

NATIONAL SECURITIES CLEARING CORPORATION LIMITED

BUSINESS RESPONSIBILITY REPORT

[In line with the National Voluntary Guidelines (NVG) on Social, Environmental and Economic Responsibilities of Business]

Section A: General Information about the Company

1. Corporate Identity Number (CIN) of the Company :
U67120MH1995PLC092283
2. Name of the Company :
NATIONAL SECURITIES CLEARING CORPORATION LIMITED (NSCCL)
3. Registered address :
Exchange Plaza, Plot C-1, Block 'G'
Bandra Kurla Complex, Bandra (East)
Mumbai - 400 051
4. Website :
www.nscclindia.com
5. E-mail id : cc_nse@nse.co.in
6. Financial Year reported: 2015-16
7. Sector(s) that the Company is engaged in (industrial activity code-wise):
Sector: Infrastructure Company in the securities market industry
Activity: Processing & Clearing services of securities transactions
NIC Code: 6619

[As per National Industrial Classification Code 2008 – Ministry of Statistics and Programme Implementation]
8. List three key products/services that the Company manufactures/provides (as in balance sheet)
 - i. Electronic Clearing Services
 - ii. Electronic Settlement Services
 - iii. Electronic Collateral Management-acceptance of electronic FDRs (Fixed Deposit Receipts)
9. Total number of locations where business activity is undertaken by the Company
 - i. Number of International Locations (Provide details of major 5): None
 - ii. Number of National Locations:
Twelve [Ahmedabad, Bengaluru, Chennai, Cochin, Delhi, Hyderabad, Indore, Jaipur, Kanpur, Kolkata, Mumbai and Pune]

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10. Markets served by the Company - Local/State/National/International:
National

Section B: Financial Details of the Company

1. Paid up Capital (INR): 45 crore
2. Total Turnover (INR): 331.42 crore
3. Total profit after taxes (INR): 165.89 crore
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) : 55.48 Lakhs
5. List of activities in which expenditure in (4) above has been incurred:

Sr. No.	Projects	Focus area	Place
1	Door Step School	Primary Education	Pune City ,District- Pune, State- Maharashtra
2	Door Step School	Primary Education	Haveli- Mulashi Tehasil, District- Pune State- Maharashtra
3	Vikas Sahayog Pratishthan	Primary Education	District- Buldhana State- Maharashtra
4	Magic Bus India Foundation	Primary Education	Ulhasanagar City District- Thane State- Maharashtra
5	Tata Institute of Social Sciences	Primary Education	Mankhurd, Mumbai State- Maharashtra
6	All India Inst. Of Local Self Government	Primary Education	Thane and Pune State- Maharashtra
7	All India Inst. Of Local Self Government	Primary Education	Medha Dist- Satara State- Maharashtra
8	Dignity Foundation	Elder Care	Mumbai and Chennai State- Maharashtra and Tamilnadu
9	Door Step School	Primary Education	Pune City,District- Pune, State- Maharashtra
10	Door Step School	Primary Education	Haveli- Mulashi Tehasil, District- Pune State- Maharashtra
11	Vikas Sahayog Pratishthan	Primary Education	District- Buldhana State- Maharashtra
12	Tata Institute of Social Sciences	Primary Education	Mankhurd, Mumbai State- Maharashtra
13	Teach For India	Primary Education	Mumbai and Chennai
14	Family Welfare Agency	Elder Care	Lower Parel, Mumbai

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15	CSR Focus Group	Various Activities*	Mumbai, Maharashtra
16	Capacity Building	Capacity Building	Mumbai, Maharashtra

*activities undertaken by NSE Group CSR Focus Group covers blood donation camps, NGO melas, Being with Children, Rural experimental program, Suryakumbha, etc.

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?

No

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

Not applicable

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

30-60%

The Company has formulated policies on environment and social requirements which are applicable to the relevant external stakeholders. Also the stakeholders are required to abide by the code of conduct of NSCCL as part of their contract.

