

Business Responsibility Report

NATIONAL SECURITIES CLEARING CORPORATION LIMITED



2016-17

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: 2016-17
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:
Six [Ahmedabad, Chennai, Delhi, Hyderabad, Kolkata, and Mumbai].

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

Section B: Financial Details of the Company

1. Paid up Capital (INR): 45 crores
2. Total Turnover (INR): 352.43 crores
3. Total profit after taxes (INR): 15.84 crores
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%): 1.30%
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- Urban	Primary Education	Pune City,District- Pune, State- Maharashtra
10	Door Step School-Rural	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 (Chunauti)	Primary Education	Mankhurd, Mumbai State-Maharashtra
13	Teach For India	Primary Education	Mumbai and Chennai
14	Family Welfare Agency	Elder Care	Lower Parel, Mumbai
15	Magic Bus Foundation	Primary Education	Ulhasnagar, Maharashtra
16	Paragon Charitable Trust	Primary Education	Mumbai
17	Door Step Schools-Mumbai	Primary Education	Mumbai
18	Aid India	Primary Education	Tamil Nadu
19	Pratham Education	Primary Education	Maharashtra
20	IIMPACT	Primary Education	West Bengal
21	Pradan	Primary Education	Jhabua, Mandla, Sagar
22	Foundation to Educate Girls Globally	Primary Education	Ajmer, Rajasthan
23	Quest	Primary Education	Kalyan & Nashik
24	Developmental Association for Human Advancement (DEHAT)	Primary Education	Mihinpurwa, Block of Bahraich District
25	Helpage India	Elder Care	Ghatanji, Choutuppai, Kolaghat, Basantpur
26	Charities Aid Foundation	Elder Care	Jharkhand
27	FINISH SOCIETY	Sanitation	Nashik
28	Americares India Foundation	Sanitation	Mumbai
29	Youth for Unity and Voluntary Action (YUVA)	Sanitation	Nashik & Akola
30	Jal Seva Charitable Foundation	Sanitation	Dumka & Pakur Districts, Jharkhand State
31	WASH in Ashram Schools	Sanitation	Nashik District
32	Oxfam India	Disaster Relief	Bihar
33	Doorstep School- Urban	Primary Education	Pune City, State Maharashtra
34	Doorstep School- Rural	Primary Education	Haveli-Mulashi Tehsil- Pune District, State Maharashtra
35	Doorstep School- Rural- (Extension)	Primary Education	-
36	Vikas Sahayog Pratishthan	Primary Education	District Buldhana, State-Maharashtra
37	Tata Institute of Social Sciences (Chunauti)	Primary Education	Mankhurd, Mumbai State-Maharashtra
38	CSR Focus Group	Various Activities*	Mumbai, Maharashtra
39	Capacity Building	Capacity Building	Mumbai, Maharashtra
40	PME**	Project Monitoring	NA

*activities undertaken by NSE Group CSR Focus Group covers blood donation camps, NGO melas for Children's Day, Environment Awareness, Swachha Bharat Drive

Section C: Other Details

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

Yes, NSCCL has one wholly owned subsidiary, NSE IFSC Clearing Corporation Limited.

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)

No. The Company is yet to commence its operations.

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	: 07456806
Name	: Mr. Harun R Khan
Designation	: Chairman, Ethics Committee

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

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

DIN Number	: None
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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)

N o.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with therelevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national international standards? If yes, specify? (50 words)	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*
N o.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9

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1	Do you have a policy/ policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with therelevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national international standards? If yes, specify? (50 words)	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*
N o.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9

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 on a periodical basis 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 for the year 2016-17 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 that 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 recognised 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 6 directors of which 1 director represent shareholders, 4 are public interest directors, who are chosen from among eminent persons or 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. Harun R Khan, a non-executive director as well as a public interest director as Chairman of the Board of directors.

Name of the Director	Designation
Mr. Harun R Khan	Chairman [Public Interest Director]
Mr. Salim Gangadharan	Public Interest Director
Mr. Navin Kumar Maini	Public Interest Director
Mr. Ravi Narain	Shareholder Director
Mr. C VR Rajendran	Public Interest Director
Mr. T Venkata Rao	Managing Director

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 12,676.09 Demand Kilo-Volt-ampere (KVA) in the previous year.
- b) By using Wind Power System, the Company & the Group has generated & in turn saved 1,47,10,863 crore units Kilowatt-hour (Kwh) in the last year.
- c) By using Solar Power System, the Company & the Group have saved 5,468.12 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.

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 reduces 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 authorised 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. 69
2. Please indicate the Total number of employees hired on temporary / contractual/ casual basis.

None
3. Please indicate the Number of permanent women employees.

21
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 recognised 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?

The total hours of safety and skill up gradation training for FY 2016-17 is 2904 man hours

- Permanent Male Employees : 90%
- Permanent Women Employees : 85.7%
- Casual/Temporary/Contractual Employees : - Not applicable
- Employees with Disabilities : Not applicable

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.

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 though 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 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

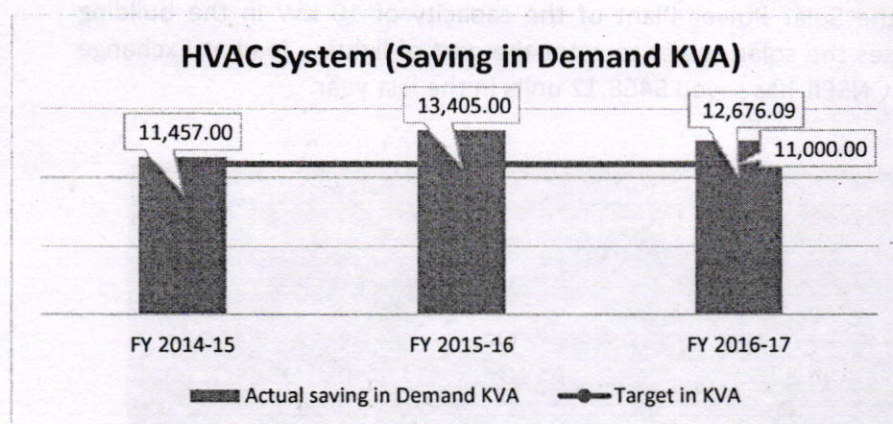
3. Does the company identify and assess potential environmental risks? Y/N

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?

