

GICHFL/SEC/2024-25

July 04, 2024

To,

**Scrip Code(s):**

**BSE Limited**

P.J. Towers,  
Dalal Street,  
Fort,  
Mumbai – 400 001

**Equity – 511676**

**NCD – 974623**

**CPs – 726966, 727040, 727127**

Dear Sir,

**Sub.: Revised Intimation under Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 - Submission of Revised Business Responsibility & Sustainability Report ("BRSR Report") of the Company for the F.Y. 2023-24 as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023.**

In continuation to our earlier letter dated July 03, 2024 regarding submission of BRSR Report of the Company for F.Y. 2023-24, we hereby inform that the Company had inadvertently uploaded the old BRSR Report (as per SEBI Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023).

We hereby submit the updated BRSR Report (as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023) for the F.Y. 2023-24.

We confirm that there are no material changes in the Revised BRSR Report.

We request you to kindly consider and take the revised BRSR Report on record.

Thanking you,

Yours faithfully,

**Nutan Singh**  
**Group Head & Company Secretary**

**Encl.: a/a.**



## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65922MH1989PLC054583
2	Name of the Listed Entity	GIC Housing Finance Limited
3	Year of incorporation	1989
4	Registered office address	National Insurance Building, 6 <sup>th</sup> Floor, 14, J. Tata Road, Churchgate, Mumbai, Maharashtra - 400020.
5	Corporate address	National Insurance Building, 6 <sup>th</sup> Floor, 14, J. Tata Road, Churchgate, Mumbai, Maharashtra - 400020.
6	E-mail	corporate@gichf.com
7	Telephone	022-43041900
8	Website	www.gichfindia.com
9	Financial year for which reporting is being done	F.Y. 2023-24
10	Name of the Stock Exchange(s) where shares are listed	BSE Ltd. & National Stock Exchange of India Ltd.
11	Paid-up Capital	₹ 53,85,10,660/- (5,38,51,066 shares of ₹ 10/- each)
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Smt. Nutan Singh Group Head & Company Secretary Telephone No. - (022) - 43041900 E-mail id - <a href="mailto:corporate@gichf.com">corporate@gichf.com</a>
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures made in this report are on a standalone basis and pertain only to 'GIC Housing Finance Limited' unless otherwise specified.
14	Name of the assurance provider	Not Applicable
15	Type of assurance obtained	Not Applicable

#### II. Products/services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Housing Finance	To carry on the business of providing long term finance on such terms and conditions as the Company may deem fit, to Individuals, Co-operative Societies, Association of Persons, Companies or Corporations, or such other persons or entities for purchase of plots, houses, flats, apartments and/or construction, repair, renovation and/or upgradation of houses, flats or apartments for residential purpose.	100%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	The Company's main business is to provide long term finance on such terms and conditions as the Company may deem fit, to Individuals, Co-operative Societies, Association of Persons, Companies or Corporations, or such other persons or entities for purchase of plots, houses, flats, apartments and/or construction, repair, renovation and/or upgradation of houses, flats or apartments for residential purpose.	64192	100%

## III. Operations

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

Location	Number of plants*	Number of offices**	Total
National	Not Applicable	72	72
International	Not Applicable	0	0

\*The Company is a Non-Banking Financial Company - Housing Finance Company (NBFC-HFC) and hence does not undertake any manufacturing activity.

\*\* Number of offices including corporate office and excluding 5 satellite offices and 3 hub offices as on March 31, 2024.

## 19. Markets served by the entity:

## a. Number of locations

Locations	Number
National (No. of States)	20 States
International (No. of Countries)	0

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

Not Applicable

## c. A brief on types of customers

GIC Housing Finance Limited is one of the reputed housing finance company in India. Company serves mainly two category of customers i.e. Salaried and Self-Employed and major focus is on salaried customers.

## IV. Employees

## 20. Details as at the end of Financial Year 2023-24:

## a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1	Permanent (D)	335	256	76.42%	79	23.58%
2	Other than Permanent (E)	184	155	84.24%	29	15.76%
3	Total Employees (D + E)	519	411	79.19%	108	20.81%

Note: All of Company's workforce is categorized as 'Employees' and not as 'Workers'. Hence in all the sections, details sought of the 'Workers' category are Not Applicable to Company.



b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1	Permanent (D)	Nil	Nil	Nil	Nil	Nil
2	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3	Total differently abled Employees (D + E)	Nil	Nil	Nil	Nil	Nil

Note: Differently abled type includes Hearing, Visual, Locomotor, Orthopedic and Others.

21. Participation/Inclusion/Representation of women -

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	13	3	23.07%
Key Management Personnel	3	2	66.67%

22. Turnover rate for permanent employees (Disclose trends for the past 3 years) -

Particulars	F.Y. 2023-24			F.Y. 2022-23			F.Y. 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees (%)	5.16	6.53	11.69	12.87	8.51	21.38	7.66	15.94	23.6

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

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

Sr. No.	Name of the holding/ subsidiary/ associate companies/joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	GICHFL Financial Services Pvt. Ltd.	Subsidiary	100%	No

VI. 24. CSR Details

Sr. No.	Particulars	Details
1	Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No)	Yes
2	Turnover (in ₹)	10,69,63,60,158
3	Net worth (in ₹)	18,28,63,92,664