Section D: BR Information

1. Details of Director/Directors responsible for BR

- a) Details of the Director/Directors responsible for implementation of the BR policy/policies

The Ethics Committee of NSCCL is overseeing the implementation of the BR policy. The composition of Ethics Committee is given below:-

DIN Number : 00062596
Name : Mr. Ravi Narain
Designation : Chairman, Ethics Committee

DIN Number : 00349597
Name : Mr. Sudhir Joshi
Designation : Member, Ethics Committee

DIN Number : 06832502
Name : Mr. T. Venkata Rao
Designation : Managing Director

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DIN Number : N.A.
Name : Ms. Himabindu V
Designation : Compliance Officer

b) Details of the BR head -

Sr. No.	Particulars	Details
1.	DIN Number (if applicable)	06832502
2.	Name	Mr. T. Venkata Rao
3.	Designation	Managing Director
4.	Telephone number	26598424
5.	e-mail id	tvenkat@nsccl.co.in

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

(a) Details of compliance (Reply in Y/N)

[illegible]

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	the implementation of the policy?									
No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6	Indicate the link for the policy to be viewed online?	Y***	Y***	Y***	Y***	Y***	Y***	Y***	Y***	Y***
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y****	Y****	Y****	Y****	Y****	Y****	Y****	Y****	Y****
8	Does the company have in-house structure to implement the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the Policy / policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Yes, there is an internal framework and in-house structure established to implement the policies								

* The policies are developed and aligned with following standards prescribed by /under:-

- Securities and Exchange Board of India
- Ministry of Corporate Affairs Guidelines
- Applicable legal requirements
- SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015
- The Company's internal requirements, detailed consultations and research on the best practices adopted by peers and organizations across the industry

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**The policies are approved by the Board and signed by the heads of the respective department responsible for implementation of the policies

***The policies are available on our internal portal which can be made available on request.

**** The policies are available on the intranet for all the internal stakeholders. NSCCL has also planned to formally communicate the same to the relevant external stakeholders in the coming year.

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	The company has not understood the Principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
3	The company does not have financial or manpower resources available for the task	NA	NA	NA	NA	NA	NA	NA	NA	NA
4	It is planned to be done within next 6 months	NA	NA	NA	NA	NA	NA	NA	NA	NA
5	It is planned to be done within the next 1 year	NA	NA	NA	NA	NA	NA	NA	NA	NA
6	Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

3. Governance related to BR

(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year

Ethics Committee meets twice annually to discuss the initiatives and performance aspects related to BR

(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

Yes, NSCCL publishes Business Responsibility Report. The report is available online at http://www.nscclindia.com/NSCCL/disclosures/nsccl_dis_other_dis.htm

Section E: Principle-wise performance

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others:

No. The Company has a policy relating to ethics, which covers not only all individuals working with it, but also its group companies at all levels and grades.

Policy framework for ethics, transparency and accountability

At NSCCL, ethical conduct is given utmost importance across all our functions and practices. NSCCL has a defined code of ethics policy and all the Directors, Members of Committees and Employees have to establish a minimum level of business/professional ethics to be followed by them towards establishing a fair and transparent market place. The policy is also extended to all the relevant external stakeholders and to the suppliers/contractors and vendors. The key features of the Ethics policy are; Fairness and transparency in dealing with matters relating to the Clearing Corporation and the investors; Compliance with all applicable laws/rules/regulations laid down by Government /regulatory agencies/ clearing corporation ; Exercising due diligence in the performance of duties; and Avoidance of conflict of interest between self-interests of directors, members of committees and employees of the Clearing Corporation and interests of Clearing Corporation.

Corporate Governance

Corporate governance is fundamental to Company's culture. NSCCL believes in transparent governance practices and structure are key elements for conducting business. Therefore, effective corporate governance is considered to be critical for achieving goals and delivering long-term sustainable business growth and creating value for all stakeholders. NSCCL always have been involved in good governance practices and endeavors continuously to improve upon the same. NSCCL is a public limited company, incorporated under the Companies Act, 1956 whose securities are not listed on any of the stock exchanges. NSCCL is also a recognized clearing corporation under Securities Contracts (Regulation) Act, 1956. Therefore, NSCCL is additionally required to comply with Securities Contracts (Regulation) Act, 1956, the Rules and Regulations laid down thereunder and the directives and circulars issued by Securities and Exchange Board of India (SEBI) from time to time for the purpose of its governance.