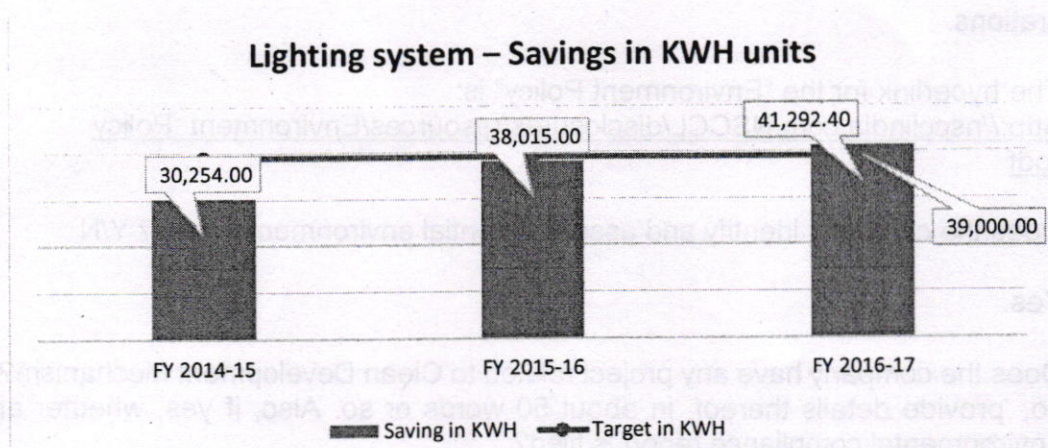
- **Thermal Energy Storage System:**

The 'Thermal Energy Storage System' has been introduced in the 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 utilised 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 was operating mainly during office hours have been distributed and the company has given up on its requirement for additional power.



- **Regulated Voltage for Lighting System**

Lighting Transformers have been installed in the lighting feeders which reduces excess power consumption and enhances the life of the luminaries. The Company has introduced aforesaid Lighting Transformers in the electrical distribution system to regulate the incoming single phase supply which restricts the power supply to only 210 to 220 Volts. This way NSEIL has saved around 41,292.40 units in the last year.

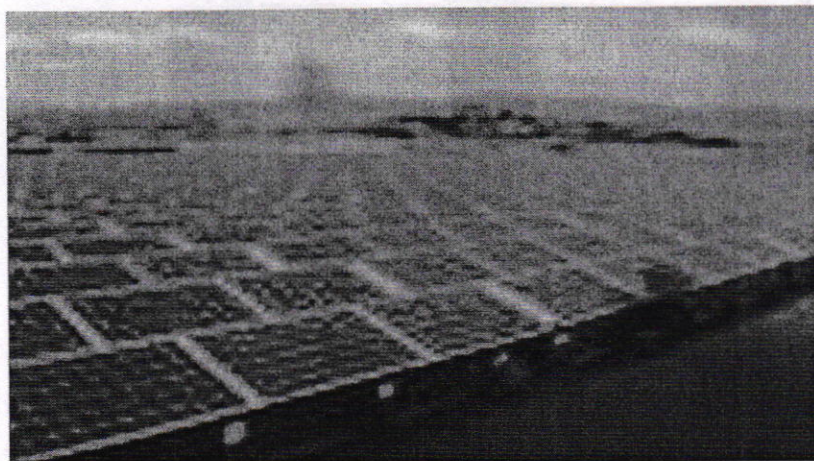


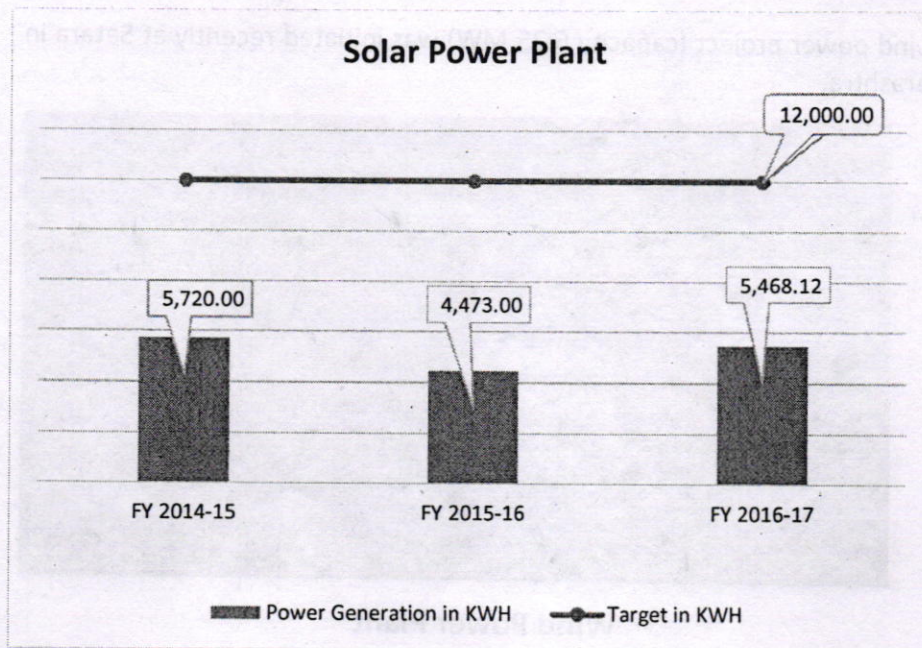
- Electronic Ballast and Compact Fluorescent Lamps (CFL) used in Lighting System, Use of LED Lights**

The lighting fixtures in the company was installed with Electronic Ballast instead of conventional chocks. This helps to reduce the inductive load of the building in turn saving of electricity. There were also CFLs used in passages and lobbies in place of incandescent lamps to reduce the power consumption.