## 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 web-link for grievance redress Policy)	F.Y. 2023-24			F.Y. 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	NA	NA	NA	NA	NA	NA	NA
Investors (other than shareholders)	Yes	0	0	NA	0	0	NA
Shareholders	Yes	3	2	Complaints received in the last week of FY. Out of 2 complaints, 1 was resolved post end of FY and ATR was filed for 2 <sup>nd</sup> complaint on SCORES platform and same is pending with SEBI - SCORES platform for response.	5	0	NA
Employees	Yes	0	0	NA	0	0	NA
Customers	Yes	80	9	Complaints pending for response / resolution from NHB	82	1	Complaints pending for response / resolution from NHB
Value Chain Partners	No	0	0	NA	0	0	NA
Other (please specify)	NA	-	-	NA	-	-	NA

Policies on the Company's Conduct with its stakeholders, including grievance mechanisms, are placed on the Company's website. The link to grievance redressal mechanism for customers [https://gichfindia.com/pdf/GRIEVANCE%20REDRESSAL%20POLICY\\_2023.pdf](https://gichfindia.com/pdf/GRIEVANCE%20REDRESSAL%20POLICY_2023.pdf). The Board has constituted a sub-Committee viz., Stakeholders Relationship Committee for redressal of grievances of its stakeholders. Communities & Value Chain Partners can raise query / lodge their grievance at [corporate@gichf.com](mailto:corporate@gichf.com).



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 -

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Social responsibility	Opportunity	<p>The Company contributes a portion of its profits each year to support projects which fulfill a social obligation.</p> <p>During FY 2020-21 to 2023-24, company contributed in the following important areas of CSR:</p> <ol style="list-style-type: none"> <li>1. Healthcare</li> <li>2. Promoting Education</li> <li>4. Sanitation</li> <li>5. Contribution to P M CARES Fund</li> </ol>	-	Positive
2	Corporate Governance	Risk	<p>Company believes in following ethical and transparent business conduct along with timely and adequate disclosures to various stakeholders through various modes via Stock Exchange filings, Newspaper publications &amp; website. This in turn helps in maintaining trust of stakeholders of the Company.</p>	<p>All efforts have been taken by the company to comply with the applicable laws.</p> <p>Board of Directors has also been informed about the status of various compliances applicable to the company including new compliance requirements basis the new/modified regulations as notified by regulatory authorities on time to time basis.</p> <p>Board &amp; Board Committees have also been provided with sufficient time &amp; required supporting material for detailed deliberations on various matters during the meetings and the company also endeavours to follow the recommendations of Board/ Committee Members.</p>	Positive

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Business Ethics	Risk	The key issue relevant to business ethics and management of business ethics issues such as fraud, executive misconduct, corrupt practices, money laundering, or anti-trust violations. Ethics violations can lead to police investigations, hefty fines, settlement costs, and damage to reputation.	The Company ensures ethical practices by implementing a comprehensive risk mitigation approach. We conduct regular training sessions to promote ethical behaviour among employees, enforce strict compliance measures, establish strong internal controls and conduct thorough due diligence on clients. It ensures the protection of our reputation and the trust of our stakeholders.	Negative
4	Fraud Risk Management	Risk	As a Housing Finance Company, the management of fraud risk is of significant importance. Fraud can cause major financial losses and damage the reputation of the Company, leading to loss of customer trust and confidence.	The Company implements a robust risk mitigation approach for fraud management. We conduct regular internal audits, establish strong internal controls, employ fraud detection tools, promote ethical behaviour and provide ongoing training to employees. By prioritizing proactive measures, we ensure the safety and trust of our stakeholders.	Negative
5	Human Resource Management	Opportunity	Human Resource are the asset for the company and contribute significantly in the success & growth of the company.  Employees / Worker with adequate knowledge & experience in their respective area of work can improve the quality of work and reduces various risk associated with it.	-	Positive
6	Diversity and Inclusion	Opportunity	A Company's high diversity and inclusion rate reflects employees' sense of belonging and fairness within the Company. Improving diversity and inclusion helps companies to support vulnerable groups resulting in community brand image creation for the Company.	-	Positive



**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.

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as follows:

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

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1	a. Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/ No)*	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	c. Web Link of the Policies, if available	<a href="https://rb.gy/jst60">https://rb.gy/jst60</a>								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)**	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
4	Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Not Applicable. All the policies have been developed based on detailed consultation, experience and research on the best practices adopted across the Industry.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Company has been supporting Government of India vision of ‘Housing for All’ by providing housing finance to individuals.  CSR initiatives of the company are focused towards sustainable use of energy, conservation of natural resources, promoting health care & education including special education, etc.  Company also maintains high standards for gender diversity & gender equality and also ensures the safety of female employees at work place.  The Company is gender inclusive and is committed to retaining existing and employing more women employees while adhering to standards of merit.								

\*\*Value chain partners include DSA/DST/Lawyers/Valuers etc. who are required to comply with Company’s rules made for them including any contract / arrangements.

