



MAHANAGAR GAS LIMITED

Ref: MGL/CS/SE/2023/493

Date: September 23, 2023

To,

Head, Listing Compliance Department BSE Limited P. J. Towers, Dalal Street, Mumbai - 400 001 Script Code/Symbol: <u>539957; MGL</u>	Head, Listing Compliance Department National Stock Exchange of India Ltd Exchange Plaza, Bandra –Kurla Complex, Bandra (East), Mumbai - 400051 Script Symbol: <u>MGL</u>
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Sub: Business Responsibility and Sustainability Report for FY 2022-23

Dear Sir/ Madam,

Pursuant to Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we submit herewith the Business Responsibility and Sustainability Reporting (BRSR) for the Financial Year ended March 31, 2023.

Further, we hereby inform you that we have already submitted BRSR report (Page no. 104 to 139 of Annual Report FY 2022-23) along with Annual report vide our intimation letter dated 02nd August 2023.

We request you to take the above information on record.

For, **Mahanagar Gas Limited**

Atul Prabhu
Company Secretary & Compliance Officer
ACS No.: 64051

Encl.: As above

Business Responsibility & Sustainability Report

Pursuant to amendment in SEBI Listing Regulations, top 1,000 listed entities based on market capitalisation are required to submit a BRSR with effect from FY 2023. Accordingly, the Company is publishing its first Business Responsibility & Sustainability Report (BRSR) in the format prescribed by SEBI forming part of the Annual Report, to provide investors with enhanced disclosures about its ESG practices. The BRSR framework is based on the National Guidelines for Responsible Business Conduct (NGRBC) and consists of three sections:

Section A provides a broad overview of the business, its offerings, business and operations footprint, employees, related parties, CSR and transparency.

Section B covers management and process disclosures related to the businesses aimed at demonstrating the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Section C provides indicator-wise disclosures mapped to the nine principles of NGRBC which are listed at the start of Section B.

SECTION A: GENERAL DISCLOSURES:

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity:	L40200MH1995PLC088133
2	Name of the Listed Entity:	Mahanagar Gas Limited
3	Year of incorporation:	08/05/1995
4	Registered office address:	MGL House, Block No. G-33, Bandra-Kurla Complex, Bandra (E), Mumbai - 400051
5	Corporate address:	MGL House, Block No. G-33, Bandra-Kurla Complex, Bandra (E), Mumbai – 400051
6	E-mail:	investorrelations@mahanagargas.com
7	Telephone:	(022) 6678 5000/ 69471500
8	Website:	www.mahanagargas.com
9	Financial year for which reporting is being done:	2022-2023
10	Name of the Stock Exchange(s) where shares are listed:	National Stock Exchange of India Ltd (NSE), BSE Limited (BSE)
11	Paid-up Capital:	₹ 98.78 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	Name: Mr. Atul Prabhu Designation: Company Secretary and Compliance Officer Telephone No.: (022) 6678 5000/ 69471500 Email Id: investorrelations@mahanagargas.com
13	Reporting boundary:	Standalone

II. Products/services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Distribution of Natural Gas	Sale of Piped Natural Gas (PNG) / Compressed Natural Gas (CNG) to Domestic, Commercial, Industrial and transport sector customers.	100%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Distribution of gaseous fuels through mains	35202	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	5 City Gate Stations (CGS) at: a) Sion, Mumbai b) Mahape, Navi Mumbai c) Ambernath, Thane d) Talaja, Raigad e) Savroli	31 Registered Office in Bandra Kurla Complex, Mumbai	36
International	NA	NA	NA

17. Markets served by the entity:

a. Number of locations

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

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

Nil

c. A brief on types of customers:

MGL is supplying PNG to Domestic, Commercial, Industrial customers and CNG to the Transport Sector through its City Gas Distribution network.

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. (C)	% (C / A)	
Employees						
1. Permanent (D)	419	373	89%	46	11%	
2. Other than Permanent (E)	5	5	100%	Nil	Nil	
3. Total employees (D+E)	424	378	89%	46	11%	
Workers						
4. Permanent (F)	90	87	97%	3	3%	
5. Other than Permanent (G)	1650	1593	96.5%	57	3%	
6. Total workers (F+G)	1740	1680	96.5%	60	3.4%	

b. Differently abled Employees and workers:

Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
Differently Abled Employees					
1. Permanent (D)	Nil	Nil	Nil	Nil	Nil
2. Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3. Total differently abled employees (D + E)	Nil	Nil	Nil	Nil	Nil
Differently Abled Workers					
4. Permanent (F)	Nil	Nil	Nil	Nil	Nil
5. Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
6. Total differently abled workers (F + G)	Nil	Nil	Nil	Nil	Nil

19. Participation/ Inclusion/ Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	1	12.50%
Key Management Personnel	2	0	NA

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

	FY 2022-2023 (Turnover rate in current FY)			FY 2021-2022 (Turnover rate in previous FY)			FY 2020-2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	4.34%	0.23%	4.57%	9.3%	0.5%	9.8%	4.2%	0.7%
Permanent Workers	1.10%	Nil	1.10%	1.10%	Nil	1.10%	2.2%	Nil	2.2%

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

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

Sr. 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)
NIL				

VI. CSR Details

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

(ii) Turnover (in ₹): 6,921 Cr.

(iii) Net worth (in ₹): 4,134 Cr.

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism In Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities ¹	Yes	0	0	-	0	0	-
Investors (Other than shareholders) ¹	Yes	1	0	-	2	0	-
Shareholders ²							
Employees and workers ¹	Yes	0	0	-	0	0	-
Customers ³	Yes	34179	1089	*Since then 770 cases pending	25351	1380	*Since then, 181 pending
Value Chain Partners ¹	Yes	0	0	-	0	0	-
Other (please specify)	Yes	0	0	-	0	0	-

*Complaints are pertaining to Gas connection which are open due to various statutory & regulatory approvals such as BMC/ MCGM permission, Society permission, NOC from Fire department etc.

Note:

- The Company has formulated a Grievance Redressal policy incorporating various stakeholders' and grievance redressal mechanism, which is placed on the website of the Company <https://www.mahanagargas.com:3000/Grievance%20Redressal%20Policy.pdf> and Grievance Redressal Policy for Employees/ Trainees is available on the Intranet of the Company to address the grievances, concerns or complaints in a systematic and trustful manner.

Further, the Company has a well-defined vigilance framework which provides a platform to the employees, directors, vendors, suppliers and other stakeholders to lodge their grievances/ complaints.
- The shareholders can directly submit their complaints through email to the Company at investorrelations@mahanagargas.com and to Registrar and Transfer agent (RTA), i.e. Link Intime India Pvt Ltd at rnt.helpdesk@linkintime.co.in. Further, the Company has empowered a Board-level Stakeholders Relationship Committee ("SRC") to examine and redress the complaints of shareholders.
- MGL has set up various online and offline touch points such as 24*7 Call Centres, Website, Chatbox, Mobile App (MGL Connect), social media platform viz., Facebook, Twitter, WhatsApp and Instagram to address queries, concerns and grievance redressal of large customer base, that customer may use. Complaint can be made through Emails, Physical letters and walk-in centres also.

Further, MGL is also a part of the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS). This system is aimed at providing the citizens and the public at large with a platform for redressal of their grievances, where complaints are directly received by the Ministry of Petroleum and Natural Gas (MoP&NG). MGL redress and resolve all the complaints received through CPGRAMS.