Board Structure

The Board consists of 8 directors of which 2 directors represent shareholders, 5 are public interest directors, who are chosen from among eminent persons or

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experts in the field of law, finance, accounting, taxation, information technology, economics, commerce, management, etc. and 1 executive director. None of the directors of the Company are inter-related with each other. With the approval of SEBI, the Company has appointed Mr. C.M.Vasudev, a non-executive director as well as a public interest director as Chairman of the Board of directors.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? *If so, provide details thereof, in about 50 words or so.*

The Company has not received any complaint against it. There are no complaints from investors against the clearing members of the Clearing Corporation.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.
 - i. Electronic Clearing Services
 - ii. Electronic Settlement Services
 - iii. Electronic Collateral Management - acceptance of electronic FDRs
2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):
 - i. Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

Not Applicable
 - ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?
 - a) By using Thermal Energy Storage System, the Company & the Group has saved 13,746 Demand Kilo-Volt-ampere (KVA) in the previous year
 - b) By using Wind Power System, the Company & the Group has generated & in turn saved 1 crore units Kilowatt-hour (Kwh) in the last year.
 - c) By using Solar Power System, the Company & the Group have saved 4472 units (Kwh) in the previous year
3. Does the company have procedures in place for sustainable sourcing (including transportation)?
 - i. If yes, what percentage of your inputs was sourced sustainably? *Also, provide details thereof, in about 50 words or so.*

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The Company keeps in mind sustainable sourcing for the inputs. For example, electricity, which is an important input for the Company's business, the Group has set up wind and solar plants.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Generally, the Company procures goods and services from the original equipment manufacturer. However, wherever feasible, the procurement is also done from local and small vendors.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

The Company believes in reduce, recycle and reuse and manages its waste efficiently through various initiatives such as Vermiculture system, Sewage treatment plant. NSCCL reduce its E-waste and ensures that the E-waste generated shall be recycled efficiently.

- E - Waste - As per the Company's E-Waste Policy, the E-Waste in Exchange Plaza building as well as its Branch Office premises is recycled through authorized E-Waste Vendor shortlisted by Central Pollution Control Board (CPCB)/ Maharashtra Pollution Control Board (MPCB).

- Food Waste - Food waste generated at Company's Exchange Plaza building is processed through Vermiculture System installed at its building wherein manure (i.e. Vermicompost) generated through it is used for Gardening Purpose.

- Water Recycling - Sewage water generated at Exchange Plaza is recycled through Sewage Treatment Plant installed at its Exchange Plaza building and the processed water is used for secondary purposes i.e. for cleaning, for Cooling Towers associated with Heating, Ventilation and Air Conditioning (HVAC) System.

Principle 3: Businesses should promote the wellbeing of all employees

1. Please indicate the Total number of employees.

64

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.

NIL

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3. Please indicate the Number of permanent women employees.

22

4. Please indicate the Number of permanent employees with disabilities.

None

5. Do you have an employee association that is recognized by management?

No

6. What percentage of your permanent employees is members of this recognized employee association?

Not applicable

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

Sr. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1.	Child labour/forced labour/involuntary labour	NIL	NIL
2.	Sexual harassment	NIL	NIL
3.	Discriminatory employment	NIL	NIL

8. What percentage of your under mentioned employees were given safety & skill upgradation training in the last year?

- Permanent Employees :
Safety- 100%; Skill upgradation-100%
- Permanent Women Employees
Safety- 100%; Skill upgradation-100%
- Casual/Temporary/Contractual Employees : -
Not applicable
- Employees with Disabilities :
Not applicable

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Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

1. Has the company mapped its internal and external stakeholders? Yes/No

Yes. The Company has mapped its internal and external stakeholders.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Yes. The Company has identified the disadvantaged, vulnerable & marginalized stakeholders and is working towards improving their lives.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

The Company, together with its holding company NSE, periodically conducts financial literacy education programs. Moreover, the Company conducts various CSR programs through NGOs. For specific details, please refer to Report on CSR.