- Solar Power Plant:**

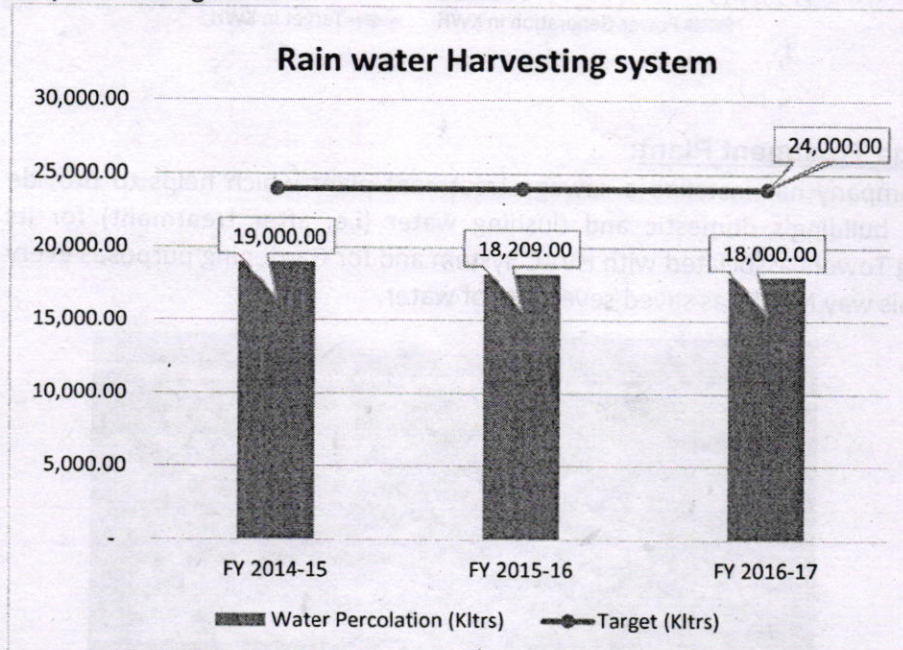
NSEIL demonstrated its commitment towards the alternative source of energy by installing the Solar Power Plant of the capacity of 10 KW in the building which harnesses the solar power to cater the part of lighting load at Exchange Plaza. This way NSEIL has saved 5468.12 units in the last year.





- **Rain Water Harvesting System:**

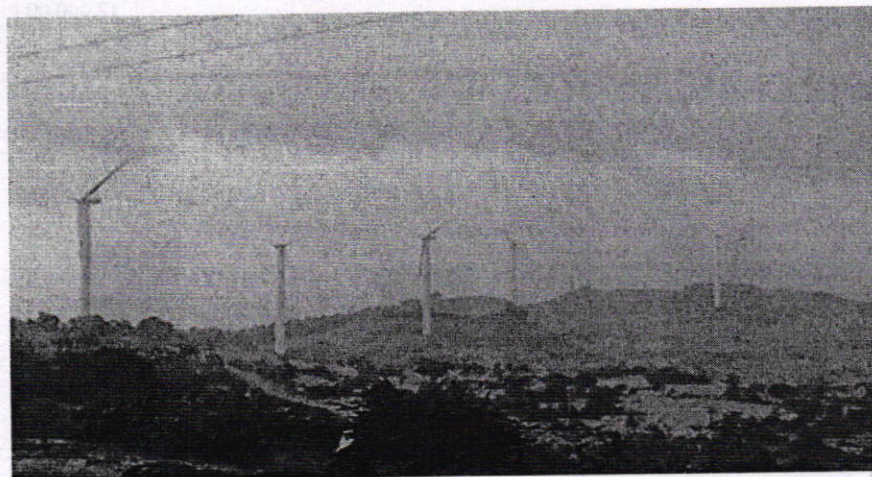
The water scarcity has always been a major issue which needs to be addressed in order to sustain in the future. So therefore, an initiative was taken to install Rain Water Harvesting System with the proper Hydro - Geological survey at Exchange Plaza to explore the possibility of harvesting the rain water in the periphery of Exchange Plaza.



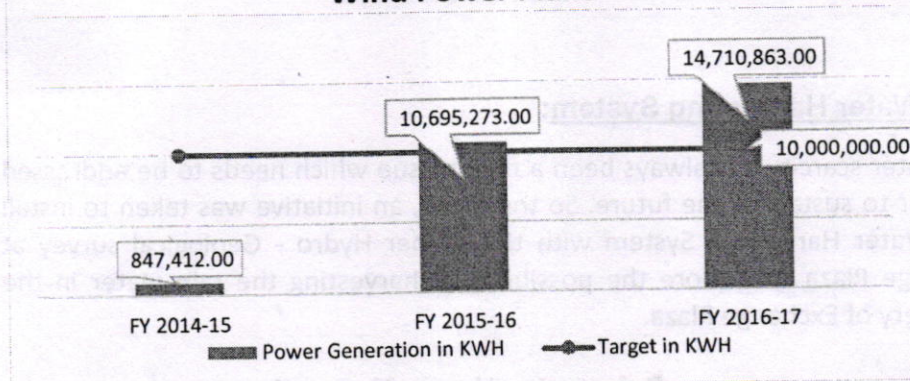
- **Wind Power Plant:**

With a vision to reduce the consumption of electricity and carbon footprint,

the wind power project (capacity 6.25 MW) was initiated recently at Satara in Maharashtra.