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

Sr. 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	Asset integrity and critical incident management	Risk	Pipeline & compressor infrastructure is backbone of MGL. Gas being inflammable and a necessity of life; asset safety, human life and continuity of supply can be at risk without efficient systems in place.	MGL has an Asset Integrity Policy in place along with an Integrity Management System (IMS) conforming to applicable regulatory requirements (PNGRB – IMS). The Asset Integrity Management at MGL is supported by relevant systems & procedures laid down in the company. For the management of critical incidents, MGL has an Emergency Response & Disaster Management plan (ERDMP), conforming to PNGRB norms, which is managed primarily by HSE and O&M departments, including conduct of Mock-drills at prescribed intervals.	Negative implication would depend upon extent of damage and / or period for which gas supply is discontinued.
2	Energy management	Risk	Compressors is critical equipment in MGL operation which consumes substantial power to dispense CNG. Inefficient energy management can lead to increase in operational cost.	Some of the important initiatives undertaken for energy management at our premises are listed below: <ul style="list-style-type: none"> • Maintaining Electrical power factor of electrical systems at all CNG stations at desired level (close to unity) to operate the system at best efficiency. • Installation of stationary cascades of adequate capacity at every CNG station to provide buffer and reduce number of start/ stops and idle running of CNG compressor. • Installation of solar power panels on MGL offices and gas receiving stations. • Most offices are equipped with LED lights replacing CFL and fluorescent bulbs for energy saving. • Installed automatic auditors and rectifiers for energy management. These fault identification and error diagnostic equipment help them to rectify the issue before any incident and lowering the energy consumption. 	Due to various efficiency initiatives undertaken, negative implication is minimal.

Sr. 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)
3	GHG emissions	Opportunity	<p>Usage of natural gas emits less GHG emissions as compared to coal and liquid fuels, as well as far fewer pollutants, per unit of energy delivered. Also usage of renewable energy further reduces GHG emission.</p> <p>To minimize methane emissions present in natural gas due to leakages.</p>	<ul style="list-style-type: none"> Continuous expansion of operations gives an opportunity to MGL to increase gas sales and thereby reduce GHG emissions which could be caused by other energy alternatives. Also, there is reduction in GHG emissions due to various initiatives undertaken by the company such as installation of solar power panels, measures for reduced energy consumption, usage of higher capacity cascades to reduce the number of trips of CNG transporting vehicles resulting to reduced emissions, transportation cost and dry outs at DB Stations <p>The following actions being taken to reduce leakage of natural gas (Methane) to atmosphere:</p> <ul style="list-style-type: none"> Periodic preventive maintenance of all CNG & PNG assets Odorizing the gas to identify the minutest of leakages Using FLIR Camera (Forward Looking Infra Red) to identify and arrest leakage at all Gas Receiving stations, CNG ROs, District Regulating Stations etc. Lock Pressure Test in Pipeline network Leakage survey across districts with Gas Detectors Riser maintenance Inspection of domestic installation at customer premises 	Positive implication because increased geographical coverage & incremental sale of natural gas helps to reduce GHG emissions otherwise caused by other fuels.
4	Occupational health and safety including Employment practices	Risk & opportunity	<p>Risk: The employees are the greatest assets and their safety and wellbeing is of paramount importance. Improper handling of health and safety risks can lead to disastrous impacts on both property and humans. Lack of training in technical & behavioural aspects can impact company performance adversely.</p>	<p>MGL is ISO 45001:2018 certified and has a HSE policy available at the website which illustrates our commitment towards health and safety.</p> <p>Every person working for MGL gets trained in the required Safety and Technical Competency (STC). Personal protective equipment is distributed to all eligible individuals and usage of the same is ensured. Apart from the mandatory annual health surveillance for all employees, periodic executive health check-up is also carried out to keep track of the health of our employees. Health and term life insurances, financial aids are also part of the benefits provided to the employees.</p>	Positive implications due to various employee policies and safety practices in place

Sr. 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)
			<p>Opportunity: Non-discrimination in gender, disability, caste, creed etc. is also necessary for good environment within company along with safe work environment.</p>	<p>We are committed to providing equal opportunities in employment and thus create an inclusive work environment which gets reflected through our talent acquisition policy. In our continued efforts to boost the performances of the employees, training programs are planned throughout the year to enhance their skills and knowledge.</p>	
5	Human Rights	Risk	<p>Non-adherence of human rights, a company can be prone to operational delays, lawsuits, reduced employee satisfaction, lost opportunities in expansion or new investments, and reputational harm.</p>	<p>MGL supports the safeguarding and upholding of human rights. We conduct our activities in a way that respects human rights and is a business imperative for us. We have code of conduct policy in place and it is mandatory for everyone to read, acknowledge and abide by it in spirit. Also, we do not recruit or employ children at our workplaces.</p>	<p>Negative implications on case-to-case basis</p>
6	Local communities including Corporate Social Investment	Opportunity	<p>In developing nations like India, Corporates have significant role to play in ensuring inclusive growth. While CSR related Regulations make it mandatory, at MGL it is considered as one of the ways of uplifting needy, marginalized community through various projects</p>	<p>MGL has a Corporate Social Responsibility policy. We consider local community as an important stakeholder. We continuously engage with communities in which we operate to understand their expectations and explain the benefits of nature gas distribution. Additionally, we undertake various CSR initiatives to promote education, community health, sanitation, infrastructure, rural development etc.</p>	<p>Positive reputation with community will translate into faster project executions.</p>
7	Customer relationships, experience and satisfaction	Risk & Opportunity	<p>Risk: In future era of losing marketing exclusivity, unsatisfactory customer can lead to loss of market share. Opportunity: Excellent CRM can help us to retain and grow market share by increasing sales volume.</p>	<p>MGL has a robust consumer grievance redressal mechanism in place. All of our CRM processes & practices are ISO certified. We have a Omni channel customer interface consisting of adequately manned - 24x7 customer helpline and walk-in centres. To provide additional support we have mobile app, website and social media channels. A customer satisfaction survey is conducted periodically by an independent agency to gauge the satisfaction index of domestic PNG customers (existing and new).</p>	<p>There are financial costs involved in running CRM system as a whole but customer satisfaction is a positive outcome of it.</p>

Sr. 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)
8	End-use Safety	Risk	MGL takes adequate safety measures including pressure reduction at appropriate levels as a CGD company but lack of awareness about product usage, hazards etc. at end of customers could pose significant risk of accidents.	Our invoices, mailers, web site, newsprint advertisements, registration camps etc. facilitate awareness creation. A strong after sales service mechanism is also in place for any eventuality.	Negative implication could lead to consequential costs and reputational damages for the company.
9	Corporate Governance	Risk	Lack of adherence to corporate governance strategies may incur increased government oversight, loss of investor trust, regulatory penalties and fines for the company.	MGL has various committees with defined roles and responsibilities in place that include Audit Committee, Nomination and Remuneration Committee, CSR Committee, Stakeholders Relationship Committee and Risk Management Committee.	Negative implication either financially, legally, or reputational depending upon the nature of its failure.
10	Business Ethics and Compliance	Risk	High business risk is associated in case of non-compliance or unethical business practices and it can lead to financial penalties as well as reputational damages.	We have Code of Conduct Policy in place for all our Suppliers/ Business Partners and the same is available on the website of the Company. Additionally, a copy of the same is integral part of all our tenders. We also have Code of Conduct applicable to all our employees and Directors which covers various topics such as values, stakeholder treatment, our beliefs & culture and safeguarding provisions. Inter alia, it includes guidance on human rights, diversity, anti-bribery, conflict management etc.	Negative implication due to non-compliance. There are no cases reported due to fraud, money laundering or executive misconduct during the year.
11	Risk Management	Risk	Risk Management is important in any business for various stakeholders but assumes much higher significance in CGD industry due to risk of accidents, volatility in gas prices and need for uninterrupted gas supply.	MGL has enterprise risk management policy in place which details the Risk Management principles and framework along with the associated procedures for MGL's business environment and act as guidance for critical decision-making process such as strategic, operational, financial, legal etc. The Policy framework includes objective of identification of elements of risks which includes operational risks as well as business risks and assessment of management's actions to mitigate the exposures periodically. Further, Risk Management tool is in place to aggregate risk data for identification of the elements of risks.	Negative implication. Magnitude of which depends upon incidence, volume of gas, external factors like currency fluctuation etc.
12	Data Security	Risk	A large amount of personal data is captured for operational reasons, particularly in household customer category which puts customers' data privacy at significant risk. Ensuring data privacy of customers is necessary for the company and is also covered under the data protection laws.	MGL has IT Policy and Framework on Cyber Security and Data Protection which is placed on the website of the Company. We have robust ERP system where we follow strict access control guidelines with due care on segregation of duties to ensure customer data security.	Leakage of personal data can lead to negative implications including penalties, fines and reputational damages.

