



# एमएसटीसी लिमिटेड

(भारत सरकार का उपक्रम)

## MSTC LIMITED

(A Govt of India Enterprise)

CIN : L27320WB1964GOI026211

e-assuring  
**INDIA**

MSTC/CS/SE/566

26<sup>th</sup> August, 2024

1. The Dy. Manager (Listing)  
BSE Limited  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Mumbai 400 001.  
(Scrip Code: 542597)
2. The Manager, Listing Department  
National Stock Exchange of India Limited  
Exchange Plaza, Bandra Kurla Complex  
Bandra (E), Mumbai 400 051  
(Scrip Code: MSTCLTD)

Dear Sir/Madam,

**Sub: Business Responsibility and Sustainability Report 2023-24 of MSTC Limited**

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations"), we are submitting herewith the Business Responsibility and Sustainability Report of the Company for the financial year 2023-24, which also forms a part of the Annual Report for the financial year 2023-24.

This is for your information and records.

Thanking you,

Yours faithfully,  
For MSTC Limited

(Ajay Kumar Rai)  
Company Secretary & Compliance Officer



[www.mstcindia.co.in](http://www.mstcindia.co.in) / [www.mstcecommerce.com](http://www.mstcecommerce.com)

पंजीकृत कार्यालय : प्लॉट सं. सीएफ 18/2 मार्ग सं. 175 एक्शन एरिया 1 सी न्यूटाऊन कोलकाता 700156 प.ब.

Regd. Office : Plot No. CF18/2, Street No. 175, Action Area 1C, New Town, Kolkata-700156 W.B.



## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	<b>L27320WB1964G0I026211</b>
2. Name of the Listed Entity	<b>MSTC LIMITED</b>
3. Year of incorporation	<b>1964</b>
4. Registered office address	<b>Plot No. CF-18/2, Street no 175, Action Area 1C, New Town, Kolkata – 700156, W.B.</b>
5. Corporate address	<b>Plot No. CF-18/2, Street no 175, Action Area 1C, New Town, Kolkata – 700156, W.B.</b>
6. E-mail	<b>cssectt@mstcindia.in</b>
7. Telephone	<b>033-23400000</b>
8. Website	<b>www.mstcindia.co.in</b>
9. Financial year for which reporting is being done	<b>FY 2023-24</b>
10. Name of the Stock Exchange(s) where shares are listed	<b>BSE Limited (formerly Bombay Stock Exchange) and National Stock Exchange of India</b>
11. Paid-up Capital	<b>₹ 70,40,00,000</b>
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.	<b>Name: Ajay Kumar Rai Designation: Company Secretary &amp; Compliance Officer Telephone number: 033- 2340 0006 e-mail id: csmstc@mstcindia.in</b>
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	<b>Standalone</b>
14. Name of assurance provider	<b>Not Applicable</b>
15. Type of assurance obtained	<b>Not Applicable</b>

**II. Products/services:****16. Details of business activities (accounting for 90% of the turnover):**

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Professional, Scientific and Technical	Other professional, scientific and technical activities: E-Auction, E-Procurement and Software Solutions	93.95
2.	Support service to Organizations	Other support services to organizations: Procurement against 110% Bank Guarantee	6.05

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Services provided for a fee (Service charge)	4610	89.27
2.	Other online contents nec (Registration fees)	6209	3.48

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

Location	Number of plants	Number of offices	Total
National	Nil	20	20
International	Nil	Nil	Nil

**19. Markets served by the entity:****a. Number of locations**

Locations	Number
National (No. of States)	18
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**

Basically, customers of various auctions are categorized in Traders, Consumer Core group and Consumer non-core group.

**Core group:**

- Central Government departments
- State Government departments
- Central PSUs
- State PSUs
- Banks
- Other Statutory bodies
- Leading Private sector companies in Telecom, Oil & Gas, Construction, Power, Steel sectors etc.

**Non-core group:**

Small organisations, MSMEs, Private and Proprietorship firms, individuals, furnaces etc.

Customers associated with the procurement model against 110% irrevocable Bank Guarantee (BG) mostly belong to the Construction and Infrastructure development space. Customers avail non fund-based credit limit for better liquidity management.

**IV. Employees**
**20. Details as at the end of Financial Year:**
**a. Employees and workers (including differently abled):**

S. Particulars No.	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES					
1. Permanent (D)	290	243	83.7	47	16.2
2. Other than Permanent (E)	18	17	94.4	1	5.6
3. Total employees (D + E)	308	260	84.4	48	15.6
WORKERS					
4. Permanent (F)	-	-	-	-	-
5. Other than Permanent (G)	-	-	-	-	-
6. Total workers (F + G)	-	-	-	-	-

**b. Differently abled Employees and workers:**

S. Particulars No.	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES					
1. Permanent (D)	9	8	88.9%	1	11.1%
2. Other than Permanent (E)	0	0	0	0	0
3. Total differently abled employees (D + E)	9	8	88.9%	1	11.1%
DIFFERENTLY ABLED WORKERS					
4. Permanent (F)	-	-	-	-	-
5. Other than permanent (G)	-	-	-	-	-
6. Total differently abled workers (F + G)	-	-	-	-	-

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

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	7	2	28.6
Key Management Personnel	4	1	25

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

Particulars	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	2.88	6.3	9.18	5.2	4	9.2	7.6	7.5	15.1
<b>Permanent Workers</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: Turnover rate = (Total separations including resigned, retired, and expired) / (Total number of employees)

**Attrition rate for permanent employees and workers**

Particulars	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	1.64	0	1.64	1.5	0	1.5	2.4	0	2.4
<b>Permanent Workers</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: Attrition rate = (Total Resignations) / (Total number of employees)

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

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Ferro Scrap Nigam Limited	Subsidiary	100	No
2.	Mahindra MSTC Recycling Private Limited	Joint Venture	50	No

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

**(ii) Turnover (in ₹)** - ₹ 3,24,71,83,995

**(iii) Net worth (in ₹)** - ₹ 5,94,02,71,000

**Note:** To determine the applicability of CSR provisions for the reporting FY 2023-24, Turnover and Networth figures are stated for the previous financial year i.e. FY 2022-23

**VII. Transparency and Disclosures Compliances**
**25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide weblink for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes	7	0	-	7	0	-
Employees and workers	Yes	1	0	-	3	0	-
Customers	Yes	29	1	-	46	0	-
Value Chain Partners	Yes	0	0	-	-	-	-
Other* (please specify)	Yes	23	0	-	12	0	-

\*Other contains miscellaneous matters related to Subsidiary co., other Govt. departments and other stakeholders.