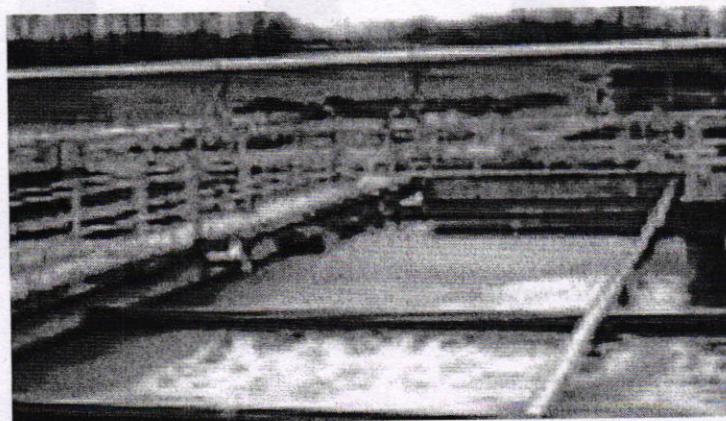


Wind Power Plant

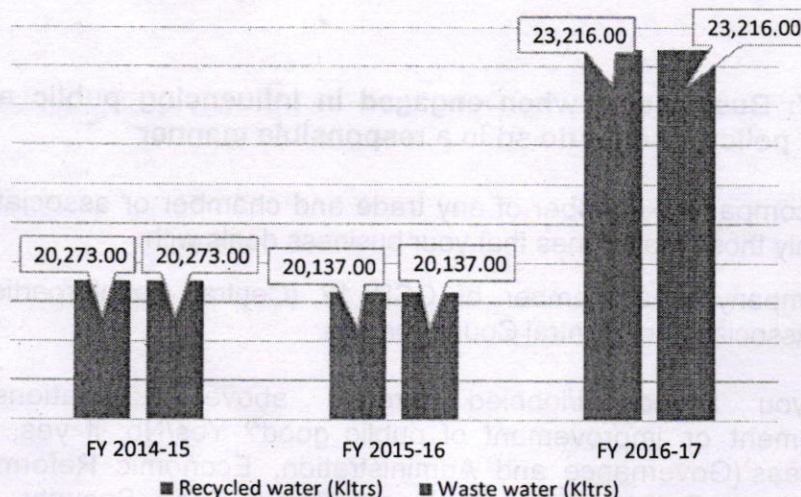


- **Sewage Treatment Plant:**

The Company has installed a sewage treatment plant which helps to provide reused building's domestic and flushing water (i.e. after treatment) for its Cooling Towers associated with HVAC System and for Gardening purposes every day. This way NSEIL has saved several KL of water.



Water Saving through Recycling Water



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) Automation in Operation of the Services
- 2) Automatic Power Factor Control Units
- 3) 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 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.

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:

Education

Magic Bus Foundation

Magic Bus Foundation has been working in the field of education for the past 17 years and is present across 23 States in India. They follow a sports and activity based learning model at school level for better enrolment and retention. Underprivileged youth from the community are trained as mentors to become role models for the younger children. Magic Bus believes in the concept of 'Childhood to Livelihood'. The programme provides vocational and employment generating skills to the youth to increase their employability and financial opportunity

The NSE S4 D (Sport for Development) Magic Bus programme which is nearing the second year of completion, trains and guides local community youth called Youth Mentors in Ulhasnagar, to deliver a quality supplementary education programme for 1700 primary school children (grade 3rd to 7th) in 10 Marathi medium municipal schools that focuses on academic performance, health, gender equality, reading and remedial classes for selected children with learning deficits. The 10 trained youth mentors implement the programme by using a specially created curriculum that uses sports and activities to improve attendance, life skills & values. The academic component of the programme is implemented in collaboration with QUEST (an NGO that has done extensive work in pedagogy and capacity building in education).

This unique NSE programme uses sports and activities to create behavioural changes on issues such as gender equality, importance of education and thereby regular school attendance, leadership, cooperation and team spirit. The library programme encourages reading habits, exposure to visual mediums like books and charts, responsibility and leadership. In addition the objective of the supplementary remedial programme 'Saksham' is to get selected children with learning deficits in grade 5, 6 and 7, in the intervention areas to complete formal school system by giving them access to a quality education platform and a base to continue the secondary education. The majority of the children from the 10 municipal schools hail from the disadvantaged and marginalised communities with most children being first generation learners. Parents of these children are workers from the unorganized sectors such as construction workers, flower sellers, daily wage workers, domestic help, street vendors, etc. Based on the assessment

scores, children are grouped according to the learning levels and 22 municipal teachers who have been specially trained in this method conduct a 1 hour remedial session every day. As a result of efforts by the Youth Mentors a total of 67 dropout children have been re-enrolled.

The efforts of NSE- Magic Bus S4D programme has been recognized by the Ulhasnagar Municipal Corporation and the NGO has been invited to be a part of the Ulhasnagar Child Protection Committee panel.

The Society for Door Step Schools

DSS was established in Mumbai in 1988 and later expanded to Pune in 1993 with the aim of addressing literacy amongst the marginalized sections of society. Door Step Schools (DSS) aims to bridge the divide between children from migrant and nomadic communities who constitute the fringes of urban societies. They are largely ignored by developmental policies and by social benefit schemes due to their migratory patterns. Due to lack of knowledge, documentation and frequent change of locations the children do not have access to the formal school systems. The DSS programme for children of such migrant communities offers facilities from cradle to crèche to class.

Door Step Schools (Urban)

The NSE -DSS Urban Project titled Project Foundation is a literacy programme for children aged 6 -14 years of construction, migrant and seasonal labourers. The programme is nearing the second year of implementation. Educational Activity Centers (EAC) were started in 10 construction sites, literally bringing education to the doorstep of these children in Pune city. This is an attempt to include those children who fall through the gaps of formal systems due to frequent migration of their families. The emphasis is on assessing children who can be admitted to formal schools and putting into place a system that includes transportation and supplementary coaching so that attendance and performance improves. This reduces the risk of children being drawn into the child labour force and endeavours to provide basic literacy and life skills. The project also tracks drop out children due to migration of the family to new construction sites and helps them get admitted in schools near the areas they have shifted to.

The project uses unique pedagogic tools to increase and maximize learning. Innovative teaching aids, songs, dance, paintings, drawings, and other activities make learning a fun activity. The project primarily tracks data to monitor the level of reading of the children. The project states that if a child attends the center regularly for 120 days he or she will be able to read the prescribed alphabets, words and small sentences in Marathi. A total cumulative number of 1000 children have benefited by this project.

Parental participation is an essential part of the community engagements. A comprehensive programme is chalked out for educating parents on their child's performance but also about child abuse, cleanliness and food habits. The programme keeps track of the children whose parents migrate to other places and

gathers information about the newly migrated children so as to start the process of involving them into the DSS programme. A total number of 210 children have been tracked and 68 re-enrolled in schools.