\*Principle-wise policies



Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>During the year under review the company has disbursed ₹ 1275.24 crs. (5052 No. of accounts).</p> <p>AUM as on March 31, 2024 is ₹ 10,283 crs. (77,460 No. of accounts).</p> <p>Company has allocated ₹ 4,36,48,950 towards various CSR projects such as (i) Providing Medical Equipment &amp; Medical Van to hospital(s) (ii) providing school buses to schools (iii) contributing for construction of amphitheatre to promote special education including promotion of Art &amp; Drama etc.</p> <p>As at March 31, 2024, women employee constituted 23.58 % of total employee strength. In terms of new recruits, the share of women employees stood at 31.25 %. 2 out of 3 key Managerial Personnel are women.</p>								
<b>Governance, leadership and oversight</b>										
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)	<p>The Company was incorporated in the year 1989, and the object of the Company is to provide housing loans in the country.</p> <p>The Company has been conducting activities on Corporate Social Responsibilities at pan India level and the details of CSR activities undertaken by the Company are provided in the Annual Report of CSR Activities for the year FY 2023-24 annexed to the Report of Directors.</p>								
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Shri Paul Lobo Managing Director &amp; CEO DIN No. - 09787223 [Under the guidance of Board of Directors]</p> <p>The senior management of the Company keeps a check on various aspects of economic, social, governance and environmental responsibilities of the Company on an ongoing basis and reports to MD &amp; CEO.</p>								
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.	<p>No. However, various principles covered above are being assessed by Board &amp; various committees of the Board at regular intervals.</p>								
<b>Subject for Review</b>		P1	P2	P3	P4	P5	P6	P7	P8	P9
10	Details of Review of NGRBCs by the Company - Performance against above policies and follow up action.									
	a. Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
	b. Frequency: Annually (A) / Half yearly (H) / Quarterly (Q) / Any other - please specify.	Depending upon the nature of Policies, they are reviewed / amended on time to time basis.								
	Details of Review of NGRBCs by the Company - Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances									
	a. Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
	b. Frequency: Annually (A) / Half yearly (H) / Quarterly (Q) / Any other - please specify.	The Company is in compliance with the applicable statutory requirements, regulations and its internal policies and the same are reviewed on quarterly basis.								



Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
11	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	The processes and compliances are subject to scrutiny by internal auditors and regulatory compliances by statutory auditors as well as Secretarial Auditors, as applicable. From best practices perspective as well as from a risk perspective, policies are periodically reviewed and updated by various department/functional heads, and approved by the Board.								

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

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

P1	Ethics, Transparency and Accountability - Business should conduct and govern themselves with Ethics, Transparency and Accountability.	The Company’s Code of Conduct for Directors & Senior Management, Code of conduct for Corporate Agents, Fair Practices Code, CDA rules for employees, Whistle Blower Policy, KYC and AML Policy, Code of Conduct for Prevention of Insider Trading and Fair Disclosure of Unpublished Price Sensitive Information, Policy for Determining Material Event or Information, Policy on Related Party Transactions and other internal policies demonstrate ethical behaviour, transparency and accountability.								
P2	Product Responsibility- Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.	The company has Board approved Credit Policy. The Company’s Fair Practices Code (FPC) and Most Important Terms and Conditions (MITC) guides this principle. The KYC and AML Policy is also a critical component of product responsibility for the Company.								
P3	Human Resources Businesses should promote the wellbeing of all employees.	To ensure employees well-being the Company has in place the HR Policy & HR Manual which inter alia provides for Employee Group Health Insurance Policy, Staff Loans to Employees (for housing, furniture/ fixtures, vehicles), Performance Linked Incentive Policy, facility of taking festival advance, etc. Company has also Policy on Protection of Women against Sexual Harassment at Workplace.								
P4	Responsive to Stakeholders, particularly the marginalised Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.	The Company has been focusing on providing loans mainly in prime segment only.								
P5	Respect for Human Rights Businesses should respect and promote human rights.	The Company conducts its business in a manner that respects the rights and dignity of all the people, complying with all the legal requirements. The grievance redressal mechanism for the stakeholders is in place and the contact details are provided on the website of the Company.								
P6	Responsible Lending Businesses should respect, protect and make efforts to restore the environment.	Company strictly prohibits abusive, misleading or fraudulent lending practices and is committed to conduct its business responsibly.								

P7	Public Policy Advocacy Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	The Company does not engage in influencing public and regulatory policy. Company is also not a member of any trade / association and therefore does not have any specific policy for the same.
P8	Inclusive Growth Businesses should promote inclusive growth and equitable development.	The CSR Policy encompasses activities focused on taking initiatives for identifying and funding the activities under various sectors like healthcare, education, conservation of natural resources, promotion of sanitation through its in-house teams.
P9	Customer Engagement Businesses should engage with and provide value to their customers and consumers in a responsible manner.	The Code of Conduct, internal policies, fair practice codes and such other guidelines issued by the regulators are covered under this principle.

### 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.

#### PRINCIPAL 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	% of persons in respective category covered by the awareness programmes
Board of Directors*	1	Company conducts Familiarisation Programmes on induction of new Independent Directors topic of which includes Company’s Corporate Profile & industry overview, its Mission, Vision and Values Statement, Organizational structure, business model, the Company’s history and milestones, Code of Conduct applicable to Directors / Employees of the Company. The Directors are apprised on the updates on all other aspects including updates on Circulars/ notifications issued by Securities & Exchange Board of India (SEBI), Ministry of Corporate Affairs (MCA), Reserve Bank of India (RBI) and National Housing Bank (NHB), Insurance Regulatory and Development Authority of India (IRDAI) all aspects of Corporate Governance, Financial statements, audit, auditors, risk management, Information Technology, etc.	100%
Key Managerial Personnel (KMP)	1	All relevant aspects covering effective governance, sustainable development practices, CSR, Related Party Transactions, SEBI LODR, Prohibition of Insider Trading Practices and all Circulars/ guidelines issued by the Regulatory authorities.	100%
Employees other than Board of Directors or KMPs**	1	Training on usage of upgraded software for Housing Loan, updates on Credit Appraisal Methods & KYC, Due Diligence, various schemes, Promoting/ Marketing and Sales, IT Do’s and Don’ts, prevention of Insider trading guidelines, information and cyber security awareness, code of conduct, prevention of sexual harassment at work place, grievance redressal, financial accounting etc.	76.10%

\* Details as per Familiarisation Programme for Independent Directors.