Principle 5: Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Company's various policies on human rights like 'Work Life Balance' and 'Talk to me' covers not only the Company, but all its Group Companies.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

No stakeholder complaints were received in the past financial year.

Principle 6: Business should respect, protect, and make efforts to restore the environment

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others?

The Company has an "Environment Policy" covering not only the Company, but all its Group Companies. Environmental protection initiatives also extend across the Group.

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2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Yes, The Company is committed to a better tomorrow, for which it is stringently pursuing to minimize its impact on the environment by taking measures like measuring and reducing its carbon and water foot print, checking and preventing pollution and ensure better Air and Water quality, make efficient use of energy. The Company has installed Scrubber System [i.e. associated with Diesel Generator (DG) Sets installed at Exchange Plaza] wherein the smoke generated through DG Sets is processed and then it is released to the environment. The Company is carrying on its operations from the premises of NSE which has an environment policy (applicable applies to NSE, its subsidiaries, affiliates and group companies) which envisions to continuously reduce its carbon footprint, enhance environmental protection practices and promote sustainable business operations

The hyperlink for the "Environment Policy" is:

http://nscclindia.com/NSCCL/disclosures/resources/Environment_Policy.pdf

3. Does the company identify and assess potential environmental risks? Y/N

Yes.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?

Yes. The Company has installed following System/ Project towards Clean Development Mechanism:

1) Thermal Energy Storage System: The 'Thermal Energy Storage System' has been introduced in the HVAC System. It was observed that most of the Services (i.e. HVAC-Chillers, Air Handling Units (AHUs), Lifts, Lighting, Personal Computer (PC), Plumbing System, etc.) at Exchange Plaza were operated mainly during office / day hours. Whereas, Chillers and its associated equipments used to consume more than 30% of total peak demand load. In view of this, the Company had decided to reduce its demand load during peak hours and to achieve this, the Company has incorporated the 'Thermal Energy Storage System' with the existing HVAC system. In this system, the Chillers are being operated at night hours to form the Chill (i.e. temperature below zero degree centigrade of glycol water) which gets stored in the Thermal Storage Tank. The following next day the stored Chill is being utilized through Heat Exchangers for air-conditioning the Office Area. In this manner, the total load (i.e. HVAC-Chillers, AHUs, Lifts, Lighting, PC, Plumbing System, etc.) which were operating mainly during office hours have been distributed and the Company has surrendered the Extra Power.

2) Wind Power Plant: On account of the high electricity consumption that the Company has been facing, mainly owing to the continuous operation of the Data Center, a need had been felt to ascertain possible alternatives of energy conservation including sourcing of energy from a cost effective alternative which are also environment friendly ("Green Power"). In fact, from the energy conservation point of view, the Company has already taken various initiatives including setting up a

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Thermal Energy Storage System for its air conditioning plant, Solar Power Plant at its available terraces, Power Savers for its lighting system, Light – Emitting Diode (LED) lighting, etc. which have helped to reduce the power consumption substantially. However, going further, to reduce our carbon foot print, the Company has gone into generating green power. Accordingly, on sourcing front, various alternatives were examined and among the various proposals, the power generated by Wind Mills was found to be more beneficial especially since it is a Renewable Source of Energy. In Wind Power Project, the Wind Electric Generator (WEG) converts the Kinetic Energy (KE) available in the Wind to Electrical Energy (EE) by using a Rotor, Gearbox and Generator. It may be noted that there is a defined range of Wind speed, which is a basic prerequisite for the WEG to generate electricity. The Ministry of Non-Conventional Energy Sources (MNES), by a proper survey has identified certain 'geographical areas' within every State, suitable to develop Wind Farms (an area where a number of WEGs are installed is known as a Wind Farm). Considering the current power consumption requirements of the Company at its office building at Exchange Plaza, it was estimated that the total sizing of Wind Mills would be around 6.25 Megawatt (MW) (i.e. 5 fans of 1.25 MW Wind Mills). Accordingly, the aforesaid capacity of project has got commissioned through M/s. Suzlon Energy Ltd. at Satara in Maharashtra, successfully by taking necessary compliances.