Door Step Schools (Rural)

The NSE –DSS Rural Project 'Project Grow with Books' is currently in Mulashi-Malawi taluka near Pune and is in the second year of implementation. The NSE DSS rural project aims to bridge reading skills of 3400 children from 25 rural government zilla parishad (ZP) schools

The community in this area comprises of small holding farmers, daily wage labourers and construction workers.

Reading is the fundamental process of education and the first step to literacy. While conducting school based study classes and running mobile libraries in communities, DSS observed the lack of reading skills of children studying in public schools. The NSE project 'Grow with Books' aims to enhance the reading ability of children from grade 1 - 7 enrolled in government schools, using specially selected books. The project is designed to enable 85% children from Grade 1 having an attendance of 80% or more to read their grade appropriate level. Other innovative activities included are colouring, story-telling and reading competitions, comprehension passages and learning activities for improvement in reading the composite letters/ words.

The NSE Programme comprises of 4 distinct modules for children from grade 1 to grade 7. First Steps Forward is a 45 minute reading session conducted for grade 1 every day. Reading Classes for grade 2 -4. Each session of 90 minute every week conducted by book fairies, Home lending library for grade 1 -7- This programme is only done in schools that already have reading classes in the lower grades to help strengthen the foundational reading skills. Bridge Classes for grades 2 - 4, children who are unable to read even grade 1 level text are included in these sessions.

Vikas Sahyog Pratishthan (VSP)

Project SHAKSHM (Quality Education Initiative for Age Appropriate Learning) is a quality education project impacting 1500 children in government schools hailing from nomadic and notified tribes from 25 villages of Mehkar Block of Buldhana District, Maharashtra. The villages selected are especially migration prone and have a high number of VJNT tribes or nomadic tribes.

The project seeks to improve the language and numeracy of these children through use of innovative local pedagogic tools based on the NCERT curriculum and methodologies. It also aims to work with the communities to reduce dropout of children from schools due to seasonal migration. 25 Children's Learning Centres have been set up in schools or community spaces. Each centre has about 30 students who have been identified and grouped after baseline assessments. Volunteers have been hired from the community and trained to deliver the

structured modules. Frequent assessments and testing ensure tracking of the impact.

In the second year a robust programme of engaging School Management Committees (SMC), community youth volunteers and women's groups has been put into place to decrease the dropout rates of children from the area. The project works directly with 80 volunteers, around 91 government teachers, 190 SMC members, 3500 parents and 350 youth group volunteers directly to achieve this. In all 8531 stakeholders are involved and impacted by this project.

Post the first year of implementation, on the request of the Government education department, teaching learning materials (TLM) was distributed to an additional 2000 children and training for around 90 teachers undertaken to supervise the children who had received the TLM.

The local volunteers who were trained under this project as teachers are invited to conduct classes in schools, they are even called as experts in block resource centres. The programme coordinators are being invited by the State Government department to provide inputs in the Pragat Shikshan Dhoran dialogue an initiative of the State Government to improve primary school education. 290 dropout children were tracked and 146 re enrolled in schools under this project.

All India Institute of Local Self Government – AIILSG (Urban Project)

Founded in 1926, AIILSG is one of the oldest NGOs in India and Asia. Its special focus is to work with the marginalised children from vulnerable communities-urban slums, remote rural and tribal areas, de-notified & nomadic tribes and those belonging to other disadvantaged sections – SC, ST, OBC, minorities etc.

The NSE project 'Serving and Enriching Education for Under-privileged Urban Children' is designed to improve access and quality of primary education to the children from disadvantaged sections, enhance the capacity of stakeholders to deliver better quality of education to the disadvantaged children and to develop a holistic educational model for strengthening and enriching the demand side of Right to Education. The project areas are vulnerable slums in Pune and Thane districts and applies AIILSG's globally recognized pioneering model of 'Children's Resource Center' or 'Shikshan Ranjan Kendra'. Currently the project is into the second year, this project has impacted 867 children in Pune and 817 in Thane respectively.

A Children's Resource Center (CRC) has been established at the community level in Thane and Pune with 18 committed and trained Shikshan-Mitras (SM) which has resulted in creating a conducive environment for holistic learning to supplement education, provide minimum age appropriate learning and ensure literacy levels. The sessions of supplementary and complementary learning at the CRC are conducted for 2 hours each in the mornings and evenings. The sessions continue in the afternoon and evening, depending upon the availability of the children. The sessions, which are held in community centres of slums in Pune and Thane, engage

the students through dance and drama and include planned academic modules, life skills, health, hygiene and other topics. The programme based in the community thus has a strong connect with the community stakeholders as well as parents. The parents are direct participants in the children's literacy and growth. The Youth Mentors form the unique feature of this project.

All India Institute of Local Self Government –AIILSG (Rural Project)

This Quality Education project is being implemented in Medha Tehsil of Satara Block and impacts 803 children and 1608 parents in over 16 villages. This is essentially a replication of the urban programme in the rural areas with the difference that the Children's Resource Centres are spread over 16 villages, eight of them being in tribal pockets with a number of children from khatkare tribal families who are indigenous primitive tribals, and are either landless unskilled farm labour or engaged in fishery and agricultural odd jobs. The financial levels, social and educational background of these groups make them particularly vulnerable. There is an overall poor quality of life and living with low application of health and hygiene practices such as sanitation and nutrition. Seasonal migration is common after Diwali and families move along with children to locations of employment. This adversely affects their learning attainments and continuation of education.

The project is delivered by youth mentors called Shikshan Mitras (SM's) who use activities, games, music and art to reinforce age appropriate learning outcomes and life skills in the children during the sessions at the Children Resource Centres (CRC). The sessions are conducted twice a day for two hours in the morning and evening and conducted in community spaces such as community halls, buildings or centres

Project Chunauti

NSE supports Project Chunauti – is a model project currently implemented by the Tata Institute of Social Sciences (TISS) in the MDC Home, Mankhurd under supervision of the Mumbai High Court. This programme benefits 103 differently abled children.