\*\*All employees of the Company undergo various training programs online & offline throughout the year.



2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):

Monetary					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Fine			Nil		
Settlement					
Compounding Fee					
Non-Monetary					
Imprisonment			Nil		
Punishment					

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

Case Details	Name of the regulatory / enforcement agencies / judicial institution
Not applicable	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Company has formulated Conduct, Discipline and Appeal Rules, 2023 (“CDA Rules) for its employees which broadly covers the provisions relating to anti-corruption or anti-bribery and provides for punishment in case of any violation of CDA rules. CDA rules being an internal document, is not available for public view on the website.

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

Particulars	F.Y. 2023-24	F.Y. 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil

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

Particulars	F.Y. 2023-24		F.Y. 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors.	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs.	Nil	NA	Nil	NA

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

No such events during current Financial Year and Previous Financial Year.

8. Number of days of accounts payables [(Accounts payable \*365) / Cost of goods/services procured]] in the following format:

Particulars	F.Y. 2023-24	F.Y. 2022-23
Number of days of accounts payable	63 days	59 days

9. Open-ness of business - Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	F.Y. 2023-24	F.Y. 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors.	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NA	NA
	b. Sales (Sales to related parties / Total Sales)	NA	NA
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	₹ 38,86,465/- Home Loan to Directors and KMPs	₹ 44,26,601/- Home Loan to Directors and KMPs
	d. Investments (Investments in related parties / Total Investments made)	₹ 75,00,000/- (investment in wholly owned subsidiary company)	₹ 75,00,000/- (investment in wholly owned subsidiary company)

• **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
Holding awareness programs for value chain partners is an ongoing process. All branches conduct meetings with the value chain partners for apprising them about the products & services of Company.		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 Company has a Code of Conduct in place for its Directors and Senior Management and they provide an annual declaration in this regard. Conflict of interest scenario primarily arises when there is a related party transaction. A Board approved Policy on Related Party Transactions & Policy for Loan & Advances to Directors & Senior Management are also in place which are reviewed on time to time basis by the Board.



**PRINCIPLE - 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE.**

**• ESSENTIAL INDICATORS**

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

Particulars	F.Y. 2023-24	F.Y. 2022-23	Details of improvements in environment & social impact.
R & D	Nil	Nil	NA
Capex	Nil	Nil	NA

- Does the entity have procedures in place for sustainable sourcing? (Yes/No)
  - If yes, what percentage of inputs were sourced sustainably?  
The Company is not as such involved in manufacturing activity, therefore the reporting on sustainable sourcing is not applicable.
- 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.  
Our Company is housing finance company and does not manufacture any product. Hence this question is not applicable to the Company's operations.
- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable

**• LEADERSHIP INDICATORS**

- 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, provide the web-link.
64192	Housing Finance	100%	Sourcing, Processing, Disbursement of loan and collection of loan plus interest and attending Grievances of the borrowers.	No. However, valuers, lawyers and collection agencies are involved at various stage of loan cycle.	No

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

Name of the Product / Service	Description of risk / concern	Action Taken
Not Applicable		

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

Indicate input material	Recycled or re-used input material to total material	
	F.Y. 2023-24	F.Y. 2022-23
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:

Particulars	F.Y. 2023-24			F.Y. 2022-23		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	Not applicable as our company is in to the business of Housing Finance.					
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category.
Not Applicable	

**PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS.**

• **ESSENTIAL INDICATOR**

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

Category	% of employees Covered										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	256	236	92.19	256	100	NA	NA	Nil	Nil	Nil	Nil
Female	79	78	98.73	79	100	79	100	Nil	Nil	Nil	Nil
Total	335	314	93.73	335	100	79	23.58	Nil	Nil	Nil	Nil
Other than Permanent Employees											
Male	155	144	92.90	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	29	24	82.76	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	184	168	91.30	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

Note- Direct contractual employee are not entitled for group health insurance benefit.

- b. Details of measures for the well-being of workers - Not Applicable
- c. Spending on measures towards well-being of employees and workers (including Permanent and other than permanent) in the following format -

Particulars	F.Y. 2023-24	F.Y. 2022-23
Cost incurred on well- being measures as a % of total revenue of the company	0.17%	0.12%



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

Benefits	F.Y. 2023-24			F.Y. 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)*	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF*	100 %	NA	Y	100 %	NA	Yes
Gratuity*	100 %	NA	Y	100 %	NA	Yes
ESI	NA	NA	NA	NA	NA	NA
Others (Please specify)^	NA	NA	NA	NA	NA	NA

\*The company has an exempt Provident Fund Trust and Gratuity Trust.