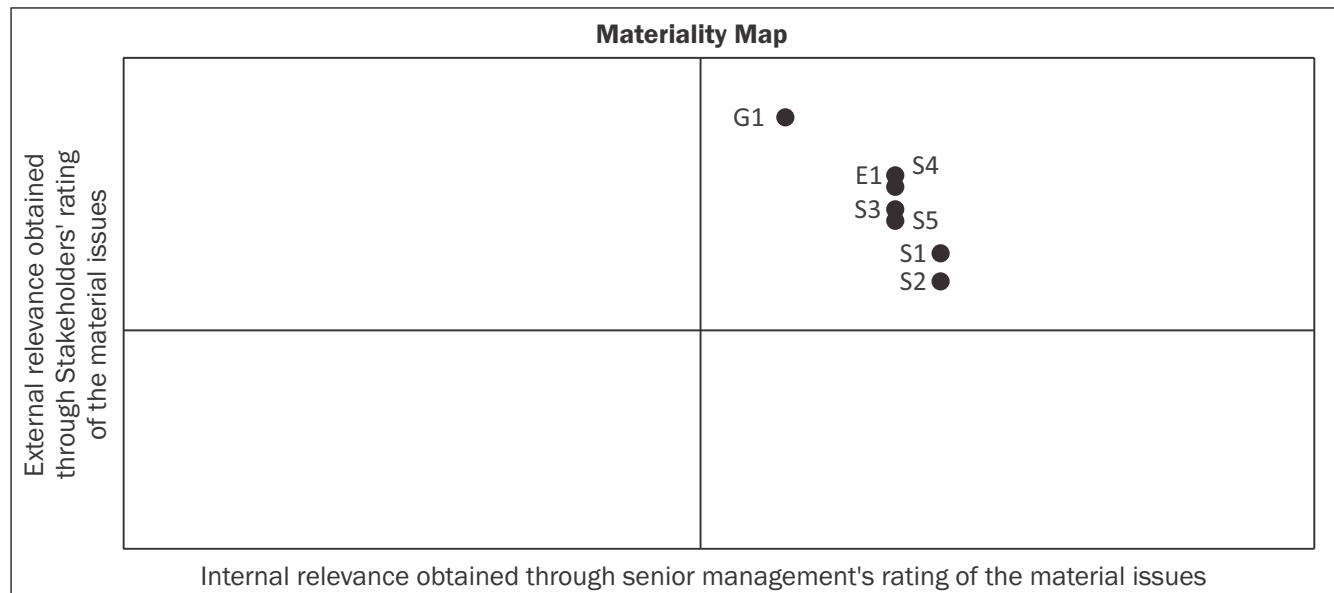
During the Financial Year 2023-24, 60 grievances in total received from both internal and external stakeholders. Out of this, 59 grievances (98.33%) were disposed of and 01 grievance was under process as on 31<sup>st</sup> March, 2024 which has been disposed-off subsequently in the month of April, 2024.

**26. Overview of the entity's material responsible business conduct issues**

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

The material issues for MSTC were arrived at by conducting stakeholder engagement. Probable set of issues for the company was arrived at by identifying the set of issues common for the sector and geography, and the issues were prioritized by stakeholders and by MSTC's senior management. The issues that were deemed to be critically important for both stakeholders and senior management were identified as material issues for the company.

The material issues for MSTC with their relative position in the materiality map is given below.





**The material issues identified for MSTC are:**

1. Diversity in the organization (S1)
2. Work life balance of employees (S2)
3. Training, education, and career progression (S3)
4. Resource Efficiency (E1)
5. Customer privacy and Data protection (S4)
6. Customer complaints and feedback (S5)
7. Anti-corruption practices of the company (G1)

Among the identified material issues, one is environmental, one is governance related, and five are social.

S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Diversity in the organisation	Opportunity	Diverse and inclusive workplace can result in a variety of perspectives, ideas, and innovations, leading to improved decision-making, employee engagement, and customer satisfaction.	NA	P
2.	Work life balance of employees	Opportunity	A better work life balance can lead to improved employee satisfaction, engagement, and retention, which can result in a more motivated and productive workforce.	NA	P
3.	Training, education, & career progression	Opportunity	Providing training and development opportunities can help to build a skilled and competent workforce, leading to improved employee satisfaction, engagement, and retention. This, in turn, can result in a more productive workforce and better business performance.	NA	P
4.	Resource Efficiency	Opportunity	Improving resource efficiency can lead to cost savings and reduced environmental impact, as well as improved reputation with stakeholders.	NA	P
5.	Customer privacy and Data Protection	Risk	Failure to adequately protect customer privacy can lead to reputational damage, legal and regulatory sanctions and loss of customer trust, resulting in financial losses and decreased customer loyalty.	MSTC strictly maintain confidentiality and cyber security. MSTC has implemented next generation firewall along with Intrusion Prevention System (IPS) at different levels along with SSL. MSTC's e-commerce system is ISO 27001:2013 certified	N
6.	Customer complaints and feedback	Risk	Customer complaints if not addressed appropriately, can lead to negative consequences such as decreased customer loyalty and reputational damage.	Improve customer service and address issues promptly.	N
7.	Anti-corruption practices of the company	Risk	Failure to implement effective anti-corruption practices can lead to legal and regulatory sanctions, fines, reputational damage, and loss of customer trust, resulting in financial losses and decreased customer loyalty.	Company has already implemented strict anti corruption policies and training programs. MSTC adopts zero tolerance policy towards corruption.	N

## 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	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>c. Web Link of the Policies, if available</b>	Visit <a href="http://www.mstcindia.co.in">www.mstcindia.co.in</a> and navigate to 'Policies' under 'Menu' option for more details								
<b>2. Whether the entity has translated the policy into procedures. (Yes / No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</b>	ISO 9001: 2015	No	No	IPR (for the e-commerce site)	No	No	No	No	ISO 27001: 2013, IPR
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	No. Company will be imbibing the material issues to its strategy and arriving at targets for the same wherever applicable.								
<b>6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.</b>	-								

### Governance, Leadership and Oversight

#### 7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

At MSTC, we continue to uphold our unwavering commitment to promoting good corporate governance, conducting business with the highest levels of transparency, and adhering to stringent ethical standards. Our Integrity Pact, mandatory in all contracts, epitomizes this dedication, reflecting our commitment to ethical practices as suggested by Transparency International India to the Ministry of Steel.

The Indian economy concluded the past fiscal year on a robust note, driven by strong business and consumer sentiments, sustained public investment, easing inflation, and a favorable external environment. However, extended geopolitical tensions and persistent high real interest rates pose risks to the growth trajectory.

#### ESG-Related Achievements

This year, we significantly enhanced our employee training programs. Compared to less than 2% of employees trained on safety and health last year, 60% received training this year. Additionally, skill upgradation training increased by nearly 10%, reflecting our commitment to employee development and workplace safety.



Our efforts to support small and medium-sized enterprises (SMEs) have seen substantial growth. Last year, 38% of our input material was sourced from MSMEs. This year, we increased this to over 81%, demonstrating our dedication to fostering local economies and supporting small businesses.

We have made significant improvements in median remuneration at all levels for both genders, ensuring fair and equitable pay across the organization.

MSTC has spent approximately ₹ 3.78 crores on CSR activities in the health sector across various states, including Assam, Sikkim, Odisha, Karnataka, Kerala, Telangana, Tamil Nadu, Madhya Pradesh, Bihar, Uttar Pradesh, and West Bengal.

MSTC has been awarded first prize by Narakas, Kolkata, for best official language implementation in the corporate office category, along with several other regional and branch office awards, setting a record with five Narakas Awards this year. This shows our commitment to be inclusive for the majority of population who are better suited with the official language.

**Strategic Initiatives and Targets**

MSTC continues to lead in promoting a circular economy. We have added two more Registered Vehicle Scrapping Facilities (RVSFs) at Guwahati and Bengaluru through our JV company, MMRPL, and launched an ELV auction portal for the disposal of 'End-Of-Life' Vehicles.

We are exploring new areas of recycling, such as ferrous material, aircraft, e-waste, textile recycling, and other hazardous waste.

MSTC has framed a start-up policy to onboard start-up companies for R&D and to utilize emerging technologies. This initiative is part of our strategy to drive innovation and maintain our competitive edge.

**Challenges and Threats**

GeM Portal Impact: The government's directive to use the GeM Portal for purchases poses a challenge to our e-procurement business, as it reduces our exposure and scope of work in this area.

Cybersecurity Risks: We continue to face the threat of cyber-attacks, which could impact business operations, reputation, and financial stability. Ensuring robust cybersecurity measures remains a top priority.

Business Model Adaptation: The rapidly changing technological landscape requires continuous adaptation to meet new customer demands and preferences, presenting both a challenge and an opportunity for growth.

**Future Outlook**

Our focus remains on developing integrated, paperless, and seamless services for various government and non-government organizations. MSTC's V3 Enterprise Procurement Solution continues to set industry standards, and we are committed to further enhancing our e-commerce platform to meet evolving customer needs.