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	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Y Ref (a)	Y Ref (b)	Y Ref (c)	Y Ref (d)	Y Ref (e)	Y Ref (f)	Y Ref (g)	Y Ref (h)	Y Ref (i)
(a) - Board Diversity Policy https://www.mahanagargas.com:3000/_57_MGL-Board_Diversity_Policy_252c2d1c26.pdf - Whistle Blower Policy and Vigil Mechanism https://www.mahanagargas.com:3000/_whistle-blower-and-vigil-mechanism_80f19ef31b.pdf - Nomination and Remuneration Policy https://www.mahanagargas.com:3000/_MGL-Nomination_and_Remuneration_Policy_329e2e5b7e.pdf (b) - Product Stewardship Policy https://www.mahanagargas.com:3000/Product%20Stewardship%20Policy.pdf (c) - Sustainable Supply Chain and Responsible Sourcing Policy https://www.mahanagargas.com/assets/images/pdf/Sustainable%20Supply%20chain%20and%20Responsible%20Sourcing%20Policy.pdf - Business Continuity & Disaster Management plan (available on Intranet) (d) - Grievance Redressal Policy for Stakeholders https://www.mahanagargas.com:3000/Grievance%20Redressal%20Policy.pdf - Grievance Redressal Policy for Employees (available on Intranet) - Equal Opportunity Policy https://www.mahanagargas.com:3000/Equal%20Opportunity%20Policy.PDF - Freedom of Association and Collective Bargaining Policy https://www.mahanagargas.com:3000/Freedom%20of%20Association%20&%20Collective%20Bargaining%20Policy.PDF (e) & (h) - Corporate Social Responsibility Policy https://www.mahanagargas.com:3000/_MGL-CSR_Policy_952a5a4889.pdf (d) & (e) - Grievance Redressal Policy for Stakeholders https://www.mahanagargas.com:3000/Grievance%20Redressal%20Policy.pdf - Stakeholder Engagement Policy https://www.mahanagargas.com:3000/Stakeholder%20Engagement%20Policy%20(f).pdf									

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.

MGL, a pioneer in city gas distribution sector, is on a mission to create a greener and more sustainable future for the geographical areas in which it operates. With a steadfast commitment to environmental stewardship, the company recognizes its crucial role in mitigating the impact of climate change. In pursuit of this goal, MGL is making significant strides towards promoting sustainable practices, and natural gas is at the forefront of their efforts.

The company's flagship product, natural gas, is renowned for its superior eco-friendliness in comparison to other available alternatives. Its usage significantly reduces the carbon footprint, making it a much cleaner and efficient fuel option. In line with its commitment to the environment, MGL is continuously exploring new and innovative ways to reduce pollution levels.

MGL's unwavering dedication to sustainable practices is not only reflected in its products but also in its vision and mission, which aligns seamlessly with ESG goals. As a responsible corporate citizen, MGL remains fully cognizant of its duties towards society. The company places a great deal of emphasis on corporate governance and inclusive growth, ensuring that its business practices remain ethical and equitable at all times. MGL believes that creating sustainable solutions requires not just corporate responsibility but also collaboration and partnerships with stakeholders to achieve a common goal of a better and brighter future for all.

At MGL, we are committed to providing clean and affordable energy solutions to our customers and society at large. As a city gas distribution company, we understand the importance of reducing our carbon footprint and enhancing our environmental performance. MGL is planning to set up a Compressed Biogas (CBG) plant in Mumbai, capable of processing up to 1000 Tons Per Day (TPD) of organic Municipal Solid Waste (MSW) in coordination with Brihanmumbai Municipal Corporation (BMC). MGL is proud to be a part of this innovative and impactful initiative, which is aligned with the government's SATAT (Sustainable Alternative Towards Affordable Transportation) scheme to promote CBG as an alternative and affordable clean fuel for transportation. MGL believes that this project will set a benchmark in India and will inspire others to follow suit.

The CBG plant aims to promote sustainable practices in Mumbai including renewable energy generation, greenhouse gas reduction, and socio-economic factors. By utilizing anaerobic digestion technology, the plant converts organic waste from MSW into CBG, a renewable and clean energy source. It will also help us create value for our customers by offering them a competitive and reliable fuel option. This project will potentially benefit by generating employment opportunities and will also contribute to the national goal of achieving energy security and sustainability.

The following sections elaborate on the sustainability implications of this initiative:

- 1. Waste Management:** The plant's capacity to process 1000 TPD of organic MSW demonstrates a significant step towards efficient waste management in Mumbai. By diverting a substantial volume of organic waste from landfills, the CBG plant helps alleviate the strain on existing waste disposal facilities. This reduces environmental pollution and associated health risks while promoting the principles of the circular economy.
- 2. Renewable Energy Generation:** The CBG plant generates renewable energy by harnessing the potential of organic waste. The processing of 1000 TPD of MSW has the potential to produce a substantial amount of CBG. This renewable fuel source can be used to replace conventional fossil fuels in various applications, including transportation, industrial processes, and household energy consumption. The transition to CBG-based energy promotes sustainability by reducing carbon emissions and dependence on non-renewable resources.
- 3. Greenhouse Gas Reduction:** Anaerobic digestion of organic waste in the CBG plant plays a vital role in mitigating greenhouse gas emissions. By capturing methane, a potent GHG released during waste decomposition, the plant significantly reduces the environmental impact. The reduction in methane emissions can contribute to Mumbai's climate change mitigation efforts.
- 4. Socio-Economic Impacts:** The establishment of the CBG plant brings socio-economic benefits to the local community. The project creates employment opportunities, ranging from construction and operation to maintenance and administration. Additionally, the plant supports to contribute to improved livelihoods, waste segregation awareness, and community engagement.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Mr. Sanjay Shende Designation: Deputy Managing Director DIN: 09172642								
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, Deputy Managing Director (DMD) is responsible for decision making on sustainability related issues and he is also a Chairman of the ESG committee, who is handling various aspects of ESG across all MGL locations.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director /Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - pls 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	Y	Y	Y	Y	Y	Y	Y	Y	Y	Review is undertaken from time to time.							
Compliance with statutory requirements of relevance to the principles and, rectification of any non-compliances	The Company complies with all the applicable statutory requirements.									Yes								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	Following external agencies have carried out independent assessment/ evaluation of working of the below mentioned policies:- <ul style="list-style-type: none"> M/s. Pinnacle Global Consultancy for BCP and Disaster Management BCG for marketing policies relating to LOI issuance 								

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

Not Applicable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE



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

Essential Indicators

1. Percentage coverage by training and awareness 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
Board of Directors	4	Business, Strategy, Risks and update on applicable provisions to the Company and amendments.	100%
Key Managerial Personnel (KMP)	4	Business, Strategy, Risks and update on applicable provisions to the Company and amendments.	100%
Employees other than BoD and KMP	1	Principle 5: Training on Human Rights awareness	92%
	4	Principle 6: - First Aid Training - Fire Prevention & Fire Fighting - Disaster Management System - Awareness Session on Road Safety	96%
Workers	211 Training and 502 Awareness sessions conducted for CNG and PNG workers	Principle 2: - First Aid Training - Disaster Management Training at MCGM's City Institute of Disaster Management - Firefighting training at T.S. Chanakya (Indian Maritime University) - Defensive Driving Training - Operation of Automated External Defibrillator device during medical emergency - PNG Awareness sessions for domestic, industrial and commercial customers - CNG awareness sessions for CNG customers Principle 6: - Sustainable Living - Workshop on Home Composting - Integrated Management System ISO 9001, ISO 45001 & ISO 14001	100%

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):

NIL

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.

MGL has adopted Code of Conduct for Board members and senior management personnel which is available on the website of the Company at https://www.mahanagargas.com:3000/_Code_of_Conduct_39a9c780c6.pdf and Code of Conduct for employees and trainees is available on the intranet of the Company.