^Leave encashment benefits on superannuation is applicable to retiring employees.

3. Accessibility of workplaces

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

Yes. The offices are accessible to differently abled employees.

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

No

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

Gender	Permanent Employees	
	Return to Work rate	Retention Rate
Male	N.A.	N.A.
Female	100%	100%
Total	100%	100%

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

Particulars	Yes / No
	(If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes
Other than Permanent Employees	

The Company has always believed in open and transparent communication. Employees are encouraged to share their concerns with their departmental heads, HR or the members of the senior management.

The Company framed Whistle blower policy and provides a formal platform to share grievances on various matters. The details of the grievance mechanism is shared with employees.

The Company has a policy on Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Company's policy on the same is placed on the Company's website at <https://gichfindia.com/pdf/POSH%20Policy%20GICHFL.pdf>. The ICC comprises majorly of women members as on March 31, 2024.



7. Membership of employees in association(s) or unions: The Company does not have any employee associations.
8. Details of training given to employees

Category	F.Y. 2023-24					F.Y. 2022-23				
	Total (A)	On Health & Safety measures		On Skill upgradation		Total (D)	On Health & Safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	256	Nil	Nil	Nil	Nil	247	Nil	Nil	Nil	Nil
Female	79	Nil	Nil	Nil	Nil	74	Nil	Nil	Nil	Nil
Total	335	Nil	Nil	Nil	Nil	321	Nil	Nil	Nil	Nil

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

Category	F.Y. 2023-24			F.Y. 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	256	144	56.25	247	80	32.39%
Female	79	34	43.03	74	25	33.78%
Total	335	178	53.13	321	105	32.71%

All employees of the Company undergo an annual performance appraisal process as determined by the Company and based on the annual performance, appraisal for each of the employees is made which is used for promotions, placements etc.

The underlying philosophy of the performance management system is to have a fair and transparent system of appraisal which ensures an objective mechanism to measure each employee's performance.

10. Health and safety management system

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?  
Owing to the nature of the business, per se there are no occupational health and safety risks due to the nature of the work. However, reasonable care is taken to ensure the health & safety of all the stakeholders of the company.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?  
Given the nature of business, this is not directly applicable. However, company is strictly adhering to all the government directives issued on time to time basis which are allied to work-related hazards.
- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)  
Given the nature of business, this is not directly applicable.
- d. Do the employees have access to non-occupational medical and healthcare services? (Yes/ No)  
Yes. Employees of the Company are covered under the company's group health insurance policy.

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

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



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

The Company emphasizes on the importance of maintaining a safe and healthy workplace for all employees. During the year, there were no accidents of any employee of the Company whilst on duty.

**13. Number of complaints on the following made by employees**

Category	F.Y. 2023-24			F.Y. 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil

**14. Assessments for the year:**

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

**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.**

Company is striving to adhere various state / central government directions for health & safety of employees / workers at work-place.

**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. For employees, the Company has got medical expenses reimbursed through Group Health insurance. Benefits like provident fund, gratuity etc., as applicable are settled on priority basis.

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

GICHFL ensures that statutory dues as applicable to the transactions are deducted and deposited in accordance with extant regulations. This activity is also reviewed during statutory audit. GICHFL expects its value chain partners to uphold business responsibility principles and values of transparency and accountability.

**3. Provide the number of employees 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:**

Particulars	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment.	
	F.Y. 2023-24	F.Y. 2022-23	F.Y. 2023-24	F.Y. 2022-23
Employees	Nil	Nil	Nil	Nil

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

The Company has not undertaken any retrenchment of employees owing to business exigencies or employees not having the requisite skills to do the required job. Skill upgradation of all employees remains a continuous activity in the Company.

## 5. Details on assessment of value chain partners

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Company expects all its value chain partners to follow extant regulations, including health and safety practices and working conditions. These parameters are not explicitly captured or measured.
Working Conditions	

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

There was no need for any corrective action plan for the above.

**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 Company's key stakeholders comprises of Promoters, Employees, Customers, Business Associates including bankers, Recovery Agents, Investors, Direct Selling Agents, Direct Sales Teams, Suppliers and Regulatory Agencies. Our investors include Shareholders (comprising of Individual Investors, Corporate Bodies, Foreign Institutional Investors, Indian Institutional Investors, Foreign Bodies, NRIs etc.), debenture-holders and CP holders.

GICHFL and its employees strive to provide value based services to the stakeholders. The Company is in constant touch with its stakeholders to understand their concerns and assess their requirements and respond to their needs in an effective manner.

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

Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Others).	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	Direct & other communication Mechanisms.	Daily	To motivate for business, address their concerns, if any, etc.
Shareholders (including Promoters) / Investors	No	Email, newspaper advertisement, website, Annual Reports, General Meetings, intimations to stock exchanges, annual/ quarterly financials, etc.	Periodical and on event basis	To keep them informed of developments in the Company and to provide clarifications, if any.
Registrar and Transfer Agents	No	Email, meeting, Phone Calls etc.	On going	To ensure compliance of applicable regulations and effective services to securities holders.
Direct Selling Agents / Direct Selling Team / Recovery Agents	No	Meetings, SMS, E-mail, Online Sessions, Phone calls etc.	On going	To keep them updated about Company's products / schemes and provide them ongoing support in sourcing business / collection.
Customers	No	Multiple channels like SMS, emails, Company website, Notice Board, Meetings.	Frequent and need based	To keep them updated about the status of their loan, changes in rate of interest, etc. as per the fair practices code of the Company.
Regulators	No	Email, one-on-one meetings, concalls, video-conference, annual report, website.	Periodical and on Event basis	Discussions with regard to various regulations and amendments, inspections, approvals, clarifications, if any.