3) Solar Power Plant: In addition to various power saving measures being undertaken at the building, a need had been felt to ascertain the possible alternatives of energy conservation including sourcing of energy from natural resources which is environment friendly (i.e. Green Power). In view of this, Solar Power Plant has been installed in the Exchange Plaza building which harnesses the Solar Power and then converts the same into Electrical Power to cater the part of lighting load at Exchange Plaza.

5. Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc.? Y/N. If yes, please give hyperlink for web page etc.

Yes. The Company has undertaken following initiatives towards energy conservation, green / renewable energy:

- 1) Thermal Energy Storage System
- 2) Automation in Operation of the Services
- 3) Regulated Voltage for Lighting System
- 4) Electronic Ballast and Compact Fluorescent Lamps (CFL) used in Lighting System, Use of LED Lights
- 5) Automatic Power Factor Control Units
- 6) Solar Power Plant
- 7) Rain Water Harvesting System

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8) Wind Power Plant

9) Use of energy efficient star rated products

The Company is carrying on its operations from the premises of NSE which has an E-Waste Policy (applicable applies to NSE, its subsidiaries, affiliates and group companies) which seeks to address concerns over the management, handling and disposal of electronic waste generated by and in NSE premises as per statutory requirements and industry standards

The hyperlink for the "E-Waste Policy" is:

http://nscclindia.com/NSCCL/disclosures/resources/E-Waste_Policy.pdf

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/ SPCB for the financial year being reported?

Yes. All the emissions/ waste generated is within permissible limits given by Central Pollution Control Board (CPCB)/ State Pollution Control Board (SPCB).

7. Number of show cause/ legal notices received from CPCB/ SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

Nil

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

1. Is your company a member of any trade and chamber or association? If yes, name only those major ones that your business deals with:

The Company is a member of CCP 12 (Central Counterparties 12), the Global Association of Central Counterparties.

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes, specify the broad areas (Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

Yes. The Company has advocated and lobbied through the above associations for the advancement or improvement of public good in the post-trade areas of Governance and Administration, and development policies in order to strengthen the post-trade system.

Principle 8: Businesses should support inclusive growth and equitable development

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

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The CSR objectives have been identified basis the larger mandate outlined in the Section 135 of the Companies Act 2013 and CSR Rules 2014 as well as to meet NSE Group's community engagement aspirations. Under the CSR policy, NSE Group mandates undertaking social interventions for the most neglected and underprivileged sections of the society to enable a sustainable future and ensure an inclusive growth. The social projects undertaken under these verticals by a dedicated CSR Department, are designed with a long term timeframe and measurable social impact. These social projects are undertaken with advice from the Tata Institute of Social Sciences and are unique projects that address the issues of the lowest rung of the social and economic order.

The three core CSR focus areas outlined in the CSR policy document are

1. Primary Education
2. Elder care
3. Sanitation and Safe Drinking water.

In addition to CSR initiatives in the three core focal areas, a CSR Focus Group consisting of volunteers who are employees of the company was formed to undertake CSR activities by contributing part of their time. Activities such as Blood Donation Camps, NGO-Melas related to social entrepreneurship, awareness building programmes in education, health and environment, screening of documentaries on environmental & social issues, organizing guest lectures on social issues, nature awareness activities, observing of national / international days such as Children's Day, Women's Day etc. are undertaken by the CSR Focus Group, in collaboration with the company employees to create awareness, and to engage, and motivate employees to be socially responsible citizens.