Further, MGL's Code of Conduct policy and Standard Operating Procedures for business partners and suppliers covers the aspects of anti-corruption/ anti-bribery as well, which is available on the website of the Company at <https://www.mahanagargas.com/assets/images/pdf/Code%20of%20Conduct%20Policy%20for%20Business%20Partners.pdf>.

The Company has Board approved Whistle Blower Policy and Vigil Mechanism which is applicable to all Employees and Directors of MGL which is available on the website of the Company at https://www.mahanagargas.com:3000/_whistle-blower-and-vigil-mechanism_80f19ef31b.pdf. The policy provides a channel to report genuine concerns about unethical behaviour or frauds and safeguards a whistle blower from any victimization.

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 (Current Financial Year)		FY 2021-22 (Previous Financial year)	
Directors		Nil		Nil
KMPs		Nil		Nil
Employees		Nil		Nil
Workers		Nil		Nil

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

Particulars	FY 2022-23 (Current Financial Year)		FY 2021-22 (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 KMP's	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

Leadership Indicator

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, MGL has processes in place to avoid avoid/ manage conflict of interests involving members of the Board. Whenever any Director has a direct or indirect interest in the agenda/ matter, they are refrain from participating in the discussion and voting. Further, each Director gives the disclosure of his/ her interest in any company or body's corporate firm, or other association of individuals by giving a notice in writing as per provisions of Companies Act, 2013 and the same is put up to the Board for information.

Further, the Company also has in place Related party transaction policy, which has specific provisions for entering into transaction with any related party. The said policy is webhosted on Companies website at https://www.mahanagargas.com:3000/_MGL_Policy_on_Related_Party_Transactions_7e65246e63.pdf.



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.

Particulars	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)	Note
R&D	Nil	Nil	Installation of IoT/ AI Based smart electrical DB which monitor the Electrical system on continuous basis and provide the live data and intimation of all electrical faults through the Dashboard, Email and SMS. For the protection of Electrical system from major electrical faults, system has MCCB which trips the device and isolate the fault. Also, for the smooth operation of Electrical System, device provides Daily, Weekly and monthly report of All electrical data through email. Along with protection and safety this device also saves electrical energy by using inbuilt stabilizer. Installation of UVGI Air purifier machine. This is the ceiling mounted UV sanitiser to disinfect rooms and workspaces. Installation of Solar Panel at MGL Offices.
Capex	0.048%*	Nil	

*Note: ₹ 22.22 Lakh for IoT/ AI Based smart electrical DB, ₹ 3.55 Lakh for UVGI Air purifier machine and ₹ 4.88 Lakh for Solar Panel.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) b. If yes, what percentage of inputs were sourced sustainably?

Yes, the Company has Sustainable Supply Chain and Responsible Sourcing policy which assist all business partners, contractors, suppliers, and vendors in meeting our expectations of doing business as they relate to certain legal requirements, ethical practices, human rights, and environmental management. Through such policy Company seeks to safeguard ethical practices in supply chain, reduce impact to the environment and support workers and grower communities. This policy is available on the website of the Company at <https://www.mahanagargas.com/assets/images/pdf/Sustainable%20Supply%20chain%20and%20Responsible%20Sourcing%20Policy.pdf>

Policy ensures to share the Company's key sustainability principles for doing business with its suppliers, to support suppliers to identify, mitigate and manage their sustainability risks (including environmental, social human rights, modern slavery, and governance) and to communicate MGL's expectations to its suppliers through active supply chain engagements.

We also encourage our suppliers to be compliant with social and environmental standards such as SA8000, ISO 14001, and ISO 45001. However, at present, percentage of inputs sourced sustainably is not currently mapped for MGL.

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

The Company has defined processes for managing the waste generated at each of its sites as per Pollution Control Board norms. At MGL, all our waste is disposed off in an environmentally sound manner through authorized vendors for recycling as required by regulation.

- Plastic waste is sold to authorised recyclers/ scrap traders through authorised government scrap sale agency, MSTC Limited.
 - E-waste generated has been disposed either to an authorised vendor under buyback or to an authorised e-waste collection services.
 - Hazardous waste such as used oil, empty oil drums has been sold to authorised recyclers/ scrap traders through authorised government scrap sale agency, MSTC Limited.
 - Similarly, non-hazardous waste is also collected and disposed through authorized MPCB recycler, Mumbai waste Management.
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.

Owing to the nature of the Company's product/service offerings, EPR is not applicable to the Company.

Leadership Indicator

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?

MGL is engaged in the city gas distribution and is more of service based Company, detail study of LCA has not been carried out.

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.

MGL is engaged in the city gas distribution and is more of service based Company, detail study of LCA has not been carried out.

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).

Not applicable, considering the nature of industry.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed.

Not applicable, considering the nature of industry.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Not applicable, considering the nature of industry.



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										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
Permanent Employees											
Male	373	373	100%	373	100%	0	0%	373	100%	0	0%
Female	46	46	100%	46	100%	46	100%	0	0%	0	0%
Total	419	419	100%	419	100%	46	100%	373	100%	0	0%
Other than Permanent Employees											
Male	0	0	0%	0	0%	0	0%	0	0%	0	0%
Female	0	0	0%	0	0%	0	0%	0	0%	0	0%
Total	0	0	0%	0	0%	0	0%	0	0%	0	0%

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
Permanent Worker											
Male	87	87	100%	87	100%	0	0%	87	100%	0	0%
Female	3	3	100%	3	100%	3	100%	0	0%	0	0%
Total	90	90	100%	90	100%	3	100%	87	100%	0	0%

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Other than Permanent Workers											
Male	1593	1593	100%	1593	100%	0	0%	0	0%	0	0%
Female	57	57	100%	57	100%	57	100%	0	0%	0	0%
Total	1650	1650	100%	1650	100%	57	100%	0	0%	0	0%

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

Category	FY 2022-2023 (Current Financial Year)			FY 2021-2022 (Previous Financial Year)		
	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	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	NA
ESI	NA	NA	NA	NA	NA	NA
Others:-						
1. Annual Health Checkup	100%	100%	NA	100%	100%	NA
2. Mediclaim						

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, some of our premises/ offices are accessible to differently abled employees and workers. Additionally, we are planning to set up ramps at entry locations and lobbies to facilitate wheelchairs at other MGL premises/ offices as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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, MGL has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016, which is available on the website of the Company at <https://www.mahanagargas.com:3000/Equal%20Opportunity%20Policy.PDF>

The Company is dedicated to providing equal employment opportunities, fostering a harassment-free work environment, and ensuring fair treatment for all employees. It prohibits discrimination in all aspects of employment, promotes equal pay and terms of employment and provides a robust grievance mechanism.

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

Location	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

6. Is there a mechanism available to receive and redress 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. MGL has Grievance Redressal Policy for employees/ workers which provides expeditious redressal of grievances. All employees are encouraged to report grievances to the immediate Reporting officer. In case of an unsatisfied redressal of the reported concern, the complaint can be escalated to the concerned Head of the Department. Further if the complainant is still not satisfied with the redressal then a grievance committee is formulated to resolve the grievance. All attempts are made to redress the grievance and a final response is delivered to the complainant with information on how the complaint was resolved or rejected, along with a written justification for each decision.
Permanent Employees	Head of the Department. Further if the complainant is still not satisfied with the redressal then a grievance committee is formulated to resolve the grievance. All attempts are made to redress the grievance and a final response is delivered to the complainant with information on how the complaint was resolved or rejected, along with a written justification for each decision.
Other than Permanent Worker	Yes. Employees and Workers who are engaged on a project basis or contractual basis are governed by the terms & conditions of the contract and they can report their grievances to their respective contractor representative or the Company supervisor. The contractor is expected to take the required action to address the worker grievances, and if required, can raise the grievance to HR and respective functional heads of MGL.
Other than Permanent Employees	address the worker grievances, and if required, can raise the grievance to HR and respective functional heads of MGL.