• **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.

GICHFL maintains continuous interactions with its key stakeholders and the Board is kept informed with regard to key developments.

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. GICHFL interacts with various stakeholders to enable the expansion of the housing market and ensuring the increase of home owners since the same helps in increase of housing stock in the Country. The Company is still learning various evolving aspects of ESG, based on the feedback from stakeholders.

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

Not Applicable

**PRINCIPLE 5 - BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS**

• **ESSENTIAL INDICATOR**

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

Category	F.Y. 2023-24			F.Y. 2022-23		
	Total (A)	No. of employees (B)	% (B/A)	Total (C)	No. of employees (D)	% (D/C)
Employees as on March 31, 2024						
Permanent	335	335	100%	321	103	32.09%
Other than Permanent	184	184	100%	220	Nil	Nil
Total Employees	519	519	100%	541	103	19.04%

Note: The training pertains to the Code of Conduct for employees and Policies of the Company.

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

Category	F.Y. 2023-24					F.Y. 2022-23				
	Total (A)	Equal to Minimum Wages		More than Minimum Wages		Total (D)	Equal to Minimum Wages		More than Minimum Wages	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees as on March 31, 2024										
Permanent										
Male	256	Nil	Nil	256	100%	247	Nil	Nil	247	100%
Female	79	Nil	Nil	79	100%	74	Nil	Nil	74	100%
Other than Permanent										
Male	155	Nil	Nil	155	100%	189	Nil	Nil	189	100%
Female	29	Nil	Nil	29	100%	31	Nil	Nil	31	100%

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

## a) Median remuneration / wages:

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (other than MD & CEO)	-	-	-	-
Key Managerial Personnel	1	₹ 3,40,665 per month	2	₹ 2,45,929 per month
Employees other than BoD and KMP	255	₹ 1,13,134 per month	77	₹ 1,04,716 per month

## b) Gross wages paid to females as % of total wages paid by the entity, in the following format:

Particulars	F.Y. 2023-24	F.Y. 2022-23
Gross wages paid to females as % of total wages	21.84%	21.44%

## 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. HR Head of the Company oversees the human resources function. In addition, the MD & CEO in consultation with HR Head of the company and under the overall guidance of Board of Directors is responsible for addressing any human rights issues caused or contributed by the business.

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

The Company conducts its business in a manner that respects the rights and dignity of all the people complying with all the legal requirements. All individuals or institutions impacted by the Company's business are provided access to grievance redressal mechanism. Reporting avenues have been provided for the employees, customers, suppliers and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of the Company Code, policies or law including human rights violation. The Company also has Whistle Blower mechanism in place.

The Company strives to support, protect and promote human rights to ensure that fair and ethical business and employment practices are followed. The Company maintains a safe and harmonious business environment and workplace for everyone irrespective of their ethnicity, region, race, caste, gender, religion, disability, work, designation and such other parameters. Company believes that every workplace shall be free from violence, harassment, intimidation and/ or any other unsafe or disruptive conditions, either due to external or internal threats. Accordingly, GICHFL has aimed to provide reasonable safeguards for the benefit of employees at the workplace, while having due regard for their privacy and dignity. GICHFL also has zero tolerance towards and prohibits all forms of slavery, coerced Labour, child Labour, human trafficking, violence or physical, sexual, psychological or verbal abuse. As a matter of policy, Company does not hire any employee or engage with any agent or vendor against their free will.

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

Category	F.Y. 2023-24			F.Y. 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/ Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights issue	Nil	Nil	Nil	Nil	Nil	Nil



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

Particulars	F.Y. 2023-24	F.Y. 2022-23
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.**

Concerns on discrimination and harassment, if any, will be dealt with confidentially. GICHFL does not tolerate any form of retaliation against the complainant. Anyone involved in targeting person raising such complaints will be subjected to disciplinary action.

The Company is committed to providing equal opportunities to all individuals and is intolerant towards discrimination and / or harassment based on race, sex, nationality, ethnicity, origin, religion, age, disability, sexual orientation, gender identification and expression (including transgender identity), political opinion, medical condition, language as protected by applicable laws.

The Company continues to be an employer for all diversity groups - gender identity, disability, caste, creed, colour, religion, marital status, age, language and any other aspects as applicable, to create and foster an open culture of inclusion for all its stakeholders and to create an environment which has zero tolerance for discrimination.

GICHFL also has a policy on Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Members of the Company are responsible for conducting inquiries pertaining to such complaints.

9. **Do human rights requirements form part of your business agreements and contracts?**

Yes, in certain agreements and contracts where relevant.

10. **Assessments for the year**

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Company is in compliance with the laws, as applicable. There have been no observations by local/ statutory / third parties in F.Y. 2023-24.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others - please specify	

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

Not Applicable

• **LEADERSHIP INDICATOR**

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

The Company believes in the basic principles of human rights in all its dealings and the same is in alignment with its Human Rights Statement. The Company regularly sensitises its employees on the Code of Conduct through training programmes.

