases	Ongoing	Information regulatory matters
Business partners	No	Emails, Calls, Letters	Need based	Business activities
NGOs/ Communities	Yes	Emails, Calls, Letters	Need based	Audits, Feedbacks



**Principle 5: Businesses should respect and promote human rights.**

**Essential Indicators**

**1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity**

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	474	12	2.5	459	7	1.5
Other than permanent	278	0	0.0	239	0	0.0
Total Employees	752	12	1.6	698	7	1.0
<b>Workers</b>						
Permanent	Not applicable					
Other than permanent						
Total Workers						

**2. Details of minimum wages paid to employees and workers**

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	422	0	0	422	100	396	0	0	396	100
Female	52	0	0	52	100	47	0	0	47	100
<b>Other than permanent</b>										
Male	259	0	0	259	100	239	0	0	239	100
Female	19	0	0	19	100	17	0	0	17	100
<b>Workers</b>										
<b>Permanent</b>										
Male	Not applicable									
Female										
<b>Other than permanent</b>										
Male	Not applicable									
Female										

### 3. Details of remuneration/salary/wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	181620	0	0
Key Managerial Personnel	5	169762	0	0
Employees other than BoD and KMP	676	65570	71	65570
Workers	NA	NA	NA	NA

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

Yes

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

RailTel has implemented a comprehensive internal mechanism to address grievances related to human rights issues. Employees are provided with various avenues to submit their grievances, including email, letter, suggestion box, or in-person meetings with the relevant HR official or authority. Once a grievance is received, the HR department takes prompt action by forwarding it to the departmental head at the head office for further redressal within a defined timeframe. The company recognizes the sensitivity of human rights complaints and has a dedicated whistle-blower policy in place. This policy ensures confidentiality and protection for employees who raise concerns about human rights violations or other sensitive matters. Throughout the process, RailTel maintains transparent communication by informing the concerned employee about the progress and resolution of their grievance through official channels.

### 6. Number of Complaints on sexual harassment, discrimination, made by employees and workers

	FY 2022-23			FY 2021-22		
	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	0	0	No new complaint reported during the year, resolution provided for previous year pending complaint	1	1	Complaint now resolved
Discrimination at work-place	0	0		0	0	

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Child Labour	NA	NA	NA	NA	NA	
Forced Labour/ Involuntary Labour	NA	NA	NA	NA	NA	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

**7. Mechanisms to prevent adverse consequences to the complaints in discrimination and harassment cases.**

RailTel has implemented an extensive system in line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, and its corresponding regulations. The framework aims to safeguard women against sexual harassment and ensure prompt resolution of complaints. RailTel's dedication to upholding a secure working environment is further strengthened by a strong code of conduct that discourages any instance of sexual harassment. RailTel has an Internal Complaints Committee (ICC) in place at its Corporate Office and all four Regional Office(s) which is responsible to: -

1. Investigate every formal written complaint of sexual harassment.
2. Meet at regular intervals.
3. Prepare an Annual Report containing the details of complaints of sexual harassment pursuant to the provisions of Act and provide the same to employer.
4. Take appropriate remedial measures to respond to any substantial allegations of sexual harassment.

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

No

**9. Assessments for the year**

	% of your plants and offices that were assessed
Child Labour	NA
Forced/involuntary labour	NA
Sexual harassment	100%
Discrimination at work-place	NA
Wages	NA
Others-please specify	NA

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

Not applicable

**Principle 6: Businesses should respect and make efforts to protect & restore the environment.**

**Essential Indicators**

**1. Details of total energy consumption (in Joules or multiples) and energy intensity**

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	RailTel is Schedule "A" CPSE under Ministry of Railways and does not have any production/manufacturing facilities. Therefore, the energy consumption is limited to buildings/ office complex which are owned/rented. However, RailTel is committed to reducing total energy consumptions through energy saving mechanisms.	
Total fuel consumption (B)		
Energy consumption through other sources (C)		
Total energy consumption (A+B+C)		
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)		
Energy intensity (optional) – the relevant metric may be selected by the entity		
<b>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.</b>		
No, the Company did not carry out independent assessment by an external agency, as the energy consumptions are limited to buildings and office complex.		