As we navigate the ESG landscape, MSTC remains dedicated to creating sustainable value for all stakeholders through innovation, ethical practices, and a commitment to environmental stewardship.

Finally, I would like to thank all our stakeholders, including employees, customers, and suppliers for their trust and confidence in MSTC. We assure you that we remain steadfast in our commitment to creating sustainable value and continuing to uphold the highest standards of corporate governance and social responsibility.

<p><b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</b></p>	<p>DIN Number : 09762368                  Name : Manobendra Ghoshal                  Designation : Chairman and Managing Director</p>
<p><b>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.</b></p>	<p>DIN Number : 09762368                  Name : Manobendra Ghoshal                  Designation : Chairman and Managing Director</p>



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

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against Above policies and follow up action	Director									HY	HY	HY	HY	HY	HY	HY	HY	HY
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Director									HY	HY	HY	HY	HY	HY	HY	HY	HY

**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.**

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Yes, Pozhat Sustainable Solutions Private Limited								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	All Principles are covered by the Policies.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

### Essential Indicators

#### 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 awareness programmes
Board of Directors		Capacity Building programmes and Orientation programmes for Directors of CPSEs	
• Independent Directors	1		100%
• Non-Independent Directors	57	As per Annexure - A1	100%
Key Managerial Personnel	57	As per Annexure - A1	100%
Employees other than BoD and KMPs	105	As per Annexure - A2	95%
Workers	NA	NA	NA

MSTC has done a principle-based mapping of their training programmes, the details of which are mentioned in Annexure B.

#### 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 Requirements) Regulations, 2015 and as disclosed on the entity's website) :

#### Monetary

	NGRBC Principle	Name of the regulatory / enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding Fee	-	-	-	-	-

#### Non-Monetary

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

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

Nil

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

**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.**

MSTC adheres to the 'Guidelines on Corporate Governance for Central Public Sector Enterprises' and has established robust mechanisms for complaint handling and conduct management. The entity's comprehensive guidelines and the 'Conduct, Discipline, and Appeal (CDA) Rules' govern these processes, ensuring effective resolution of complaints and upholding ethical standards. Additionally, it has fraud prevention policy for the prevention, detection, and reporting of any suspected or detected fraud, as well as to ensure fair dealings.

For more details, the policy can be accessed at the following links:

1. [https://www.mstcindia.co.in/mstc\\_static\\_pages/RIA/RTIportal01/CDA\\_rules.pdf](https://www.mstcindia.co.in/mstc_static_pages/RIA/RTIportal01/CDA_rules.pdf)
2. [https://www.mstcindia.co.in/MSTC\\_Static\\_Pages/frontpage/FPF-MSTC.htm](https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/FPF-MSTC.htm)

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

There were no such disciplinary actions taken by law enforcement agencies for FY 2023-24 or FY 2022-23.

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

There were no complaints regarding conflict of interest for FY 2023-24 or FY 2022-23.

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

Not applicable.

**8. Number of days of accounts payables ((Accounts payable \*365)/ Cost of goods/ services procured):**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	357	447

**9. Openness of business**

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

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	51%	23%
	b. Number of trading houses where purchases are made from	179	261
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	94%	64%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers/distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties / Total Sales)	0.08	0.14
	c. Loans & advances (Loans & advances given to related Total loans & advances)	Nil	Nil
	d. Investments (Investments in related parties / Total Investments made) (Rs. in Lakhs)	Nil	140

## Leadership Indicators

### 1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
08	<ol style="list-style-type: none"> <li>1. Conference on Real State Synergy at Delhi.</li> <li>2. India International Trade Fair</li> <li>3. Vigilance Awareness Week, Swachhata Abhiyan/ Swachhata Pakhwada</li> <li>4. Seminar on cleanliness and Hygiene</li> <li>5. Unity Run</li> <li>6. Yoga Day Celebration</li> <li>7. Rajbhasha Pakhwada/ Rajbhasha Jagrukta Saptah</li> <li>8. Rajbhasha Sangosthi on Narakash Web portal</li> </ol>	100

### 2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes the same is addressed through:

- CDA Policy - [https://www.mstcindia.co.in/mstc\\_static\\_pages/RIA/RTIPORTAL01/CDA\\_rules.pdf](https://www.mstcindia.co.in/mstc_static_pages/RIA/RTIPORTAL01/CDA_rules.pdf)
- Related Party Transactions Policy - [https://www.mstcindia.co.in/MSTC\\_Static\\_Pages/frontpage/newpolicy/RELATEDPARTYTRANSACTIONS.pdf](https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/newpolicy/RELATEDPARTYTRANSACTIONS.pdf)
- Model Code of Business Conduct - [https://www.mstcindia.co.in/MSTC\\_Static\\_Pages/frontpage/BOD/Model\\_code\\_of\\_business\\_conduct.pdf](https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/BOD/Model_code_of_business_conduct.pdf)
- Code for Independent Directors - [https://www.mstcindia.co.in/MSTC\\_Static\\_Pages/frontpage/Code%20of%20Indepedent%20Directors.pdf](https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/Code%20of%20Indepedent%20Directors.pdf)

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

## Essential Indicators

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	-	29%	-

At MSTC, we are dedicated to leveraging both capital expenditure (capex) and research and development (R&D) investments to enhance our environmental and social impacts. Our strategic initiatives demonstrate our commitment to sustainable growth and corporate responsibility. Below, we outline these initiatives, detailing their contributions to environmental and social improvements.



**Capital Expenditure (Capex) Initiatives**

1. Registered Vehicle Scrapping Facilities (RVSFs):
  - This year, MSTC has added two more RVSFs at Guwahati and Bengaluru, bringing the total to 40 locations across India, including 33 collection centers and 7 dismantling centers. This was achieved from FY 2022-23 financial allocation while, in FY 2023-24 we had allocated ₹ 500 lakhs for RVSFs.
  - Environmental Impact: These facilities contribute significantly to reducing waste and pollution by ensuring the safe and efficient disposal of end-of-life vehicles.
  - Social Impact: Creation of jobs and improvement of local economies through these facilities.
2. End-Of-Life Vehicles (ELV) Auction Portal:
  - MSTC launched an ELV auction portal for the disposal of 'End-Of-Life' Vehicles for Central and State Governments, extending services to individual ELV owners.
  - Environmental Impact: Facilitates the recycling of vehicles, reducing landfill waste and promoting resource recovery.
  - Social Impact: Provides a structured platform for individuals to dispose of old vehicles responsibly.

Furthermore, MSTC has also dedicated substantial investments of ₹ 8.78 crores in preceding two financial years towards the construction of a new green corporate office building. The new corporate office located at Smart City of New Town, Kolkata is an IGBC certified Green Building, Steel Intensive Structure with Intelligent Building Management System and the State-Of-The-Art-Data-Centre.

**Research and Development (R&D) Initiatives**

1. Start-Up Policy for R&D:
  - MSTC has onboarded start-up companies for research and development, focusing on emerging technologies.
  - Environmental Impact: Drives innovation in environmentally friendly technologies and processes.
  - Social Impact: Supports the growth of new businesses and creates job opportunities.
2. Innovations in Recycling Processes:
  - MSTC has implemented advanced technologies in the recycling of ferrous materials, aircraft, e-waste, textiles, and other hazardous wastes.
  - Environmental Impact: Enhances recycling efficiency and reduces environmental footprint.
  - Social Impact: Promotes safer and healthier communities by reducing exposure to hazardous materials.

MSTC has made significant strides in improving environmental and social impacts. The expansion of our recycling facilities and the development of innovative recycling technologies have reduced waste and promoted sustainable resource use. These initiatives demonstrate MSTC's dedication to creating a sustainable and responsible future.

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

Yes, as a Public Sector Undertaking, we adhere to the mandates on sourcing from MSMEs. We give preference to co located vendors through the promotion of Make-in-India policy and gives preference to MSMEs for procurement.