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

As provided in point (1) above.

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?

To the extent possible, company facilitate access of offices to differently abled visitors.

4. Details on assessment of value chain partners

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Company expects its value chain partners to adhere to the same values, principles and business ethics followed by the Company. No specific assessment in respect of value chain partners has been carried out other than certain covenants where some of these parameters are being monitored closely in certain arrangements.
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.

No corrective actions pertaining to Question 4 was necessitated by the Company during the year under review.

#### PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

##### • ESSENTIAL INDICATOR

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

Parameter	F.Y. 2023-24	F.Y. 2022-23
From renewable sources		
Total electricity consumption (A)	Nil	Nil
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	Nil	Nil
From non-renewable sources		
Total electricity consumption (D)	₹ 81,38,088/-	₹ 80,75,854
Total fuel consumption (E)*	₹ 50,51,133/-	₹ 47,72,728
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non- renewable sources (D+E+F)	₹ 1,31,89,221/-	₹ 1,28,48,582
Total energy consumed (A+B+C+D+E+F)	₹ 1,31,89,221/-	₹ 1,28,48,582
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.0012	0.0012
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted PPP)	Not Available	Not Available
Energy intensity in terms of physical Output	Not Available	Not Available
Energy intensity (optional) - the relevant metric may be selected by the entity	Not Available	Not Available

\* Fuel Reimbursement is provided to the eligible officials of the Company.

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. 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 / Not Applicable

3. Provide details of the following disclosures related to water

The Company's usage of water is restricted to human consumption purposes only. Efforts have been made to ensure that water is consumed judiciously in the office premises.

Parameters	F.Y. 2023-24	F.Y. 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Ground water	Nil	Nil
(iii) Third party water	Nil	Nil
(iv) Seawater / desalinated water	Nil	Nil
(v) Other - Rainwater utilized	Nil	Nil
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	Nil	Nil
Total volume of water consumption (in kiloliters)	Nil	Nil
Water intensity per rupee of turnover (Water consumed / turnover)	Nil	Nil
<b>Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from Operations adjusted for PPP)</b>	Not Available	Not Available
<b>Water Intensity in terms of physical output</b>	Not Available	Not Available
<b>Water Intensity (Optional) - the relevant metric may be selected by the entity</b>	Not Available	Not Available

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

Not Applicable

4. Provide the following details related to water discharge

Parameters	F.Y. 2023-24	F.Y. 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
-No treatment	Not Available	Not Available
-With treatment please specify level of treatment	Not Available	Not Available
(ii) Ground water		
-No treatment	Not Available	Not Available
-With treatment please specify level of treatment	Not Available	Not Available
(iii) To Seawater		
-No treatment	Not Available	Not Available
- With treatment please specify level of treatment	Not Available	Not Available
(iv) Sent to third-parties	Nil	Nil
-No treatment	Not Available	Not Available
-With treatment please specify level of treatment	Not Available	Not Available
(v) Other	Nil	Nil
-No treatment	Not Available	Not Available
-With treatment please specify level of treatment	Not Available	Not Available
<b>Total water discharged (in kilolitres)</b>	Not Available	Not Available

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

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

No.

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

Not Applicable

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

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

Parameter	Unit	F.Y. 2023-24	F.Y. 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	Not Available	Not Available
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	Not Available	Not Available
Total Scope 1 & 2 emission per rupee of turnover	Metric tonnes of CO <sub>2</sub> equivalent	Not Available	Not Available
<b>For Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emission / Revenue from operations adjusted for PPP)</b>	Metric tonnes of CO <sub>2</sub> equivalent	Not Available	Not Available
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	Metric tonnes of CO <sub>2</sub> equivalent	Not Available	Not Available
<b>Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity</b>	Metric tonnes of CO <sub>2</sub> equivalent	Not Available	Not Available

Note - Being a non-banking financial Company and owing to the nature of business it is difficult to collate the information from all the branches.

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

Not Available

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

No. However, Company is endeavouring to reduce the emission of GHGs to the extent possible.

9. **Provide details related to waste management by the entity**

Parameters	F.Y. 2023-24	F.Y. 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Not Available	Not Available
E-waste (B)	Not Available	Not Available
Bio-medical waste (C)	Not Applicable	Not Applicable
Construction and demolition waste (D)	Not Applicable	Not Applicable
Battery waste (E)	Not Applicable	Not Applicable
Radioactive waste (F)	Not Applicable	Not Applicable
Other Hazardous waste. Please specify, if any. (G)	Not Applicable	Not Applicable
Other Non-hazardous waste generated (H).	Not Applicable	Not Applicable
<b>Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)</b>		
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>NA</b>	<b>NA</b>



<b>Category of waste</b>		
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	Not Applicable	Not Applicable
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	Not Applicable	Not Applicable
Waste intensity in terms of physical output	Not Applicable	Not Applicable
Waste intensity (optional) - the relevant metric may be selected by the entity	Not Applicable	Not Applicable
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	Not Applicable	Not Applicable
(ii) Re-used	Not Applicable	Not Applicable
(iii) Other recovery operations	Not Applicable	Not Applicable
<b>Total</b>	Not Applicable	Not Applicable
<b>For each category of waste generated, total waste disposed through recycling, re- using or other recovery operations (in metric tonnes)</b>		
(i) Incineration	Not Applicable	Not Applicable
(ii) Landfilling	Not Applicable	Not Applicable
(iii) Other disposal operations	Not Applicable	Not Applicable
<b>Total</b>	<b>NA</b>	<b>NA</b>

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

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.