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

Category	FY 2022-2023 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Total employees/ workers in respective category (A)	No. of employees / Workers in Respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D /C)
Total Permanent Employees	419	0	0%	400	0	0%
- Male	373	0	0%	357	0	0%
- Female	46	0	0%	43	0	0%
Total Permanent Workers	90	90	100%	91	91	100%
- Male	87	87	100%	88	88	100%
- Female	3	3	100%	3	3	100%

8. Details of training given to employees and workers:

Category	FY 2022 - 2023 (Current Financial Year)					FY 2021 - 2022 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	373	356	95%	373	100%	357	350	98%	331	95%
Female	46	44	96%	45	98%	43	42	98%	41	98%
Total	419	400	95%	418	100%	400	392	98%	372	95%
Worker										
Male	87	85	98%	65	75%	88	87	99%	54	61%
Female	3	3	100%	3	100%	3	3	100%	3	100%
Total	90	88	98%	68	76%	91	90	99%	57	62%

* Numbers indicate unique participation in various trainings.

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

Category	FY 2022 - 2023 (Current Financial Year)			FY 2021 - 2022 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	%(D/C)
Employee						
Male	373	373	100%	357	357	100%
Female	46	46	100%	43	43	100%
Total	419	419	100%	400	400	100%
Worker						
Male	87	87	100%	88	88	100%
Female	3	3	100%	3	3	100%
Total	90	90	100%	91	91	100%

10. Health and safety management system:

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

Yes, MGL is ISO 45001 certified, having an occupational health and safety management system in place. The scope covers “Designing, Laying, Testing, Commissioning and Operation & maintenance of pipeline network for distribution of natural gas for domestic industrial, commercial customers and CNG Vehicles across areas GA-I, GA-II & GA-III”. The company also has a HSE policy available at the website which illustrates their commitment towards occupational health and safety

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

MGL has adopted Qualitative Risk Assessment (QRA) methodology process for identification and evaluation of Hazards and Risks. Work and Process related Major Accident Hazards has been identified by using various risk assessment methods like Process Hazard Analysis (PHA), Hazard Operability (HAZOP) and Pre-commissioning Safety Review of CGS and CNG ROs and are mitigated in line with SHEQ Management System processes and procedures.

Site-specific Hazard Identification and Risk Assessment has been carried out on routine basis and are managed as per Hierarchy of Control to protect its stakeholders and achieve goal of Zero Injury. Risks and opportunities are identified and discussed in the management review of SHEQ management system.

Non-Routine Operation (NRO) process has been established and implemented for identification of potential hazards and risks, and contingency arrangements. Quantitative Risk Assessment (QRA)

and Hazard Identification and Risk Assessment (HIRA), and studies to identify hazards and high-risk areas and action plans are reviewed regularly to further prevent and mitigate the risks.

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

Yes, MGL has established and maintained online reporting portal for reporting of work-related hazards and near-misses. The company has implemented Online Incident Tracking Module for analysis of risks w.r.t. People, Environment, Asset and Reputation. Followed by a comprehensive Root Cause Failure Analysis (Investigation), formulation of corrective actions as per Hierarchy of Controls, its tracking and monitoring and subsequent closure. The lesson learnt from these incidents are communicated to all concerned. The status of corrective actions and recommendations is reviewed and monitored during HSE Steering Meetings.

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

Yes, the employees/ worker of the entity has access to non-occupational medical and healthcare services. MGL has tie-up with external ambulance service provider and this service can be availed by employees and workers at site.

MGL has a policy in place which aims to provide annual medical health check-up to employees, retired employees and their spouses for assessing their current health parameters. Further, all MGL employees and their family consisting of spouse, dependent children and parents are covered under Mediclaim Insurance Policy of the Company, wherein grade-wise sum insured is specified to cover the hospitalisation and medical expenses.

We have an in-house medical Officer, who visits our Offices weekly so that all employees / associates can consult the Doctor for any medical advice. Further, MGL also conducts awareness session periodically to promote physical and mental wellbeing for all the employees and workers.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
		(Current Financial Year)	(Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0.085
Total recordable work-related injuries	Employees	0	0
	Workers	3	4
No. of fatalities	Employees	0	0
	Worker	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

The Company embeds the guidelines and principles of ISO 9001 Quality Management System, ISO 140001 Environmental Management System and ISO 45001 Occupational Health and Safety Management system.

MGL has implemented Safety, Health, Environment and Quality (SHEQ) Management System which is applicable to our employees and contractors to ensure safe and healthy workplace. Employees and workers are provided with safe workplaces at MGL work locations. MGL Life Saving Rules has been defined and employees and workers are made aware about the same. These rules are displayed at various work locations. These workplaces are audited periodically, and actions/ recommendations are implemented.

MGL Senior Management demonstrates leadership by conducting safety tours with site team through 'Senior Management Tour' (SMT) process.

Employees and stakeholders are encouraged for reporting any potential hazards, Near-misses, safety suggestions, and incidents through Online Reporting system.

Contractor Safety Management is in place right from contractor pre-bid meet, mobilization, monthly evaluation. Monthly Zonal Safety Meetings are conducted with the contractors to discuss and share SHEQ related observations, learnings from MGL and other entities, and areas for improvement. Contractor Safety Forums with the front-line workers are being conducted for sensitizing them w.r.t. HSE issues related to their work.

It is mandatory to carry out site specific Hazard Identification and Risk Assessment for all the activities in MGL. The control measures are implemented based on this exercise and

same are explained to the personnel involved in the activity during Tool Box Talk prior to commencing the site activity. Other hazards and control measures identified by the site personnel are also discussed during Tool Box Talk. For high hazard activities like Work at Heights etc. Permit to Work system is applicable and these activities are started only upon verification of fulfilment of site safety requirements. MGL Has identified 13 such Activities where Permit to Work system is applicable.

HSE Reward scheme has been in place at MGL which recognizes significant contribution of ground level personnel in improving Safety. Workmen irrespective of their designation can be recognised through this scheme. This scheme rewards personnel on monthly, quarterly and yearly basis. Apart from this all workmen are encouraged to report Hazards, Near Miss and give safety suggestion through online portal. This portal is accessible through smartphones through internet explorer. MGL also recognizes Business Partners for their performance annually. The performance of Business Partners are measured and monitored through well established system of Contractors Performance Evaluation based on leading and lagging indicators. During routine payment processing of Invoices submitted by Business Partners, their Safety Performance during applicable billing cycle is taken into account and penalties are imposed in case persuasion by means of counselling and communication does not work effectively.

Safety trainings including hands-on firefighting have been imparted to employees and contractors. Safety and Technical Competency (STC) training to all contractor employees are being provided before start of the job. Transport Safety Management System has been implemented focused on drivers and helpers' behaviour during transportation of CNG Transport Vehicles (CTVs).

MGL has In-vehicle Monitoring System and accesses penalty data from website of Government Authorities. This data enables MGL to measure actual driving behaviour of the individual drivers. Based on the actual on road driving performance, best drivers are selected on quarterly basis and they are rewarded at the hands of Senior MGL Officials during high level HSE forums. The helpers accompanying drivers are also rewarded for their contribution towards safe transportation. Monthly transport contractor meetings are held with business partners in which site safety concerns are shared alongwith Contractor Performance Evaluation for respective months. This evaluation is based on transport related parameters and contractor with consistent performance are recognized during the meetings. The contract clause also has provisions for penalty which is executed taking into account monthly performance of the

respective contractors. On similar lines Dispenser Operators are rewarded for their contribution towards Accident Prevention at Retail Outlets.

MGL has implemented app based solutions for many of the HSE related monitoring and evaluation tools. Android based application is has been developed to ensure site compliance through real time site photos. MGL Lifesaving Rules is a set of rules which are mandatory for work execution and checklists are developed based on MGL Lifesaving Rules. These checklists are converted into android based application and this app records site audits and generates report in the form of percentage safety compliance at the site. This app which is used by HSE team for site Safety monitoring also has facility to take photographs of noncompliances for record. Additionally, virtual audits are conducted by HSE team using facility of video calls.