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

Minimum of 25% of total annual procurement is done through MSMEs.

**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.**

Not applicable as the Company is into e-commerce services.

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

Not applicable as the Company is into e-commerce services.

### Leadership Indicators

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

NIC Code	Name of Product/Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, please provide the web-link.
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Not applicable

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

Not Applicable

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

Not Applicable

- 4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	Old PCs disposed to e-waste Recyclers through e- Auction	NA	NA	Old PCs disposed to e-waste Recyclers through e- Auction
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

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

Not applicable as the Company is into e-commerce services.

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

**Essential Indicators**

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

% of employees covered by											
Category	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)
<b>Permanent employees</b>											
Male	243	243	100%	243	100%	-	-	-	-	-	-
Female	47	47	100%	47	100%	47	100%	-	-	-	-
<b>Total</b>	<b>290</b>	<b>290</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>47</b>	<b>16.21%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other than Permanent employees</b>											
Male	17	-	-	-	-	-	-	-	-	-	-
Female	1	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>18</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Note: The Company is in the process for providing Day Care facilities for all employees.

**b. Details of measures for the well-being of workers:** Not Applicable

% of workers covered by											
Category	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)
<b>Permanent workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other than Permanent workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent):**

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	2.51	1.88

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

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted & 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%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	NA	NA	NA	NA	NA	NA
Others – (please specify Post-Retirement Medical benefit and Pension)	100%	NA	Y	100%	NA	Y

**3. Accessibility of workplaces**

**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard :**

Yes, our offices are enabled for wheelchair access including walkways, common areas, and washrooms.

**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.**

No, but the company has accessibility policy which is available at following web-link :

[https://www.mstcindia.co.in/MSTC\\_Static\\_Pages/frontpage/AccessibilityPolicy\\_CorporateWebsite.pdf](https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/AccessibilityPolicy_CorporateWebsite.pdf)

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	-	-	-
Female	100%*	Nil <sup>#</sup>	-	-
Total	100%	Nil	-	-

\*3 employees are on maternity leave as on date and 1 employee joined back company after completion of child-care leave. None of the three employees on maternity leave are due for returning as their tenure of leave are not completed yet.

# No employees took parental leave in the prior reporting period for calculating retention rate.

**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	NA
Other than Permanent Workers	NA
Permanent Employees	There is a <u>Public Grievance Redressal Cell</u> for permanent employees
Other than Permanent Employees	Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG. There is also MSTC Portal for handling Public Grievance.

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 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	290	62	21.38%	300	63	21%
● Male	243	53	21.81%	250	54	21.60%
● Female	47	09	19.15%	50	9	18%
Total Permanent Workers	NA	NA	NA	NA	NA	NA
● Male	NA	NA	NA	NA	NA	NA
● Female	NA	NA	NA	NA	NA	NA

\*The figures are as per return filed with Registrar of Trade Union as at the end of calendar year.

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

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (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)
<b>Employees</b>										
Male	260	161	61.92%	240	92.31%	253	5	1.98%	205	81.03%
Female	48	26	54.17%	45	93.75%	50	0	0%	45	90%
Total	308	187	60.71%	285	92.53%	303	5	1.65%	250	82.51%
<b>Workers</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	260	243	93.46%	253	250	98.81%
Female	48	47	97.92%	50	50	100%
Total	308	290	94.16%	303	300	99.01%
<b>Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

**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, 100% employees of the company are covered

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

- Not Applicable

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

- Not Applicable



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

Yes, MSTC recognizes the significance of employees' health and well-being and goes above and beyond to provide access to non-occupational medical and healthcare services.

As a prominent E-commerce major, MSTC places utmost importance on the welfare of its employees. The entity takes proactive measures to safeguard their physical and mental health, ensuring a safe and supportive work environment. Moreover, MSTC demonstrates its commitment to the employees' long-term well-being by providing post-retirement medical benefits, assuring them of continued healthcare support beyond their active employment.

In addition to prioritizing employee health, MSTC fosters a culture of fairness and equality. The entity ensures that all employees are treated equitably, promoting an inclusive workplace where everyone feels valued and respected. Ethical conduct is strongly emphasized throughout the organization's policies, with a clear message regarding the importance of ethical behavior from every employee.

Furthermore, MSTC extends its dedication to human rights and health and safety beyond its immediate workforce. The entity communicates its commitment to these principles with its supplier firms, encouraging them to uphold the same standards. By doing so, MSTC actively promotes responsible business practices throughout its supply chain, ensuring the well-being and rights of all individuals involved.

By providing access to non-occupational medical and healthcare services, MSTC demonstrates its unwavering commitment to the overall welfare of its employees. This commitment extends to creating a supportive and inclusive workplace environment while upholding ethical values and promoting human rights and safety across its operations.

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

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

There were No incidents reported at any of the locations of the company.

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

MSTC is deeply committed to ensuring a safe and healthy workplace for all its employees, taking comprehensive measures to mitigate risks and promote well-being.

To instill a culture of safety, the entity conducts regular training sessions that focus on critical safety procedures, including fire safety and emergency protocols. By equipping employees with the necessary knowledge and awareness, MSTC ensures that everyone is prepared to take swift and appropriate action during unforeseen events.

MSTC also prioritizes the maintenance of its machinery and equipment to guarantee their optimal functioning and reduce the likelihood of accidents. Through proactive preventive maintenance practices, the entity upholds the highest standards of equipment upkeep, contributing to a safer working environment.

In recognition of potential emergencies, MSTC ensures that essential resources are readily available. Wheelchairs and stretchers are accessible to employees, ensuring swift assistance and support in case of medical emergencies. This demonstrates the entity's commitment to the well-being and immediate care of its workforce.

By implementing these measures, MSTC creates a workplace where employees feel secure and confident in their surroundings. Through comprehensive safety training, proactive maintenance efforts, and the provision of emergency resources, MSTC upholds its responsibility to foster a safe and healthy environment for its employees.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (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	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

There were No complaints from employees in this financial year or the previous financial year on working conditions and Health & Safety.

**14. Assessments for the year:**

Assessment Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	5%  Note: MSTC has 1 Head Office and 19 Regional/Branch offices out of which only Head Office building is owned by MSTC where Fire safety system, Lifts etc., are maintained by MSTC.
Working Conditions	100%  All equipment including AC, Lift, DG set etc are maintained on a regular basis and are under Annual Maintenance Contract (AMC).

**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.**

We have Facility Management Service contract to take care of regular maintenance of building equipment/systems.

### Leadership Indicators

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)?**

Yes

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

MSTC takes stringent measures to ensure that statutory dues are deducted and deposited by its value chain partners, leaving no room for non-compliance.

To guarantee adherence to legal requirements, MSTC diligently verifies and approves all contractor bills only after confirming that the necessary statutory dues, such as Provident Fund (PF), Employee State Insurance (ESI), and other applicable obligations, have been duly paid. This meticulous verification process ensures that contractors are in strict compliance with the rules and regulations prescribed by law.

MSTC maintains a zero-tolerance policy towards non-compliance, firmly expecting its contractors to fulfill their statutory obligations as mandated. By strictly enforcing this requirement, MSTC safeguards the interests of its stakeholders and upholds its commitment to conducting business in full accordance with the law.

In line with its dedication to compliance, MSTC ensures that all applicable statutory dues are deducted and promptly deposited as per the prevailing legal provisions. By prioritizing these obligations, MSTC demonstrates its unwavering commitment to ethical practices and responsible financial management.

Through these measures, MSTC actively promotes a culture of compliance and accountability within its value chain, guaranteeing that all statutory dues are handled with utmost diligence and in strict accordance with legal requirements.

- 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:**

Not applicable as there were no employees/workers who have suffered any forms of work-related injury/illness.