Project Chunauti was started in response to the abuse and exploitation of mentally challenged orphan children in Mentally Deficient Children's (MDC) Homes in Thane and Panvel. These children are one of the most vulnerable groups, having neither family nor protection and been subject to abuse, trauma, malnutrition and neglect.

The objective of the project is to rehabilitate the mentally challenged children from the ordeal of various forms of abuse that they had undergone through an integrated and intensive counselling, education and basic life skills sessions. The main activities of the project include:

- Special education and vocational training within MDC Home and provide formal education through SSA and NIOS
- Therapeutic inputs such as counselling, life skills training, and occupational therapy

- Linkages to quality medical, counselling, educational and vocational services
- Documentation and knowledge dissemination

In the first year of implementation the focus was on establishing a model of quality care for children placed in MDC homes. In the second year of the project, the activities have continued in the MDC Mankhurd home, also the replication of the model in two more homes in Solapur and Aurangabad district have been undertaken.

The project is working to strengthen the existing government systems, organizational and delivery structures as well as processes and SOPs, to improve the quality of care given to the children placed in the homes. Towards this end, capacity building of the staff of the MDC Homes, officials at departmental levels is undertaken. With a view of ensuring sustainability, the project utilizes resources available through government schemes and is working to set up protocols and processes to ensure availability, implementation, monitoring. It is envisaged that once the model is in place for MDC Homes in Maharashtra the same can be taken to other States in India.

Teach For India

The NSE -The Teach for India (TFI) programme is currently in its first year of support. The programme recruits outstanding college graduates and young professionals who commit two-years to teach full-time in under resourced schools and who become lifelong leaders working from within various sectors towards the pursuit of universalization of education. They act as mentors to students and catalysts to revitalize the educational system that lacks skill sets and a modern, professional approach to teaching.

NSE supports Teach for India 50 fellows in Mumbai and Chennai each who are attached with 8 schools each impacting 1500 students. Through this programme NSE supports Teach for India's vision to provide every child with an excellent education.

The project activities comprise recruitment and training of Fellows before the academic year begins, conferences, workshops, and refresher trainings throughout the year, and also assessments conducted by Teach for India - the beginning of year assessments, middle of the year assessments and end of the year assessments.

Aid India

Aid India, founded in 1996 by a group of IIT and BITS alumni, has been implementing several education programmes across Tamil Nadu with a mission to ensure quality education for every child. Aid India works with Government schools, NGOs and village centers in over 15 districts of Tamil Nadu. The NSE project a part of the Aid India Eureka SuperKidz programme which aims to ensure quality education for 1500 children in Std. 3- 7 to achieve basic skills in Tamil, Math, English and Science through an after school remedial education programme in

groups of 25 to 30 children. The programme is currently run in 50 villages in Trichy, Tiruvallur and Vellore districts of Tamil Nadu.

The rationale behind Eureka Super Kidz Programme is equity in education, which is the basic need for a balanced society and for a secure future. A good quality education can make a difference to the lives of underprivileged children and it can decisively break their cycle of poverty with a good educational foundation. However, several of the villages are way behind the expected levels in education quality. For the NSE centres, special care has been taken to identify communities such as the Adi Draviders etc. which are on the fringes of educational development and initiate the project within these communities. The Iruvar tribes in Tiruvanamalai District have also been specifically identified and the learning centres set up to reach the lowest rung of society.

The objective of the NSE –Aid India programme which is in the first year of intervention, is to create a sustainable model to improve quality of education among rural underprivileged children by providing an enabling learning environment to ensure that for those children lagging in basic skills in grades 3-5 achieve minimum grade appropriate competencies in Tamil, Math and English and children in grades 6-8, achieve basic skills in Tamil, Math, English and Science through after school interventions. The project promotes sustainability by identifying local tutors who are trained to teach children in an effective manner with monetary contribution from the community so that the parents are invested in the progress.

Muktangan

Muktangan schools have been conceived as an experimental school programme where the challenge is to provide a high standard of 'private' school education in a Government Municipal School. Muktangan works in 7 municipal schools in Lower Parel / Worli areas. Muktangan has to date, through its in-house teacher education centre trained over 600 teachers from the community with 453 currently working in 7 schools receiving professional development.

NSE – Muktangan project which is currently in the first year, supports two primary schools- Global Municipal Public School, Elphinstone and N. M. Joshi School, Lower Parel, which strive to facilitate better education for children from under-resourced communities. The project is embedded in the innovative teaching-learning model of Muktangan which defies the regular education in schools and teacher education colleges, driven by an exam oriented and rote learning cycle. The teachers themselves are from the community where the child resides and therefore stay invested in the educational progress. Further this serves to educate and empower groups of women to access career opportunities that would help them to be confident and independent. The focus is on how best the child can understand concepts through activities and interaction.

The objective is to provide students an inclusive school environment that encourages assimilation of learnings relevant to them and building life skills that

will be critical to their future growth. Also, to holistically develop the students into confident, independent, creative and empathetic learners through a child-friendly pedagogy and building skills in the creative and performing arts while in parallel developing and encouraging women from the community to become teachers.

Student learnings are catalogued by class teachers and used as reference material for curriculum design during weekly subject and lesson planning meetings by teachers. Thus, ensuring continued development and innovations in the classroom. The average number of students per one class in government /aided schools is between 40 -60, but a Mukhtangan teacher caters to a group of not more than 15 students at a time ensuring that each child is given individual attention and support based on the continuous observation of the student's learning needs.

At present, 316 children (including 10 children who are diagnosed with learning difficulties) are enrolled in the Primary Sections of both the Mukhtangan schools and have equipped 33 teachers with regular subject pedagogy training sessions.

Over time, teachers have developed focus on how to enhance the child's perception and enable them to creatively apply theoretical knowledge in their daily life. For example if a child has to be taught about what an apple is, the child is asked to talk about what he/she thinks about it, the children will sing songs about it or might write stories about. The project has also been able to engage parent regularly through quarterly meetings. Nutritional requirements are also an important aspect of the project as along with the mid-day meal children are given fruits throughout the week.