Given the nature of the business, there is no usage of hazardous and toxic chemicals by the Company.

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.

Sr. 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 as there are no operations near the above-mentioned zones.			

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.

Based on the nature of business, the Company is following applicable environmental law/ regulations/ guidelines/ norms. No fine/ penalty/action was initiated against the entity under any of the applicable environmental laws/ regulation/ guidelines.

Sr. 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 INDICATOR**

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

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

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY (Current Financial Year)	FY (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Not applicable	Not applicable
(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 (Water consumed / turnover)</b>		
<b>Water intensity (optional) - the relevant metric may be selected by the entity</b>		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	Not applicable	Not applicable
- No treatment		
- With treatment - please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment - please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment - please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment - please specify level of treatment		
(v) Others		
- No treatment		
- With treatment - please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		



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

Not Applicable

Parameters	Unit	F.Y. 2023-24	F.Y. 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	Nil	Nil
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> equivalent	Nil	Nil
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity	-	Nil	Nil

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

Not Applicable

**3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Nil			

Not Applicable as there are no operations near the above-mentioned zones.

**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:**

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Nil			

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

Yes, we have a Board approved Policy for Disaster Recovery and Business Continuity.

**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.**

Given that the Company is in the business of providing housing finance, there has been no adverse impact to the environment.

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

None.

**PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT**

**• ESSENTIAL INDICATOR**

**1. (a) Number of affiliations with trade and industry chambers/ associations.**

Nil

**(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.**

Not Applicable

- 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.

NA

- LEADERSHIP INDICATOR**

- Details of public policy positions advocated by entity.

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board	Web Link, if available
Nil / Not Applicable					

**PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT**

- ESSENTIAL INDICATOR**

- 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					

- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

Sr. 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 ₹)
Not Applicable						

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

The Company has various mechanisms to receive and redress grievances of various stakeholders. Details of such mechanisms and policies is detailed in this report.

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

Not Applicable.

- 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	F.Y. 2023-24	F.Y. 2022-23
Rural	Nil	Nil
Semi-urban	7.98%	7.99%
Urban	14.53%	14.84%
Metropolitan	77.47%	77.16%

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

- LEADERSHIP INDICATOR**

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

Not Applicable

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

Nil



3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)  
No. Being in the service sector, except for technology related services the Company has limited procurement needs.
- (b) From which marginalised /vulnerable groups do you procure?  
Not Applicable
- (c) What percentage of total procurement (by value) does it constitute?  
100%. we procure from local suppliers.
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 -  
Not Applicable
5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.  
Not applicable.
6. Details of beneficiaries of CSR Projects

S r . No.	CSR Project *	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Promoting Health Care Medical Equipment's Construction of Help Desks for patients	Company has contributed towards creation of fixed assets which will be used for benefit of general public for a longer period of time.	
2	Promotion of Education, Art & Culture, Construction of Amphitheatre		

\* CSR Projects of FY 2023-24

**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.  
The Company has a systematic Grievance Redressal Mechanism. Detailed Procedure is mentioned in Grievance Redressal Policy of the company which is uploaded on the website of the company.
2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

Particulars	As a percentage to total turnover
Environmental & Social Parameters relevant to the product	NA
Safe & Responsible usage	NA
Recycling and/or safe disposal	NA

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

Particulars	F.Y. 2023-24		Remarks	F.Y. 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Others (other than Shareholders / Customers)	0	0	NA	0	0	NA

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

Not Applicable

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

Yes. The Company has in place Board approved Cyber Security/ IT Policies and the same are accessible by internal stakeholders of the Company.

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

No penalties/regulatory action has been levied relating to cyber security and data privacy of customers.

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

a. Number of instances of data breaches - Nil

b. Percentage of data breaches involving personally identifiable information of customers - Nil

c. Impact, if any, of the data breaches - Nil

• **LEADERSHIP INDICATORS**

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

Information relating to all the loan products and services provided by GICHFL are available on the Company's website, [www.gichfindia.com](http://www.gichfindia.com). Additionally, the Company actively utilises various social media and digital platforms to impart information as well as propagate its loan products.

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

The Most Important Terms and Conditions (MITC) provides extensive information and ensures transparency on lending products. The Fair Practices Code is accessible on the Company's website at [www.gichfindia.com](http://www.gichfindia.com)

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

Customers are informed about any risk of disruption / discontinuation of essential services via SMS / email. Company is also strengthening its IT Infrastructure to minimise various IT related risks. However, during the year there were no major disruptions of critical services of the Company.

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)**

GICHFL has always exhibited transparency by providing all the relevant details to its customers. The FPC and MITC documents are displayed on the website of the Company with all relevant details. Customers are encouraged to provide the feedback of services of the Company.

For and on behalf of the Board of Directors For and on behalf of the Board of Directors

Sd/-  
Paul Lobo  
Managing Director & CEO

Sd/-  
Ramaswamy Narayanan  
Non-Executive Director & Chairman

**Registered Office:**  
National Insurance Building,  
6<sup>th</sup> Floor, 14, J. Tata Road,  
Churchgate, Mumbai 400020.

**Place: Mumbai**  
**Date: May 13, 2024**