- 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?**

No

- 5. Details on assessment of value chain partners:**

Nil

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

MSTC takes immediate corrective actions to address significant risks and concerns regarding health and safety practices and working conditions within its value chain partners. By closely monitoring and implementing standards at the office level, MSTC ensures a safe environment. Prompt interventions are made to rectify any identified issues, prioritizing the well-being of all individuals involved in the value chain.

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

**Essential Indicators**

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

The following is a step-by-step process done to identify stakeholders for MSTC:

**Determination of scope of materiality assessment:** includes identifying the issues, topics, or areas that were assessed for their potential impact on the company's operations, reputation, or stakeholders. This was done based on initial guidance as per SASB and GRI suggested approaches.

**Identification of internal stakeholders:** Internal stakeholders are those who have a direct connection to the company, such as employees, shareholders, and management. Identify all internal stakeholders who may be affected by the materiality assessment.

**Identification of external stakeholders:** External stakeholders are those who do not have a direct connection to the company, but who are impacted by the company's operations, such as customers, suppliers, regulators, and the local community.

**Prioritization of identified stakeholders:** Prioritized stakeholders based on their level of interest in the assessment, as well as their level of influence over MTSC's operations were finalised for further engagement for the materiality assessment process.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually / Half yearly / Quarterly / others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	eMail, Notice board,	Event Based	Communication of decision, implementation of rules, conduction of events etc.
Customers	No	Emails, SMS, Advertisement, Notice Board, Website	On regular basis	Handholding for Registration, Event related queries & solutions and information exchange.
Investors and Shareholders	No	Website, Newspaper, Through Stock Exchange, Email and post Investor meet	Quarterly as well as on occurrence of specific events	Financial Results, Dividend, Material Information, General Meetings, Information to the shareholders
Suppliers (general)	No	Email, Meetings, Websites, Letters, Designated Web Portal	On regular basis	Procurement of goods/services
Suppliers (systems)	No	Email/Physical meetings	On regular basis during procurement/ AMC / Support	Estimated price / alternate solution / Negotiation
Media	No	Website, Television and print media.	Event based	Statutory notice, tender notice, financial reporting as compliance various rules and regulations, display advertisement/ brand building, awareness programmes, corporate events.
Statutory Authorities	No	Website, efilling, physical submission	Event Based	Compliance of various rules and regulations.
Communities	Yes	Newspaper, Email	Event based	CSR-initiatives, Awareness Programmes Participation in social events.

### Leadership Indicators

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

The Company believes that regular and proactive communication with its key stakeholders is essential for conveying its strategies and performance effectively. By maintaining consistent engagement, the Company can better understand stakeholder expectations and serve them accordingly. The Board is kept informed of relevant developments and the Directors are asked for their feedback.

In addition to the regular engagements, company has also undertaken stakeholder engagement exercise with its key stakeholders. The prioritized list of issues from the stakeholders are submitted to the management and board as a report for further action. Important issues as identified by the stakeholders were also identified as material for the company for further actions.

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

Yes, the company has engaged with its stakeholders to identify the material topics for itself. The outcome is disclosed in this report which will be further utilized and linked with company's long term strategy.

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

The Company's CSR activities focus on the Tribals, backwards, vulnerable and marginalized segments of society. Kindly refer to the CSR Report given separately in Annual Report.

## PRINCIPLE 5: Businesses should respect and promote human rights

### Essential Indicators

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of Employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	NIL	NIL	NIL	NIL	NIL	NIL
Other than permanent	NIL	NIL	NIL	NIL	NIL	NIL
Total Employees	NIL	NIL	NIL	NIL	NIL	NIL
<b>Workers</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Permanent	290	0	0%	290	100%	300	0	0%	300	100%
• Male	243	0	0%	243	100%	250	0	0%	250	100%
• Female	47	0	0%	47	100%	50	0	0%	50	100%
Other than Permanent	18	0	0%	18	100%	3	0	0%	3	100%
• Male	17	0	0%	17	100%	3	0	0%	3	100%
• Female	1	0	0%	1	100%	0	0	0%	0	0%
<b>Workers</b>										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
• Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
• Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
• Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
• Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**3. Details of remuneration/salary/wages :  
a. Medium remuneration/wages :**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (in Lakh ₹)	Number	Median remuneration/ salary/ wages of respective category (in Lakh ₹)
Board of Directors (BoD)	2	86.30	1	82.66
Key Managerial Personnel	3	74.90	1	82.66
Employees other than BoD and KMP	240	29.70	46	29.70
Workers	NA	NA	NA	NA



**b. Gross wages paid to females as % of total wages paid by the entity :**

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Finance Year
Gross wages paid to females as % of total wages	16.21	16.67

**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. MSTC has a central grievance cell that looks at and responds to the human rights related or other grievances of its stakeholders. The committee has the following members.

1. Shri A Mahalanabis, Addl. GM (Training)
2. Shri Debasis Ghosal, Addl. GM (Law)
3. Shri Ratikant Pradhan, DGM (F&A)

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

MSTC has robust internal mechanisms to address grievances related to human rights issues, ensuring prompt and effective redressal.

The entity's policies specifically address human rights and undergo regular review, reflecting its commitment to upholding these fundamental principles.

To provide an accessible and efficient avenue for grievance redressal, MSTC offers stakeholders the option to lodge requests for resolution through its dedicated public grievance portal. Additionally, stakeholders can utilize the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal, a citizen's portal, to seek resolution for their grievances.

By offering these channels, MSTC demonstrates its dedication to providing a transparent and accountable platform for individuals to raise concerns regarding human rights violations. The entity's commitment to promptly addressing grievances underscores its commitment to respecting and protecting human rights throughout its operations.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (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	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	1	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

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

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

The Whistle Blower Policy is formulated to provide opportunity to employees to access in good faith, to the Competent Authority in case of complaints, improper practices and/or activities or any other wrongful conduct in the Company and to prohibit managerial personnel from taking any adverse personnel action against those employees.

The Policy also provides for adequate safeguards against victimization of Directors and Employees to avail of the mechanism and also provides for direct access to the Chairman of Audit Committee in exceptional cases.

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

Yes

**10. Assessments for the year:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	5%*
Forced/involuntary labour	5%*
Sexual harassment	5%*
Discrimination at workplace	5%*
Wages	100% (Internal Audit)
Others – please specify	100% (CAG Audit)

\*Periodical inspection by LEO (Labour Enforcement Officer, Central) Kolkata

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

Not Applicable.

### Leadership Indicators

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

Currently, there is no business process that has been modified or introduced as a direct result of addressing human rights grievances. If in the future, MSTC receives complaints on human rights violations, then we will take cognizance of the same and will modify or develop new processes as required.

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

Nil.

**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.

**4. Details on assessment of value chain partners:**

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	-
Discrimination at workplace	-
Child Labour	-
Forced Labour/Involuntary Labour	-
Wages	-
Others – please specify	-

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

Not Applicable

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

**Essential Indicators**

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	8.11x 10 <sup>10</sup> J	7.45x 10 <sup>10</sup> J
Total fuel consumption (B)	0.91x 10 <sup>10</sup> J	--
Energy consumption through other sources (C)	--	--
<b>Total energy consumption (A+B+C)</b>	<b>9.02x 10<sup>10</sup>J</b>	<b>7.45x10<sup>10</sup>J</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	361.6 x 10 <sup>10</sup> J	309x10 <sup>10</sup> J
Total fuel consumption (E)	--	--
Energy consumption through other sources (F)	--	--
<b>Total energy consumption (D+E+F)</b>	<b>361.6 x 10<sup>10</sup> J</b>	<b>309x10<sup>10</sup> J</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) (J/₹)	1,143.4	951.6
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (J/₹-adjusted for PPP)	25,612.2	21,096.8
Energy intensity in terms of physical output	--	--
Energy intensity (optional) – the relevant metric may be selected by the entity	--	--

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

No

**2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

No

**3. Provide details of the following disclosures related to water:**

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in Kilolitres)</b>		
(i) Surface water	--	--
(ii) Groundwater	--	--
(iii) Third party water	--	--
(iv) Seawater / desalinated water	--	--
(v) Others	--	--
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	--	--
<b>Total volume of water consumption (in kilolitres)</b>	--*	--*
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>		
(Total water consumption / Revenue from operations adjusted for PPP)	--	--
<b>Water intensity in terms of physical output</b>		
Water intensity ( <i>optional</i> ) – the relevant metric may be selected by the entity ----	--	--

\*MSTC's operations primarily involve e-commerce services for government tenders and are not water-intensive. Our head office is located in a region where water is supplied by the municipality at no cost, and as such, water usage is not tracked or billed. Given the nature of our services, the water consumption by MSTC is expected to be minimal and not significant to our overall environmental impact.