Pratham Education Foundation

Since its year of inception in 1995, Pratham Education Foundation has focused on the educational needs of the marginalized and disadvantaged children. Currently Pratham works in a total of 23 States and union territories across India. The objective of the NSE -Pratham project is to improve learning levels in reading and arithmetic of children enrolled in primary grades especially Std. 3 -5 in a short duration of time. The programme is designed to develop early literacy and numeracy in children in Std. 1&2. Also, the programme aims to provide access to good quality books to all children in the targeted communities through a community library programme. The overall focus is to create a holistic learning environment for children in a community. A unique feature of the programme is that parents, especially mothers are also involved. The NSE project impacts around 14,000 children between 6 – 12 years in 140 communities in 6 cities of Maharashtra viz. Nagpur, Solapur, Nashik, Thane, Pimpri - Chinchwad and Aurangabad through library camps which includes 6460 children benefiting through the Learning camps and the School readiness programme.

There are three main programmes within this project. The 'School Readiness Programme' which is a year-long academic intervention to strengthen the foundation and decrease drop out from schools for children of grade 1 &2, 'Urban Learning Camps' for Grade 3 -7 which are 40 day camps where intensive academic

support is given especially in Math and Language through a special technique called Combined Activities for Maximized Learning (CAMA L). The third module is a Library Programme which encourages reading and attention through visual media. The 'School Readiness Programme' is conducted in a continuous Class Mode for 9 months for two hours a day for six days in a week. The 'Urban Learning Camps' programme is run in an intensive camp mode for 30-40 days spread across 3 months approximately for one to two hours a day. CAMaL an intensive activity based approach, used in the readiness programme, focuses on a backward learning approach of simplifying words into letters through phonics. The focus is currently on reading in native language. In arithmetic, topics of number recognition, simple subtraction, addition and division are covered during the camps. Various activities through flash cards, story-telling, mind maps using materials like straws, currency notes etc. help strengthen basic reading and arithmetic skills in children.

IIMPACT

IIMPACT Girls Education Project was started by the Alumni of IIM (A) 1978 batch. Under this project, IIMPACT has identified rural out-of-school girls in about 27 different locations of 11 States with low female participation in education. Starting with just 450 girls and 15 learning centers in 2004, today IIMPACT is running this project in over 1550 villages of India, and has covered over 55000 out-of-school girls in the primary education programme.

The NSE –IIMPACT Girl Child Education programme will benefit 3000 girl children in 100 learning centres in the backward districts of Purulia and Bankura districts in West Bengal.

The main objectives of the programme are to increase access and encourage enrolment to basic primary education, through community mobilization, for all girl children not in school and to provide high quality relevant education through the learning centres. The programme encourages and enables each girl to become an independent thinker and self-learner through specially created programmes, activities and songs that make learning joyful and help transform the community especially the attitude towards the girl child thereby encouraging education and decreasing child marriages in villages.

The programme will be run in the community for 5 years till the first batch of children migrate to a formal upper primary school post which it will be handed over to the community after adequate awareness and capacity building programmes. With the support and help of the local community a door to door survey is undertaken to verify the number of out of school girls. Learning centres in the villages are established with a group size of 30 girls and parents are motivated to send girls to the centre so that no girl misses the opportunity to be educated.

The curriculum is enhanced with creative and meaningful Teaching-Learning Materials (TLM). To develop the capacity of the teachers who are from the community, intensive workshops and capacity building sessions including

residential programmes are conducted. While setting up the learning centres the community is encouraged to contribute to making it efficient and child friendly. After the completion of the programme the community is encouraged to take up the learning centers and with the help of the trained volunteers administer the day to day activities. IIMPACT believes in developing strong relationship with parents, local leaders, Gram Panchayats and local leaders to encourage the community participation and ownership of the programme as well as to inculcate change in behaviour, thinking and attitudes of parents.

Foundation to Educate Girls Globally (Educate Girls)

Founded in December 2007, Educate Girls aims to bridge the literacy gaps at primary education levels through quality education for out-of-school girls of low income families in educationally backward blocks. The organisation has its presence in 12,000+ schools in over 8,000 villages across 9 districts of Rajasthan (Ajmer, Bhilwara, Bundi, Jalore, Jhalawar, Pali, Rajsamand, Sirohi, and Udaipur) and in 1 district of Madhya Pradesh (Jhabua). The programme focuses on enrolment, retention and learning outcomes with its innovative 'comprehensive model' that aligns with the principles of India's The Right of Children to Free and Compulsory Education Act [Right to Education Act (RTE)], 2009. Since inception, over 100,000 out of school (OOSG) girls have been enrolled, over 600,000 children have demonstrated improved learning outcomes and over 2.8 million children have cumulatively benefited from the programme model.

The NSE project supports the programme in 468 villages within 3 Blocks (Jawaja, Silora & Bhinai) of Ajmer district in Rajasthan. It aims at enrolment of girls who have dropped out of schools or have never enrolled, retention of girls in schools and ensure reduced drop-outs in grades 3, 4 and 5. The intended impact is to retain at least 85% of enrolled girls in school and improve learning outcomes for 4,950 children child in the educationally backward districts by strengthening the community.

A strong relationship with the government education departments, building youth volunteers from the community (Team Balika) and bringing about change in the mindset of parents and community members ensures the creation of an enabling environment which fosters and improves the girl child education both in the community and school. Thus, an attempt is made to tackle the root causes of the problem. On a wider note, this has far reaching consequences impacting prevalent customs such as child marriage and illiteracy of the girl child. A large team of empowered Team Balikas ensure the penetration and dissemination of progressive ideas which ultimately lead to women empowerment and to community development.

DEHAT (Development Association for Human Advancement)

The NSE -DEHAT project 'Girls Empowerment through Education Training & Action'-GEETA is focused in 9 villages of Mihinpurwa block, Bahraich district in Uttar Pradesh and impacts the literacy deficiency of 800 tribal Tharu girls from 6

schools. In addition 1568 children in the age group of 6 – 14 years from other socially excluded communities are benefitted by the creative methodologies.