**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**

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	RailTel is Schedule "A" CPSE under Ministry of Railways and does not have any production/manufacturing facilities. Therefore, the water consumption is limited to buildings/ office complex though municipal sources. However, RailTel is committed to reducing total water consumption.	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)		
<b>Water intensity (optional)</b> – the relevant metric may be selected by the entity		



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

Not applicable, RailTel is not a manufacturing or production entity. However, environmental issues if any, are identified through site visits and the review of applicable rules laid down by the concern local government authorities.

**5. Please provide details of air emissions (other than GHG emissions) by the entity**

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx			
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			
Not applicable			
<b>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.</b>			
No, the Company did not carry out independent assessment by an external agency			

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity**

Parameter	Please specify unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)		Not applicable	Not applicable
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)		Not applicable	Not applicable
Total Scope 1 and Scope 2 emissions per rupee of turnover			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			
<b>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.</b>			
Not applicable, as RailTel is not a manufacturing or production entity.			

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

Not applicable.

## 8. Provide details related to waste management by the entity

Parameter	FY 2022-23	FY 2021-22
	Total Waste generated (in metric tons)	
Plastic waste (A)	Not applicable	
E-waste (B)	Being handled on regular basis in accordance with scrap management policy.	
Bio-medical waste (C)	Not applicable	
Construction and demolition waste (D)	Not applicable	
Battery waste (E)	Being handled on regular basis in accordance with scrap management policy.	
Radioactive waste (F)	Not applicable	
Other Hazardous waste. Please specify, if any. (G)	Not applicable	
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	Not applicable	
<b>Total (A+ B + C + D + E + F + G + H)</b>		

**For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)**

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 tons)	
Category of waste	
(i) Incineration	Not applicable
(ii) Landfilling	
(iii) Other disposal operations	
<b>Total</b>	

**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.**

The Company did not carry out independent assessment by an external agency considering its nature of business wherein no manufacturing/production is made.

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

RailTel has established a dedicated committee to oversee the management and disposal of scrap

materials, thereby emphasizing their commitment to efficient waste management. Additionally, the company has implemented a comprehensive Scrap Disposal Policy that provides detailed Standard Operating Procedures (SOPs) for both scrap disposal and the sale of scrap. These SOPs ensure that the entire process, from handling to documentation, is conducted in a transparent and compliant manner, promoting effectiveness in managing scrap materials. Moreover, RailTel conducts auctions for hazardous battery waste, ensuring responsible handling and disposal in accordance with specific guidelines and regulations. This approach not only fosters transparency and efficiency but also upholds sustainable waste management practices, contributing to a greener and more environmentally conscious approach.

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

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
RailTel Schedule A PSU with PAN India presence, its registered and corporate office in New Delhi. The Company has no office in/around ecologic sensitive area.		

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

Name and brief details of project	EIA Notifica-tion Number	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No)	Relevant Web link
Not applicable					

**12. Is the entity compliant with the applicable environmental law/regulations/guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances.**

Specify the law/ regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/ action taken by regulatory agencies such as pollution con-trol boards or by courts	Corrective action taken, if any
RailTel is not a manufacturing company and hence it is not applicable.			

**Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do in a manner that is responsible and transparent.**

**Essential Indicators**

1.	<b>a. Number of affiliations with trade and industry chambers/ associations</b>	2
	<b>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.</b>	
	<b>Name of the trade and industry chambers/ Associations</b>	<b>Reach of trade and industry chambers/ associations (State/national)</b>
	1 Standing Conference of Public Enterprises	National
	2 Bharat IPV6 Forum	National

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

<b>Name of authority</b>	<b>Brief of the case</b>	<b>Corrective action taken</b>
For FY 2022-23 there are no complaints regarding anti-competitive conduct.		