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

- No

**4. Provide the following details related to water discharged:**

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	NA	NA
- No treatment		
- With treatment – specify level of treatment		
(ii) To Groundwater	NA	NA
- No treatment		
- With treatment – specify level of treatment		
(iii) To Seawater	NA	NA
- No treatment		
- With treatment – specify level of treatment		
(iv) Sent to third-parties	NA	NA
- No treatment		
- With treatment – specify level of treatment		
(v) Others	NA	NA
- No treatment		
- With treatment – specify level of treatment		
<b>Total water discharged (in kilolitres)</b>	<b>NA</b>	<b>NA</b>

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

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

No, the entity has not implemented a mechanism for Zero Liquid Discharge.

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	NA	--	--
SOx	NA	--	--
Particulate matter (PM)	NA	--	--
Persistent organic pollutants (POP)	NA	--	--
Volatile organic compounds (VOC)	NA	--	--
Hazardous air pollutants (HAP)	NA	--	--
Others – please specify	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. - No**

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NA	NA
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	718.18	699.54
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO2 Equivalent per ₹	2.27093E-07	2.1543E-07
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	Metric tonnes of CO2 Equivalent per ₹ -adjusted for PPP	5.08689E-06	4.77608E-06
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

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

- No

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

At MSTC, we are committed to reducing our environmental footprint and actively engaging in projects that mitigate greenhouse gas (GHG) emissions. This year, we have made significant strides through several key initiatives. We have added two more Registered Vehicle Scrapping Facilities (RVSFs) at Guwahati and Bengaluru with an allocated expense of ₹ 5 crores, expanding our total to 40 locations across India, including 33 collection centers and 7 dismantling centers. These facilities ensure the safe and efficient disposal of end-of-life vehicles, preventing the release of harmful pollutants and promoting recycling. By recycling automotive parts and materials, we significantly reduce the need for new raw materials, thereby decreasing emissions associated with manufacturing and resource extraction.

Additionally, MSTC launched an End-Of-Life Vehicles (ELV) auction portal for the disposal of 'End-Of-Life' Vehicles for Central and State Governments, extending services to individual ELV owners. The portal facilitates the recycling of vehicles, reducing landfill waste and promoting resource recovery. Recycling metal and other vehicle components reduces the energy required compared to producing new materials, thus cutting down on GHG emissions.

We are also exploring new areas of recycling, such as ferrous material, aircraft, e-waste, textile recycling, and other hazardous waste. By diversifying our recycling efforts, we reduce various types of waste and support the circular economy. Recycling these materials lowers the overall demand for virgin resources and the energy consumption associated with their extraction and processing, leading to reduced GHG emissions.

Moreover, MSTC has created integrated, paperless, and seamless services for various government and non-government organizations. Reducing paper usage and administrative waste directly contributes to lower GHG emissions associated with paper production, transportation, and disposal. Streamlined digital processes also reduce energy consumption related to traditional administrative functions.

As part of our commitment to a greener environment, MSTC has also engaged in tree plantation initiatives, enhancing green cover and contributing to carbon sequestration efforts. Furthermore, over the preceding two financial years, we have invested ₹ 8.78 crores towards the construction of a new green corporate office building. This state-of-the-art facility incorporates sustainable building practices, further reducing our carbon footprint and promoting energy efficiency.

Through these initiatives, MSTC has made significant progress in reducing greenhouse gas emissions. Our efforts in vehicle scrapping, recycling expansion, tree plantation, and the development of integrated digital services, along with the construction of our green corporate office building, are pivotal in minimizing our environmental impact. These projects not only support our sustainability goals but also demonstrate our commitment to creating a greener and more sustainable future.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	NA	NA
E-waste (B)	--	--
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	--	--
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>--</b>	<b>--</b>

**For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)**

Category of waste		
(i) Recycled	NIL	NIL
(ii) Reused	NIL	NIL
(iii) Other recovery operations	NIL	NIL
<b>Total</b>	--	--

**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
<b>Total</b>	--	--

Not applicable as the Company is into e-commerce service.

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

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

Not Applicable

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

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
Not Applicable				



## Leadership Indicators

**1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):** Not Applicable

For each facility / plant located in areas of water stress, provide the following information:

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	--	--
(ii) Groundwater	--	--
(iii) Third party water	--	--
(iv) Seawater / desalinated water	--	--
(v) Others	--	--
<b>Total volume of water withdrawal (in kilolitres)</b>	--	--
<b>Total volume of water consumption (in kilolitres)</b>	--	--
<b>Water intensity per rupee of turnover</b> (Water consumed/turnover)	--	--
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	--	--
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	--	--
- No treatment	--	--
- With treatment – specify level of treatment	--	--
(ii) Into Groundwater	--	--
- No treatment	--	--
- With treatment – specify level of treatment	--	--
(iii) Into Seawater ---	--	--
- No treatment	--	--
- With treatment – specify level of treatment	--	--
(iv) Sent to third-parties ---	--	--
- No treatment	--	--
- With treatment – specify level of treatment	--	--
(v) Others	--	--
- No treatment	--	--
- With treatment – specify level of treatment	--	--
<b>Total water discharged (in kilolitres)</b>	--	--

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.** Not Applicable

**2. Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Not Applicable

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	<i>Metric tonnes of CO2 equivalent</i>	NA	NA
<b>Total Scope 3 emissions per rupee of turnover</b>		NA	NA
<b>Total Scope 3 emission intensity</b> ( <i>optional</i> ) – 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.** No

**3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Not Applicable

**4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

Not Applicable

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

Not Applicable

**6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?**

Not Applicable

**7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

Not Applicable

**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.** - Three

**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	Indian Chamber of Commerce (ICC)	
2	Confederation of Indian Industry	National
3	SCOPE	

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

Not Applicable

### Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually / Half yearly / Quarterly / Others – please specify)	Web Link, if available
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.**

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

MSTC has established accessible mechanisms for the community to lodge grievances through the public grievance portal and CPGRAMS portal. Prompt and fair redressal of these grievances is a priority, ensuring positive community engagement and accountability.