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

Particular	FY 2022-2023 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	419	0	--	440	0	--
Health & Safety	0	0	--	0	0	--

14. Assessments for the year:

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

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

During the last year, there was no major reportable incidents and hence no significant corrective action was required to be taken or underway to address safety-related incidents.

Leadership Indicator

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, we have taken Group Term Insurance Policy wherein a lumpsum amount is paid to the nominee of the Employee upon his/her death. In addition to this we have policy on Employee Death Relief aims to provide financial and other assistance to the family members of deceased employee for a period of 3 years from the date of death so that on monthly basis they get a fixed amount till they can adjust to the new reality of life. Employees and workers are also covered under Group Accident Insurance in case of deaths due to accident /disability. The contract workers are covered under the Employee's Compensation Act, 1923 and an Insurance Policy is obtained by the Contractor regularly for the grant of Death/ Disablement Benefits wherever Employees' State Insurance Act (ESI), 1948 is not applicable; and wherever ESI Act,1948 is applicable, the contract workers are ensured benefits under ESI Act,1948 through the contractor.

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

We have multiple mechanism and systems, which ensure the statutory dues of our value chain partners deducted and deposited, when it comes to direct contracts engaging manpower services and job contracts. We get statements of PF, ESIC, PT deducted as applicable with respect to employees deployed by them for our services on regular basis. We have well defined processes and procedures which include all possible measures which have been complied by the entity such as contract clause, bill approval etc.

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

No fatality occurred or there is no case of employee/ worker who suffered high consequence work related injury/ ill-health/ in FY 2022-23 and FY 2021-22.

	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 2022-23	FY 2021-2022	FY 2022-23	FY 2021-2022
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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, as per business requirement, some highly qualified employees are retained as consultants or advisors post-retirement.



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.

MGL has adopted Stakeholder Engagement Policy duly approved by the Board, which is available on the website of the Company at [https://www.mahanagargas.com:3000/Stakeholder%20Engagement%20Policy%20\(1\).pdf](https://www.mahanagargas.com:3000/Stakeholder%20Engagement%20Policy%20(1).pdf) which provides process to acknowledge each stakeholder’s expectations and concerns, where negative issues could be effectively prevented and mitigated, and positive issues could be used as a key to achieve the greatest benefit. It defines Stakeholder management process which include identification and assessment of stakeholder prioritization, analysis, management, review and improvement.

This policy also defines engagement method for identified key stakeholders viz, customers, business partners and vendors, employees, regulatory bodies, shareholders and investors, lenders and rating agencies, government agencies & local authorities, service providers and suppliers, media, communities and public at large.

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 and marginalized group (Yes/No)	Channel of Communication	Frequency of Engagement (Annually/ Half yearly/ Quarterly/ others please specify)	Purpose and scope of Engagement including key topics and concerns raised during such engagement
Local Communities	Yes	Community meetings through NGO implementation partners.	As per requirement.	<ul style="list-style-type: none"> - Understanding the needs and concerns of the community. - CSR Projects monitoring and review, Feedback from beneficiary.
Investors, Shareholders	No	Emails, Newspaper notice, Meetings, Corporate announcement, Intimations	Continuous	<ul style="list-style-type: none"> - Financial results - Business plans - Redressal of Shareholders Complaints. - Shareholder returns
Employees	No	Email Communication, Newsletters, Townhall Meetings, Virtual/ Online meetings, E-bulletin, Intranet portal.	Continuous	<ul style="list-style-type: none"> - Employee Retention - Grievance redressal and feedback of employee - Learning opportunities, building a safety culture, and inculcating safe work practices among employees, and improving diversity and inclusion.
Suppliers	No	Supplier meets, Ppre-tender or Pre-bid meetings for all tenders	Continuous	<ul style="list-style-type: none"> - Understanding concerns of suppliers. - Dispute/ grievance resolution - Supply chain sustainability
Customers	No	Website, Emails and SMS, MGL Connect App, Social media	Continuous	<ul style="list-style-type: none"> - Consider customer service requirements and any concerns.
Government & Regulatory Authorities	No	Website and emails	As per requirement.	<ul style="list-style-type: none"> - Understanding concerns and requirement of Regulatory authorities.

Leadership Indicator

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.

MGL through its CSR activities engages directly with the local communities. The Company identifies the areas where there is a scope for intervention to improve the lives of deprived communities and make a plan to undertake CSR actions around them through NGOs and implementation partners to help execute the same by identifying the beneficiaries. The areas includes Health, Empowerment, Education, Sanitation and Environment.,

MGL keeps track of the CSR initiatives progress and gets input from local communities by engaging with them on a regular basis through various channels. The company also gets impact assessment done so that effectiveness of the initiatives can be assessed. Apart from this through various field visits, MGL ensures active participation of the community in the planning and implementation of our numerous CSR programmes.

Every year Board approves the Annual CSR plan with CSR budget on the recommendation of Corporate Social Responsibility (CSR) Committee. During discussion and deliberation on the approval of CSR projects, CSR Committee update the Board about the proposed project with a feedback received from the NGO's along with the requirement of local communities to enable the Board to approve the annual CSR plan, considering the needs and requirement of deprived communities.

Further, consultation with the various stakeholders is done through different channels and feedback received from such consultations are shared with the Board members periodically.

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

MGL has taken following actions to address the concerns of vulnerable/ marginalized stakeholder groups:

- MGL has meaningful engagement with marginalized farmers of Raigad district and have improved lives and livelihood of 2746 marginal farmer.
- The Company in consultation with the Katkari tribe (Primitive Tribal Group) has developed livelihood initiatives for more than 50 households.
- 35 children who have been orphaned due to COVID outbreak have been supported by MGL with food, education fees and study materials.
- MGL has also supported 3000 school dropout children of minority community to mainstream them into formal education system.



Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. of employees/ workers covered (B)	% (B/ A)	Total (C)	No. of employees/ workers covered (D)	% (D/ C)
Employees						
Permanent	419	403	96%	Nil	Nil	Nil
Other than Permanent	Nil	Nil	Nil	Nil	Nil	Nil
Total Employees	419	403	96%	Nil	Nil	Nil
Workers						
Permanent	90	63	70%	Nil	Nil	Nil
Other than Permanent	Nil	Nil	Nil	Nil	Nil	Nil
Total Employees	90	63	70%	Nil	Nil	Nil

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

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	Equal to minimum wage		More than Minimum Wage		Total (D)	Equal to minimum wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	419	0	NA	419	100%	400	0	NA	400	100%
Male	373	0	NA	373	100%	357	0	NA	357	100%
Female	46	0	NA	46	100%	43	0	NA	43	100%
Other than Permanent	5	0	NA	5	100%	3	0	NA	3	100%
Male	5	0	NA	5	100%	3	0	NA	3	100%
Female	0	0	NA	NA	0	0	0	NA	0	NA

Workers										
Permanent	90	0	NA	90	100%	91	0	NA	91	100%
Male	87	0	NA	87	100%	88	0	NA	88	100%
Female	3	0	NA	3	100%	3	0	NA	3	100%
Other than Permanent	1650	879	53%	771	46.7%	1554	848	54.6%	706	45.4%
Male	1593	879	53%	714	44.8%	1500	848	56.5%	652	43.5%
Female	57	0	NA	57	100%	54	0	NA	54	100%

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	7	₹ 16.60 /- Lakh	1	₹ 18.70/- Lakh
Key Managerial Personnel	2	₹ 72.65/- Lakh	-	-
Employees other than BoD and KMP	371	₹ 19.95/- Lakh	46	₹ 20.73/- Lakh
Workers	87	₹ 12.37/- Lakh	3	₹ 17.21/- Lakh

*As on 31st March 2023

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, there is separate policy for employees and external stakeholders for grievance handling and redressal and under this policy we have Grievance Handling Officer (GHO) to oversee the implementation and compliance of the policy.

ensures to conduct business in such a way that it respects human rights. The mechanism to redress grievances related to human rights is same as for other grievances as mentioned in Principle 3 - Question 6.

We also have robust internal controls and procedures in place to ensure compliance with applicable labour laws including human rights.