Some of the initiatives undertaken by the company are as follows:

Door Step School (Urban project): The main objective of this programme is to provide continuous education to children of migrant laborers at construction sites. These children are between 6 -14 years and out of the educational system. In this project, efforts are made to help them integrate into the formal education system. An educational activity centre (EAC) is opened at construction sites literally bringing education to the doorstep of the children. The location of the project is in the vicinity of 10 construction sites in Pune. The educational activity centres cater to various ages and literacy levels of the children. After assessing literacy levels and past schooling, children who have minimum learning levels are enrolled in the age appropriate classes in nearby municipal schools. Transport is provided to ensure that there is no drop out. Remedial and supplementary classes are given after school so that the child copes with the state educational curriculum. This project has benefitted a cumulative number of 831 children. The impact evaluation of this project shows that children attending the classes were able to read Marathi in 120 days. To address the issue of dropouts, a comprehensive track and connect program has been implemented. Of the children who dropped out of school due to migration of parents, 94 were tracked and 74 were assisted to be enrolled back in schools.

The Society for Door Step Schools Rural Project: This program is being implemented in the rural area of Mulashi- Mawal near Pune. The project titled "Grow

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with Books”, aims to enhance the reading ability of primary school children in government schools of rural Maharashtra. The children hail from the socio economically weaker sections as well as migrant communities in the villages. The project has been rolled out in 22 government schools as a supplementary activity to ensure that minimum age appropriate standards in reading are achieved. A 10 day train the trainer programme is conducted for newly recruited “Book Fairies” who would then conduct the sessions in the school as an additional feature to the formal state school curriculum. A total of 2639 children in all have been impacted through the program covering 23 schools in 22 villages.

Vikas Sahayog Pratishthan (VSP): This project aims to provide supplementary education in rural Government Schools for 1200 children hailing from the VJNT Tribes of Mehkar Block in the drought hit Buldhana District. VSP conducts awareness programs to decrease the dropout rates of students by encouraging the village community and relatives to host the children when parents migrate in search of work. The setting up of School Management Committees (SMC) and establishment of Learning Centers (LEP) in schools and in shared resource areas of the villages are also some of the major objectives of this project. The program aims to impact both learning and teaching methodologies by working with teachers, supervisors and primary level children. The methodology adopted for this project includes assessment at village level and grouping of children, creating of learning centers both within the community and the schools. As an impact outcome of this project, 93 drop out children were re-enrolled in schools, and 45.95% children were retained in villages even after parents migrated in search of work.

Magic Bus India Foundation: Magic Bus India Foundation is implementing a project on Quality Education in 10 Municipal Schools in Ulhasnagar helping 1700 children. The project is based on two main concepts i.e. Sport for Development (S4D) and Quality Education. Sport for Development is intended to build children’s conviction for education which is very important in the long run to retain children’s interest in education, regular attendance and continuation of studies. Quality supplementary education with the help of Youth Mentors helps improve their academic performance. Life skills and positive behavioral changes such as gender equality etc. are also embedded into the activities. The NSE Group Magic Bus program has been appreciated as it is the first project of Magic Bus integrating sports and education. The total number of children enrolled in the Sport for Development program is 1772, out of which 930 are girls.

Chunauti: Chunauti is a field action project of Tata Institute of Social Sciences which imparts quality education to mentally challenged children rescued from different children’s homes. This project is an outcome of the intervention by the Mumbai High Court after reports of abuse of orphan and mentally challenged children in state aided children’s homes were reported in the local media. This project had two levels of interventions. The first level of intervention was the rehabilitation of the children from two state aided children’s homes at the Mankhurd Center. The rehabilitation includes medical treatment, nutrition, counseling, behavioral change, social skills and education. The second level of intervention is on training functionaries in the government who are responsible for the administration of these homes. This project benefited 103 mentally challenged children. After preliminary counseling, 15 children were provided schooling through SSA and 7 children through NIOS and 40 children were provided with special

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education. This has resulted as children being able to manage basic language, mathematics, identify colors and shapes. This is an immense step in the rehabilitation process as this is the first time that a comprehensive and successful programme to educate mentally challenged children has been implemented. The programme has been recently appreciated by the Mumbai High Court as a model programme and directed to be implemented in all the children's homes run by the government in Maharashtra.