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

Particulars	FY 2023-24	FY 2022-23
	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	81.61%	37.98%
Sourced directly from within the district and neighbouring districts	--	--

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

Location	FY 2023-24	FY 2022-23
	Current Financial Year	Previous Financial Year
Rural (population less than 10,000)	Nil	Nil
Semi-urban (population 10,000 and above and less than 1 lakh)	Nil	Nil
Urban (population 1 lakh and above and less than 10 lakh)	3.07%	3.12%
Metropolitan (population 10 lakh and above)	96.93%	96.88%

Note: Locations are categorized as per RBI Classification System into rural, semi-urban, urban and metropolitan

### Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No.	State	Aspirational District	Amount spent (in ₹ )
1.	Odisha	Kalahandi	8,51,003
2.	Odisha	Rayagada	37,00,000
3.	Bihar	Gaya	19,96,609
<b>Total</b>			<b>65,47,612</b>

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No): Yes
- (b) From which marginalized /vulnerable groups do you procure? MSMEs owned by Women, SC/ST entrepreneurs, Retired Defense personnel
- (c) What percentage of total procurement (by value) does it constitute? 0.67%  
Minimum of 25% of total annual procurement is done through MSMEs.
4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge : Nil
5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved : Nil

**6. Details of beneficiaries of CSR Projects:**

<b>S. No.</b>	<b>CSR Project</b>	<b>No. of persons benefitted from CSR Projects</b>	<b>% of beneficiaries from vulnerable and marginalized groups</b>
1.	1 <sup>st</sup> Part Jalpai Vivekananda Yuba Sangha, East Midnapore - Purchase of Ambulance for providing free healthcare services to poor local people	300 per year	100
2.	Ramkrishna Mission, Howrah - Purchase of Medical Equipment for Dispensary	10,500 per year	100
3.	Karnataka Hemophilia Society, Davangere - Purchase & Installation of Refrigerated Centrifuge and Blood Collection Monitor	2,000 per year	100
4.	Swasthya Swaraj Society, Kalahandi - Purchase & Installation of Medical Equipment at Neo Natal Unit and OPD Complex	15,000 per year	100
5.	Swami Vivekananda Medical Mission, Idukki - Purchase and Installation of Medical Equipment for Laboratory and purchase of a Force Basic Life Support Ambulance	550 per year	100
6.	Life Foundation, Hojai - Machineries and equipments for manufacturing hygienic low-cost sanitary napkins and setting up incinerators and Manual sanitary pad vending machine at 30 Schools.	6,000 per year	100
7.	Gaudiya Mission, Nadia - Purchase of Ambulance for its Medical Unit.	450 per year	100
8.	Mundakayam Medical Trust Hospital, Idukki - Purchase & Installation of a High Frequency Fixed RAD System (Digital X-Ray)	12,550 per year	100
9.	Himalayan Educational Society, Gyalshing - Purchase of Ambulance and Medical Equipment for a Govt. PHC.	3,500 per year	100
10.	Smile Together India Foundation, Gaya - Purchase of Ambulance and Medical Equipment	1,500 per year	100
11.	Aadhar Nirman Foundation, Ambedkar Nagar - Purchase and installation of Machineries and equipment for manufacturing sanitary napkins and setting up incinerators and sanitary pad.	2,000 per year	100
12.	RK HIV & AIDS Research & care Centre, Mandla - Purchase of 1 Mobile medical Van	1,500 per year	100
13.	Kalyanam Karoti, Mathura - Purchase of Phacoemulsification equipment	7,500 per year	100
14.	Medical Research Foundation (Sankara Nethralaya), Chennai - Purchase of medical equipments for eye institute	4,000 per year	100
15.	LV Prasad Eye Institute (Hyderabad Eye Institute), Raygada - Purchase of Medical Equipments for Healthcare centre	19,000 per year	100
16.	LV Prasad Eye Institute (Hyderabad Eye Institute), Siricilla - Purchase of Medical Equipment for Healthcare centre	24,000 per year	100
17.	PM CARES Fund	-	100

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

**Essential Indicators**

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

MSTC has communicated its policy towards customers and suppliers in its website. For any grievance, the stakeholders can lodge for a request for resolution via the MSTC public grievance portal or through the citizen's portal of Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal. For the complaints received at the end of MSTC, the members of grievance cell looks at and respond to the complaints.

In addition to it, MSTC carries out offline and online client satisfaction survey relating to various ecommerce services and take actions to improve consumer experience, some of which are detailed within Leadership indicators of Principle 9.

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

<b>As a percentage to total turnover</b>	
Environmental & social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

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

	<b>FY 2023-24</b>		<b>Remarks</b>	<b>FY 2022-23</b>		<b>Remarks</b>
	<b>(Current Financial year)</b>			<b>(Previous Financial year)</b>		
	<b>Received during the year</b>	<b>Pending resolution at the end of year</b>		<b>Received during the year</b>	<b>Pending resolution at the end of year</b>	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	29	0	-	46	0	-

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

	<b>Number</b>	<b>Reasons for recall</b>
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. MSTC Security Policy Statement is available at

[https://www.mstcindia.co.in/MSTC\\_Static\\_Pages/frontpage/Security%20Policy%20Statement.pdf](https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/Security%20Policy%20Statement.pdf)

Security policy statement is also available at our ecommerce site -

<https://www.mstcecommerce.com/> Under "Security Policy" link.

It may also be noted that MSTC ecommerce system is ISO 27001:2013 certified (Information Security Management System) by STQC.

**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.**

There was no reported incidents or open issue on the matter of cyber security or data privacy.

**7. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches
- b. Percentage of data breaches involving personally identifiable information of customers
- c. Impact, if any, of the data breaches

There were no reported data breaches

## Leadership Indicators

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

Below are the official websites where information on products and services of the entity can be accessed:

<https://www.mstcindia.co.in/>

<https://www.mstcecommerce.com/>

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

At MSTC, we prioritize the security and confidentiality of our clients' information. To ensure that our users are fully informed and can operate safely and responsibly, we provide extensive educational resources on our platform. This includes detailed guidelines and video tutorials on the registration process, bidding procedures, and system settings that are designed to protect against the unauthorized disclosure of private details or credentials.

Our comprehensive Terms of Use, Do's and Don'ts, and Privacy Policy are readily accessible on our website, emphasizing best practices for safeguarding personal and business information. Furthermore, our dedicated help desk and PAN India office staff offer personalized support to educate clients on these safety measures, addressing any specific concerns they might have regarding data security.

Clients are kept informed through multiple channels such as email, SMS, and updates published on our site. In addition, our customer support team is available through phone, email, a Ticket Raising System, and our website to assist users with any questions related to securely managing their accounts and transactions on our platform.

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

MSTC has implemented mechanisms to effectively inform consumers about any potential risk of disruption or discontinuation of essential services.

As an ecommerce services provider, MSTC follows a comprehensive Business Continuity Plan that includes critical infrastructure upgrades. These upgrades are carefully scheduled during pre-defined downtime windows, minimizing the impact on services.



We regularly update our users on any planned maintenance activities, system upgrades, or other operational changes that may impact the availability or functionality of our services. To ensure transparency and keep consumers informed, MSTC proactively communicates these scheduled downtime windows to all stakeholders. Various electronic communication channels, such as emails, SMS, website notifications, and collaborative tools, are utilized to effectively convey this information to consumers.

In the event of unexpected disruptions or discontinuations, we ensure prompt and clear communication with affected users. Dedicated customer support team is equipped to promptly address inquiries and concerns related to service interruptions, providing timely updates and assistance to minimize inconvenience for our customers.

By employing these mechanisms, MSTC demonstrates its commitment to maintaining open lines of communication and minimizing any potential disruptions to essential services. This approach enables consumers to plan and manage their activities accordingly, promoting a positive customer experience.

**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)**

Information regarding our various e-commerce service displayed on official websites are as per Company Policy for both registered and un-registered clients.

MSTC, the entity as a whole, carry out survey with regard to client satisfaction relating to various ecommerce services both in offline & online mode time to time. Some of the important developments/ improvements done with a view to enhance user/ client experience were:

1. Ticket Raising System introduced to provide our registered buyer a platform to communicate in a transparent and structured way.
2. Improvement done to facilitate visitors search and view forthcoming Auctions on [www.mstcindia.in](http://www.mstcindia.in)
3. Search option on [www.mstcecommerce.com](http://www.mstcecommerce.com) portal made more robust giving registered buyer flexibility to select multiple options in one go.