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

MGL has established a Code of Conduct detailing its commitment towards human rights that is applicable to all employees, directors, officers and contractual staff. MGL

The Company also has in place a policy on Prevention of Sexual Harassment of Women at Workplace which is in line with requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ("POSH Act").

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

	FY 2022-2023 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/ Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

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

MGL has a robust Grievance Redressal Policy to ensure expeditious redressal of grievances related to discrimination towards all employees and workers. MGL follows a specified procedure outlined in the Grievance Redressal policy to provide a fair and unbiased judgement. It involves various authorities at each level including the Grievance Handling Officer (GHO) and have also constituted Grievance Committee to ensure resolution within 30 days.

MGL also has a Policy on Prevention of Sexual Harassment of Women at Workplace. The Company has constituted an Internal Complaints Committee (ICC) in compliance with the

requirements under the POSH Act to address and handle complaints related to discrimination and harassment cases. Further, policy also provides protection against retaliation. Regardless of outcome of the complainant made in good faith, the employee lodging the complaint and any person providing information or any witness, will be protected from any retaliation. There were no complaints or concerns received or observed during FY 2022-23, pertaining to discrimination and sexual harassment.

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

Yes, every tender document and supplier agreements have specified human rights requirement.

9. Assessments for the year:

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

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

There were no risks/ concerns identified to be emanating from the above areas in the reporting year.

Leadership Indicator

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

MGL has not received any complaint w.r.t Human Rights during FY 2022-23 and grievance handling mechanism is in place, hence there was no such requirement to modify the business processes.

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

100% of new suppliers will be screened through Human Rights criteria.

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, some of our premises/ offices are accessible to differently abled visitors. Additionally, we are planning to set up ramps at entry locations and lobbies to facilitate wheelchairs at MGL premises/ offices as per the requirements of the Rights of Persons with Disabilities Act, 2016.



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

Essential Indicators

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

Parameter	FY 2022-2023 (Current Financial Year) (In Giga Joules)	FY 2021-2022 (Previous Financial Year) (In Giga Joules)
Total electricity consumption (A)	462,454.38 GJ	392,652.17 GJ
Total fuel consumption (B)	196,360.88 GJ	298,473.77 GJ
Energy consumption through other sources (C) – through Solar Power Plant	197.02 GJ	202.23 GJ
Total energy consumption (A+B+C)	659,012.28 GJ	691,328.17 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	95.22 GJ/ INR Crore	177.95 GJ/ INR Crore
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

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.

No. The PAT scheme is not applicable to the Company.

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

Parameter	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	34,187	31,047
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	34,187	31,047
Total volume of water consumption (in kilolitres)	34,187	31,047
Water intensity per rupee of turnover (Water consumed in kL / turnover in Crore INR)	4.94	7.99
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

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

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

The water consumption is mainly for domestic purposes and not used in any process operation, hence no industrial effluent is discharged. However, the Company is planning for setting up WTP (Water Treatment Plant)/ STP (Sewage Treatment Plant) and rainwater harvesting system at 5 CGS viz. CGS Sion, CGS Mahape, CGS Taoja, CGS Ambarnath & CGS Savroli for recycling of wastewater and to conserve the water by recycling and reusing the treated water.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: all previous years data should be collected.

Parameter	Please specify Unit	FY 2022-23 (Current Financial Year)	FY 2021- 22 (Previous Financial Year)
NOx	The source of air emission is mainly from Gas generator which is regularly monitored an approved laboratory/ agency as mandated by the Central and respective State Pollution Control Boards.		
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)	The details of air emissions are submitted to PCB annually in Form-5 (Annual Environment Statement).		
Others – please Specify			

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

Parameter	Unit	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	13721	75027
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	91206	77440
Total Scope 1 and Scope 2 emissions per Crore INR of turnover		15.16	39.25
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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

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

MGL has taken up following projects/ initiatives to reduce Green House Gas emission:

- Solarization:** MGL has set up Solar Power Plant at 06 MGL owned CNG stations and Gas receiving terminals and MGL Admin office at Mahape totalling to 117kw of power generation capacity. Further MGL plans to set up solar power facilities at MGL owned CNG stations at Ghatkopar, Malad, Badlapur and Savroli as a green initiative aimed at reducing power intake from the grid, which will further enhance power generation capacity by 37kw.
- Energy Audit:** MGL is proposing to conduct Energy Efficiency Audit for 4 CGS, 3 RO's and 2 Offices in FY 2023-24.
- Decarbonization of Fleets:** Amongst all CNG transportation vehicles (CTV), 90% are CNG powered. As per plan, all diesel fuelled vehicles will be replaced with CNG fuelled vehicles by FY 2024-25. LNG fuelled vehicles are planned for introduction in FY2023-24.
- Methane Leak Detection & Repair:** Periodical leak surveys are conducted to detect and arrest any leakages in network. Infrared cameras capable of detecting minor fugitive leakages are used to detect leakages and corrective actions are taken.
- Greenhouse Gas Reduction :** MGL has recently signed MOU with BMC to setup 1000 tonnes per day CBG plant. In this CBG plant substantial Greenhouse Gas Reduction is expected. By capturing methane, the plant will significantly reduce the environmental impact.

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

Parameter	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	10.42 MT	4.06 MT
E-waste (B)	2.27 MT	0.36 MT
Bio-medical waste (C)	Nil	Nil
Construction and demolition waste (D)	Nil	Nil
Battery waste (E)	3.00 MT	5.00 MT
Radioactive waste (F)	Nil	Nil
Other Hazardous waste:	55.55 MT	41.00 MT
Used Oil (G)		
Empty Oil Drum (H)	6.48 MT	4.59 MT
Other Non-hazardous waste generated	20.00 MT	3.24 MT
Misc Waste (I)		
Total (A+B + C + D + E + F + G + H+I)	97.72 MT	57.89 MT
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	Nil	Nil
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
Total	Nil	Nil
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	Nil	Nil
Total	Nil	Nil

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

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.

MGL is having well established Environment Management System in place which is certified as per ISO 14001:2015 and waste management procedures in place to address safe disposal of hazardous waste, e-waste and other waste.

The hazardous wastes are handled, segregated, stored and transported in accordance with applicable regulatory requirements and best industry practices. The hazardous waste is disposed off in an environmentally sound manner through authorized vendors for recycling as required by regulation.

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

Not Applicable

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

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

Yes, the Company is 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.

S. No.	Specify the law / regulation /guidelines which was not complied with	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
		Nil		

Leadership Indicator

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-2023 (in Giga Joules)	FY 2021-2022 (in Giga Joules)
From renewable sources		
Total electricity consumption(A)	197.02 GJ	202.23 GJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	197.02 GJ	202.23 GJ
From non-renewable sources		
Total electricity consumption (D)	462,454.38 GJ	392,652.17 GJ
Total fuel consumption (E)	196,360.88 GJ	298,473.77 GJ
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	658,815.26 GJ	691,125.94 GJ

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

During the year under review, MGL has not withdrawn any water or discharged water in the areas of water stress and do not have operations in these areas.

5. **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

7. **Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

MGL has a Business Continuity Plan (BCP) in place that outlines how the business will continue operating during an unplanned disruption in service. It contains contingencies for business processes, assets, human resources and business partners and every aspect of the business that might be affected.

The aim of BCP is to identify in advance, as far as possible, the actions that are necessary and the resources which are needed to enable the organization to manage a disaster whatever its cause considering the Business Continuity Recovery Strategies.

The BCP details out the arrangement which forms part of the overall Disaster (Crisis) Management Plan of the Company. MGL has an Emergency Response and Disaster Management Plan (ERDMP) which is in conformity with PNGRB Regulations and covers identification of emergencies, necessary mitigation measures, preparedness plans, response, and recovery measures with respect to MGL gas supply assets.

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.