**Principle 8: Businesses should promote inclusive growth and equitable.****Essential Indicators****1. Details of social impact assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year**

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
<b>Akanksha Super 30 program-</b> As part of the corporate social responsibility program, RailTel Corporation is a "Mini Ratna (Category-I)" PSU has carried out CSR initiative in Dehradun, Uttarakhand. In FY 2015-16, the company inaugurated the "RailTel Akanksha Super 30 program" in Dehradun. RailTel Akanksha Super 30 program in Dehradun is being implemented by the Centre for Social Responsibility & Leadership (CSRL), New Delhi. RailTel has approached the Centre of Excellence in CSR at the Tata Institute of Social Sciences, Mumbai (TISS) to assess the Impact of the Akanksha Super 30 Programme.	1002110615	26-May-22	Yes	Yes	<a href="https://www.railtelindia.com/images/pdf/RailTel%20Impact%20Assessment%20Report%20Akanksha%20Super%2030%20Final.pdf">https://www.railtelindia.com/images/pdf/RailTel%20Impact%20Assessment%20Report%20Akanksha%20Super%2030%20Final.pdf</a>

**2. Provide information on project(s) for which ongoing rehabilitation and resettlement (R&R) is being undertaken by your entity**

Name of Project for which R&R is ongoing	State	District	No. of Project Affect-ed Families (PAFs)	% 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**

RailTel has a robust CPGRAMS mechanism to receive and redress grievances. Legislated timeframe has been set to redress the grievances. Local community members also submit their grievances conveniently online, by phone, and by email. These grievances are promptly investigated by RailTel, appropriate action is taken, and the issue is resolved in a timely manner

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

Particulars	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	54.12%	61.65%
Sourced directly from within the district and neighbouring district	NA	NA

**Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner.**

#### Essential Indicators

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

RailTel has implemented a robust response mechanism to effectively handle consumer complaints and feedback. In addition to the dedicated Network Operating Centre (NOC) for addressing service-related issues of corporate customers, RailTel employs various channels such as email communication, social media monitoring, helpline services, and the CPGRAM portal to receive and track complaints. Additionally, RailTel provides a 24/7 helpline for its B2B services, ensuring continuous support and assistance for corporate customers. Once a complaint is received, it undergoes a thorough analysis and is forwarded to the respective department for feedback and resolution. RailTel prioritizes timely and customer-centric complaint resolution, ensuring that consumers receive appropriate and satisfactory replies or solutions. The company actively encourages consumers to provide feedback as it plays a vital role in driving continuous improvement.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable
Safe and responsible usage	Not applicable
Recycling and/or safe disposal	Not applicable

##### 3. Number of consumer complaints

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	1	0	Law Enforcement Agency reported that machine hosted in RailTel infrastructure was infected. The machine was isolated and corrective action was taken after forensics.	0	0	

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Advertising	0	0		0	0	
Cyber-security	0	0		1	0	Law Enforcement Agency reported that there was a data leak from a machine hosted in RailTel infrastructure. The incident was found to be false positive after doing forensics.
Delivery of essential services	NA	NA		NA	NA	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	NA	NA		NA	NA	

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

	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA

#### 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, RailTel has a comprehensive framework and policy in place for cyber security and risks related to data privacy. The company has adopted the Cyber Security Guidelines for Government Employees issued by the Ministry of Electronics & Information Technology. Additionally, RailTel follows detailed directions under sub-section (6) of section 70B of the Information Technology Act 2000, which cover various aspects of information security practices, procedures, prevention, response, and reporting of cyber incidents. This framework includes features such as the collection, analysis, and dissemination of information on cyber incidents, forecasting and alerts for cyber security incidents, emergency measures for handling such incidents, coordination of response activities, and issuing guidelines, advisories, vulnerability notes, and whitepapers. RailTel is committed to ensuring a safe and trusted cyber environment through its robust cyber security framework.

The web-link for the policy is given here - <https://www.railtelindia.com/images/Cyber%20Security%20Policy%20Ver%20no.%201.1.pdf>



**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.**

Various industry standards and frameworks have been implemented by RailTel to guarantee robust cyber security and privacy. These include ISO/IEC 27001:2013, ISO/IEC 27017:2015, and ISO/IEC 27018:2019. These standards provide guidelines for establishing and maintaining an information security management system, ensuring the confidentiality, integrity, and availability of customer data. RailTel also adheres to ISO/IEC 20000-1:2018 for IT service management and ISO 9001:2015 for quality management. Additionally, RailTel follows the Payment Card Industry Data Security Standard (PCI-DSS) to secure cardholder data during payment transactions. These measures are in place to prevent incidents related to cyber security and protect the privacy of customer data.

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