**Annexure A1**
**Sl. No. Topics / principles covered under the training**

- 1 Recruitment, Role of IO/PO, etc
- 2 Disciplinary Proceedings
- 3 Preventive Vigilance
- 4 Contract Labour Act, Under Occupational safety, Health and Working Conditions Code
- 5 RTI Act, 2005
- 6 Training program for IO/POs-Batch2
- 7 Systems and Procedure-Batch1
- 8 Awareness Training Program on Prevention of Insider Trading and its related Compliances
- 9 HR Topics
- 10 Training IOs/POs
- 11 Management Development Program for Decision Making and Problem Solving
- 12 Mindful Leadership in the 4.0 World
- 13 Training program for IO/POs-Batch1
- 14 Awareness on Prevention of Insider Trading and related compliances
- 15 Contract Management and Arbitration
- 16 Strategic Management for Leadership Excellence
- 17 Cyber Hygiene and Security-Batch1
- 18 Training of Trainers
- 19 Constitutional provisions of official language and their use
- 20 Customized e-Solutions - South Region
- 21 Training on Ethics and Governance
- 22 Cyber Hygiene and Security-Batch2
- 23 Change Leadership: Inspiring and Guiding Organizational Transformation
- 24 Employees' Provident Fund And Miscellaneous Provisions Act, 1952 With Focus On Employees' Pension Scheme, 1995
- 25 E-BG and IU Platforms
- 26 Handling of Court Cases
- 27 Financial Management in PSUs
- 28 Negotiation & Conflict Resolution Strategies
- 29 Interpersonal Effectiveness and Leadership Excellence
- 30 Public procurement

**Sl. No. Topics / principles covered under the training**

- 31 Leadership Communication Persuasion and Influence
- 32 Project Management
- 33 Digital and Social Media Marketing For Business Growth
- 34 Managerial Leadership and Conflict Resolution
- 35 Stress Management & Work Life Balance, NPC/HQ/HRM/T11/23-24 TP/23-24/117
- 36 General Management Programme for Senior and Middle-Level Executives
- 37 Systems and Procedure-Batch2
- 38 Webinar on Managerial Remuneration & KMP
- 39 Webinar on Conciliation and Mediation
- 40 Webinar on Related Party Transactions
- 41 Webinar on Basics of Arbitration and Related Provisions
- 42 17th Regional Conference of Practising Company Secretaries of EIRC of ICSI
- 43 Webinar on SBO under Companies Act, 2013
- 44 Webinar on SDD Under SEBI (PIT) Regulations, 2015
- 45 International Webinar on CS Overseas Opportunities in Australia & New Zealand
- 46 Webinar on Green Bond Framework and Sustainable Borrowing
- 47 55th Foundation Day
- 48 Webinar on go to Market Strategy the how and why of it
- 49 Webinar on MSME: Taking Local to Global
- 50 Webinar on Lending & Investments
- 51 Webinar on MSME: Financing Options and Modes



**Sl. No. Topics / principles covered under the training**

35	Conflict Management and Negotiation Skills
36	Handling of Court Cases
37	Financial Management in PSUs
38	Web Development using Python and React Js
39	Stress Management & Work Life Balance, NPC/HQ/HRM/T11/23-24 TP/23-24/117
40	Interpersonal Effectiveness and Leadership Excellence
41	Finance and Accounts for Business Managers
42	Change Leadership: Inspiring and Guiding Organizational Transformation
43	Communication and Presentation Skills
44	Training of Trainers
45	Interactive Workshop on “Procurement by CPSEs through GeM”
46	Vigilance administration
47	Business Analytics for Strategic and Tactical Level Decision Making
48	Basic Leadership Skills
49	Cyber Hygiene and Security-Batch1
50	Public procurement
51	Negotiation & Conflict Resolution Strategies
52	Day-to-Day Labour Laws for HR Managers
53	Machine Learning with Business Applications
54	Managerial Leadership and Conflict Resolution
55	BSI : CQI and IRCA Certified ISO/IEC 27001:2022 Auditor Conversion (Information Security Management Systems)
56	Advanced Management Program(Area: Strategic Management)
57	Advance Course on Modern Office and Productivity Management
58	Project Management
59	Cyber Security & Digital Forensic Tools
60	Workshop on Noting & Drafting
61	E-Procurement of Goods and Services, and related Gem & GFR Rules
62	Marketing Strategy - Advanced Level
63	Finance for non Finance Executives
64	Digital Technology Management for Business Excellence
65	Digital and Social Media Marketing For Business Growth
66	Stress Management and Performance Coaching
67	The new age digital technologies (AI/ML/IoT/Blockchain etc.)
68	Sales and Negotiation Skills
69	Training Program on V3 e-Procurement Portal for RBI Jaipur
70	Managerial Effectiveness

**Sl. No. Topics / principles covered under the training**

- 71 Public Procurement Principles and Gem
- 72 Overview of GFR & Public Procurement through GeM (with latest amendments)
- 73 Machine Learning & Artificial Intelligence
- 74 Workshop on e-Procurement (WEP-14)
- 75 Cyber Threat Intelligence and Threat Capturing Technology
- 76 Android Application Development
- 77 Webinar on Arbitral Award
- 78 Webinar on Related Party Transaction Under IND as
- 79 Webinar on Start-up Governance: The Legislative Requirements
- 80 Webinar on MCA21 V3 Company Forms
- 81 ICSI Capital Markets Week Mega Programme
- 82 Half Day Workshop Jointly with CCI
- 83 Half Day Workshop on SC Landmark Judgement, IBC & IPR Process
- 84 Right to Information - Public Information Officers
- 85 13th Executive Development Program for Executives of CPSEs
- 86 Red Hat System Administration I (RH124) – RHEL 9
- 87 Arbitration and ADR with special focus on International Arbitration
- 88 Salient Features of the Posh Act. (Shw), Preventive Vigilance, EPF Act and latest Development in EPS (Pension) 1995

## Annexure B

Principle Number and Definition	Training Mapped	Reason for the Inclusion
<b>Principle 1:</b> Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.	RTI ACT 2005, Public Grievance Management and Citizen Centric Governance, development of Citizen Charter, Public Procurement, E-Procurement, Govt. E-Marketplace (GeM), PFMS	Trainings on Public procurement, RTI, and Public grievance management help in ensuring transparency and accountability in the procurement process.
<b>Principle 2:</b> Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.	Hazardous Waste Management and Pollution Prevention	Training on hazardous waste management & pollution prevention helps in minimizing negative environmental impacts of the organization's operations.
<b>Principle 3:</b> Businesses should promote the well-being of all employees.	Managing Stress and Health issues	Training on managing stress & health issues promotes the well-being of employees by providing them with tools and strategies to manage their mental and physical health.
<b>Principle 4:</b> Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable, and marginalized.	Gender sensitization and Women empowerment, development of Citizen Charter	Gender sensitization & women empowerment is aligned with this principle of respecting (vulnerable) stakeholder interest by addressing systemic inequalities, empowering vulnerable groups, and ensuring their interests are represented and respected in corporate practices.
<b>Principle 5:</b> Businesses should respect and promote human rights.	Gender sensitization and Women empowerment	These trainings on sensitization and empowerment align with the fundamental human rights principle of equality, non-discrimination, and freedom to pursue one's own path.
<b>Principle 6:</b> Businesses should respect, protect, and make efforts to restore the environment.	Hazardous Waste Management and Pollution Prevention	Training on hazardous waste management and pollution prevention helps in minimizing negative environmental impacts of the organization's operations.
<b>Principle 7:</b> Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.	Public Grievance Management and Citizen Centric Governance, development of Citizen Charter	Training on public grievance management and citizen-centric governance helps in ensuring responsible and ethical engagement with public and regulatory policies.
<b>Principle 8:</b> Businesses should support inclusive growth and equitable development	Familiarization Programme for CSR Nodal Officer on CSR Module on PE Survey Portal	Training on Corporate Social Responsibility helps in supporting inclusive growth and equitable development by promoting social and environmental responsibility.
<b>Principle 9:</b> Businesses should engage with and provide value to their customers and consumers in a responsible manner.	ISO 27001 awareness	Training on ISO 27001 awareness helps in providing value to customers and consumers by ensuring the security and confidentiality of their data.