Dignity Foundation: This project was implemented by Dignity Foundation in four slum pockets in Mumbai- Dharavi, Jogeshwari, Worli, Sion and two in Chennai- Kannaginagar and Saidapet to cater the different physical, mental, social and emotional health needs of the elderly population. The project involved monthly workshops conducted for awareness in each of the 6 project areas. About 120 persons attended the workshop. 4320 elders had registered and have availed the Dignity Savings Card which is provided by the Dignity Foundation and enables the elderly to avail discounts at around 1500 partnered outlets across Mumbai that includes pathology laboratories, orthopedics items, lenses, hospital services to name a few. The total number of senior citizens impacted by this programme is 3685. A telephone help line has been launched to provide assistance and counseling to senior citizens.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

The CSR Department with volunteers from the CSR Focus Group is responsible for administering the CSR Programs through NGOs with domain expertise in the area of intervention and location geography.

3. Have you done any impact assessment of your initiative?

Yes. The progress of the projects is conducted every quarter. Impact of the activities is measured on a regular basis by a systematic program and financial audit, monitoring and evaluation of qualitative and quantitative output indices as well as the progress of the projects through regular field visits. This is done through TATA Institute of Social Science (TISS) and NSCCL employee volunteers who are assigned on an annual basis to specific programs for monitoring and independent assessment.

4. What is your company's direct contribution to community development projects? Amount in INR and the details of the projects undertaken?

Sr. No.	Sector in which the project is covered	Location	Cumulative Amount outlay (committed budget)	Amount spent (direct or through implementing agency)
1	Primary Education	City - Pune District- Pune, State- Maharashtra	2,34,138.21	2,05,385.50
2	Primary Education	Tehsil - Haveli- Mulashi District- Pune, State Maharashtra	8,60,955.71	6,08,196.90

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3	Primary Education	District - Buldhana, State- Maharashtra	7,42,198.26	6,82,926.37
4	Primary Education	City - Ulhasanagar District- Thane, State- Maharashtra	11,21,964.25	7,80,566.31
5	Primary Education	Mankhurd, Mumbai, State- Maharashtra	7,64,502.89	6,10,135.37
6	Primary Education	District – Thane (Ramnagar) District – Pune (Gandhinagar) State – Maharashtra	43,04,262.85	9,76,304.29
7	Primary Education	Tehsil - Medha, District – Satara State – Maharashtra	43,04,262.85	9,62,423.47
8	Elder Care	Cities - Mumbai , Chennai, States- Maharashtra, Tamil Nadu	33,94,999.89	13,67,714.19
9	Various Activities*	Mumbai, Maharashtra	0	2,34,081.52
10	Capacity Building	Mumbai, Maharashtra	0	5,31,915.56
11	Project Monitoring Expenditures on CSR projects	Project sites	0	321325.35
		Total	1,57,27,284.91	72,80,974.82

(*Activities undertaken by NSE Group CSR Focus Group covers Blood Donation Camps, NGO-Melas, being with children, rural experimental program, suryakumbha, etc.)

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

NSCCL is committed towards community development. NSCCL has taken numerous initiatives with NGOs in the field of primary education and elder care. These initiatives are targeted mainly for underprivileged children of construction labourers, mentally challenged children and also for elderly people. These projects are ongoing and are being monitored and evaluated by the TATA Institute of Social Sciences (TISS). An Annual Review of the projects will be compiled by TISS once all the programs complete 4 quarters.

All educational programs have advocacy as an essential built in feature. Efforts will be made to engage with local communities and the local administration to adopt the processes and also create policy changes for a scalable and sustainable outcome. Projects such as Chunauti are under Mumbai High Court's review. The Vikas Sahyog Pratishtan initiative in Buldhana seeks to address the dropout rates of migrant and nomadic children. The local district educational officer has been formally given the figures for dropouts in the Government schools to engage the government departments and create policy frameworks to readmit children in Schools.

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

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year?

None

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information)

Not applicable

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

None.

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

Yes, Annual Customer Satisfaction Survey was conducted by IMRB (Indian Market Research Bureau) International on behalf of the Company.