Two

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Natural Gas Society	National
2	Confederation of Indian Industry	National

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

Name of authority	Brief of the case	Corrective action taken
NIL	NIL	NIL

Leadership Indicators

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

Nil

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development:

Essential Indicators

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

Not Applicable

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

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

Not Applicable

Sr. No.	Name of the Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Nil						

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

MGL has continued to contribute and focus on Health, Education, Environment, and Empowerment through its community outreach programmes and projects, establishing the attitude of care for the community for a sustainable and better tomorrow. MGL has in place a mechanism to receive and redress grievances of the community, complaints can be made through Emails, Physical letters and walk-in to Back Office and Front Office. MGL has multiple mechanisms such as Customer Relations Management (CRM), Grievance Redressal policy for employees and trainees and stakeholders. Further Company has adopted Whistle Blower Policy and Vigil Mechanism to receive and resolve grievances of community, stakeholders and public at large etc.

Mechanism to receive and redress grievances of the community, please refer Principle 5 - Question 5.

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

	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	21.63%	27.93%
Sourced directly from within the district and neighbouring districts	36.30%	48.43%

Leadership Indicator

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

Details of negative social impact identified	Corrective action taken
Nil	Nil

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

Not Applicable

S. No.	State	Aspirational District	Amount spent (In INR)
Nil	Nil	Nil	Nil

6. Details of beneficiaries of CSR Projects:

SR. NO.	CSR Project Name	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	MGL Saksham -Support to Children through Family Homes	70	100%
2	MGL Vidya- Mainstreaming education for dropout children	3000	100%
3	MGL Aarogya- Supplementary Nutrition	440	100%
4	MGL Aarogya-Childcare Centres - supporting child cancer patients	70	100%
5	MGL Saksham- Support of Orphaned/Semi-orphaned Children	35	100%
6	MGL Vikaas- Rural development (Project II)	3239	100%
7	MGL Hunar-Skill Training for Women	450	100%
8	MGL Aarogya- Health Infrastructure Support (Plant & machinery)	3462	100%
9	MGL Aarogya- Medical Equipment for Specially Abled Children	1031	100%
10	MGL Unnati- Training Centre Project	60	100%
11	MGL Aarogya - Upgradation of medical facilities at Topiwala National Medical College and B. Y. L. Nair Charitable Hospital	25538	100%
12	MGL Saksham -MGL Disha Project	14244	100%
13	MGL Vikas - Integrated Village Development- PRIDE India	2500	100%

SR. NO.	CSR Project Name	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
14	MGL-Saksham- Anganwadi strengthening, Women's skill development	760	100%
15	MGL Aarogya – Mid-day meal distribution	15000	100%
16	MGL Aarogya-Swasthya Ahara Program	150000	100%
17	MGL Aarogya - Lifeline Express Hospital Train project - Impact India Foundation	9850	100%
18	MGL Vidya -Palavee- Anganwadi strengthening	1485	100%
19	MGL Aarogya- Sir J.J.Group of Hospital - Support Nephrology	439	100%
20	MGL Aarogya- Medical camps for adolescent girls & women	CSR projects initiated during FY 2022-23, however beneficiaries will avail facilities in the FY 2023-24.	
21	MGL Saksham- Skill development of women		
22	MGL Hariyali- PUC machine for pollution control		
23	MGL Aarogya- Veterinary Hospital Medical equipment donation		
24	MGL Hunar- Infrastructure development for skill enhancement		
25	MGL Aarogya- Providing Ambulance van		
26	MGL Saathi- Support to Armed Forces on the Occasion of Flag Day		One time lumpsum donation was made to the Armed Forces Flag Day Fund, details of No. of person benefitted from these projects and % of beneficiaries can not be derived.
27	MGL Aarogya- Upgradation of additional medical facilities	Vapour Absorption Machines (VAM) were provided. All patients visiting the hospital are beneficiaries.	

Note: All the above CSR project details are of F.Y. 2022-23.



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.

MGL has a robust consumer grievance redressal mechanism in place. All our Customer Relationship Management (CRM) processes & practices are ISO certified. We have set up various online and offline touchpoints to cater to omni channel communication medium to proactively interact with its various stakeholders, citizens and customers address queries, concerns and grievance redressal of such a large customer base, that the customer may use. MGL has the following mechanism in place to receive and respond to consumer complaints and feedback.

Such as:

a. Call Centres: MGL has a very robust consumer redressal mechanism in place. It has an Omni Channel Customer Interface consisting of a 98-seater - 24x7 Customer Helpline (365 days),

- b. Back Office: employed service agencies with a dedicated team to cater to customer queries and concerns received through Emails, Physical letters, Customer posts on MGL Website.
- c. Front Office: 12 exclusive customers walk-in centres across its area of operations where customers can visit and get their concerns addressed.
- d. PNGRB QOSS guidelines (Quality of Service Standards: MGL has designated officers to fill the following positions: Complaint in-charge, Nodal Officer, and Appellate Authority. The contact details of these officers are printed on the reverse of our PNG bills and the company's website.
- e. CRM also interacts with various consumer forums and NGO to address customers concern's addressed by them.
- f. Website: MGL website is a one-stop solution for all information needs of prospective and existing customers regarding MGL. The website also helps existing customers to register and log their concerns.

- g. Chatbot: Chatbot helps customers to post their queries and helps to resolve the same in lesser time.
- h. Mobile App (MGL Connect): Customers can use MGL Connect for a bouquet of services including View Bill, Make Payments, View Payment History, submit Meter Reading etc
- i. Social Media and Online portal viz. Twitter, Facebook, Instagram and WhatsApp.
- j. All customer concerns are registered in SAP & unique docket numbers allotted. Based on the TAT efforts are made to address the customer's concern. Exceptions & delays in addressing concerns are escalated to HoD's on a weekly & monthly basis.
- k. A Customer Satisfaction Survey is conducted periodically by an independent agency to gauge the satisfaction index of D-PNG customers.

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	NA
Safe and responsible usage	100%
Recycling and/or safe disposal	NA

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

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

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

	Number	Reason for recall
Voluntary Recalls	NA	NA
Forced Recalls	NA	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, the Company has an Information Technology (IT) Policy available on the intranet of the Company and detailed framework on cyber security and risks related to data privacy which is available on the website of the Company at <https://www.mahanagargas.com:3000/Cyber%20Security%20Framework%20v2.pdf>. The Policy states the applicable rules, regulations and guidelines for proper usage of the business

information assets to ensure an ethical usage and provides further assurance on the safety and security of these assets.

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.

None.

Leadership Indicator

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

Yes, MGL has dedicated platform and channels for information on products and services, which can be accessed at www.mahanagargas.com and through Mobile APP (MGL Connect) which provides the complete product/ services information.

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

MGL takes all the steps to inform and educate about the safe and responsible usage of products/ or services in various ways. The safety norms/ Dos and Don't, related to its product is displayed at MGL website www.mahanagargas.com and its Mobile APP (MGL Connect).

- Best practices are also displayed on our PNG Bills (sent to PNG customers bimonthly). The safety guidelines are also intermittently disseminated to our customer through SMS to PNG customers.
- During festivals, the safety norms are given in all prominent News Paper to create safety awareness.
- Safety Guidelines are also displayed at across all MGL Offices.
- Marketing/ HSE departments conducts awareness program before PNG connection is provided to the Society/ Building.
- Awareness about PNG and CNG is released twice to thrice in a year in print and alternate months on social media, SMS alerts are also sent periodically, PNG Bill Inserts (leaflets) are also sent to customers along with their PNG Bills.
- Safety Information placards are also put up in Societies/ Buildings.

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

In case of a sudden disruption in the supply of gas supply for a longer period, SMS is sent to affected customer group by Operations & Maintenance department, and posts are put-up on social media for general awareness. In case of a planned shutdown/ maintenance activity, communications is sent to individual Societies/ Buildings informing the customers in advance about the activity, to enable them to take the required precautions/ steps.

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)

Display of product information on the product is not applicable to the Company. However, MGL does communicate about the product by displaying information at various customer touch points such as Customer walk-in Centres, CNG Retail Outlets, Customer/ Stake holders meets, etc. MGL carries out customer satisfaction survey in its geographical areas for DPNG and CNG segments periodically.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact
Zero.
- b. Percentage of data breaches involving personally identifiable information of customers
Zero.