The highlight of the project is the SPICE (School Premises for Innovative and Creative Education) models. It uses the various building components in innovative ways which helps children and teachers in the process of teaching and learning apart from serving their usual function. Thus, in a school which has been conceived like this, a floor may no longer be just a floor, but a way to understand fractions, or window might become more than a usual window and let a child prepare for skills in writing Hindi alphabets, or a creatively designed corridor could help children to correctly estimate distances.

The project builds capacities of teachers and School Management Committees (SMCs) through training and community mobilization and in turn strengthens the demand side of education. When communities and SMCs are strengthened and made aware of their rights, local government and departments are bound to provide infrastructure and quality resources. The programme seeks to improve the level of education with emphasis on improved reading, writing and speaking skills, retention of girls in schools, increasing attendance, and reducing dropout rates. It provides a platform for children to engage with the community through Meena Manchs and other group leadership platforms. The SMC is strengthened to advocate the requirements of the school, especially that of infrastructure and resources by capacity building and handholding through the processes.

Elder Care

Dignity Foundation

Dignity Foundation (DF) was founded in 1995 and began with the launch of a magazine for senior citizens, 'Dignity Dialogue'. The organisation has since launched a number of innovative signature programmes for senior citizens. Some of them are loneliness mitigation centres, helpline for senior citizens, Dignity Second Careers, Dignity Companionship, Dignity Civic Services, Dignity Computer Skills, Security with Dignity, Dance and Movement Therapy for Senior Citizens, Day-Care Centres and Dementia Day Care Centres. Dignity Foundation was instrumental in the launching of the Government of Maharashtra Senior Citizens Identity Card and Institute of Empowered and Productive Ageing at Yashada, Pune - a think-tank for the government to initiate policies for older persons in the state. The organisation is currently present in Ahmedabad, Pune, Kolkata, Bangalore and Chennai.

The NSE – DF project Integrated Social Support and Health Security for the Elderly in Mumbai and Chennai seeks to provide awareness and empowerment through health camps and programmes for 3685 disadvantaged senior citizens on issues of their health both mental and physical and their legal and social rights. The programme empowers them to take action to overcome their problems and deficiencies. In addition to this, DF Savings Card and Rations to poor senior citizens living alone also form an important part of the programme. The organization seeks

to promote awareness through DF interventions such as Helpline for Elderly, Dementia Day Care Centre, rations for the BPL senior citizens who cannot afford even 1 meal a day. All activities were carried out in a focused manner in Worli, Jogeswari and Dharavi in Mumbai; Kannagi Nagar and Foreshore Estate Coastal Area in Chennai as Saidapet had undergone rehabilitation and resettlement after the Chennai floods.

In the second year based on the on-ground experience, the focus has been on holistic health workshops as well as individual and group counselling sessions rather than medical camps. The second year programmes were designed so as to have a more intensive engagement in the community through the 'Training Programme on Successful Ageing'. This allows a deeper understanding on issues faced by senior citizens as well as to engage in counselling and dialogue for change. The project has aimed at knowledge creation and awareness among the elderly regarding their social, psychological and physical well-being and healthy eating through 'Hamara Swasthya Hamare Haath'.

Dignity Foundation tied up with Vision Foundation of India under which, eye check-up camps were organized. Eight senior citizens from the from the NSE projects participated in the Action Summit on Sanitation organized by the UN body- Water Supply and Sanitation Coordination Council. They were the representative urban voices speaking out on the sanitation challenges of older-adults from low-income backgrounds in urban communities. Following the training programme on active ageing, there has been a demand from approximately 25% of the participants for organization of space and opportunities to meet on a regular basis. Dignity is currently in the process of forming them into small groups so that they can meet at least once/twice a week and engage in therapeutic activities. It is envisaged that in the long run that members of these groups will form the Senior Citizens Community Action Group. The programme has reached 3193 senior citizens through awareness camps, 992 through wellbeing enhancement workshops, 492 through rations schemes and 3231 through savings programmes. Total 5068 senior citizens were part of the project in 2016-17.

Family Welfare Agency (FWA)

FWA has been providing specialized day care services to the elderly since 1979, using a community based approach. The NSE project which is in the first year of intervention, is designed to provide holistic services for underprivileged senior citizens in the select wards of Mumbai in Parel and Worli through establishment of 'Elderly Enrichment Centres' (EEC). Under the project two centres have been created in F-North, and F-South, Sewree where a large number of slum and senior citizen population resides due to closure of the textile mills some decades back. The centres provide for physical and psychological well-being of senior citizens in the community and focuses on building communities which care for their senior citizens. It is also targeted towards those who are on the threshold of ageing related issues in the coming years. The aim of the project is to build an enriching community at the ward level to facilitate care of the elderly by addressing the needs of around 3000 senior citizens and their families directly.

The project engages with senior citizens – who are mobile, 60 years and above through outreach programmes and promotes group participation in activities conducted in the EEC. The elderly persons who are homebound, 55 years and above would be included through the community outreach services. Caregivers of senior citizens, members of the community such as youth, ground level ward officials, will play an important role in the awareness and attitudes to the needs and response of the family and community to the care of the elderly. This will enable a culture of understanding the problems of ageing, issues faced by the elderly, and in the process, prepare for aging themselves. The project incorporates activities and initiatives such as physical and mental health camps, legal guidance, recreational therapy, community support group development and building capacities of care givers of the homebound elderly.

A significant level of involvement has been achieved by forming community support groups and connecting with care givers or families of the senior citizens. The project is currently supported for a year and the centres has been providing in-bound and home-bound services to approximately 30 senior citizens on a daily basis. Moving forward, the activities would be focused to create sustainability in the community and amongst senior citizens by integrating them with various services available at public institutions.

Charities Aid Foundation

Established in 1998, CAF India is a not-for-profit organisation working to build a society motivated to effective- giving which helps transform lives, and communities.

The NSE programme, Nation Supports Elderly (NSE) develops an innovative model to facilitate easy access social protection schemes with special focus on pension for Elderly. The inclusive intervention model will cover three core elements– Access, Awareness and Advocacy. It is a pilot intervention in 5 selected villages of Karra block district Khunti, Jharkhand.

The rationale behind the programme was the loss or decrease in income sources and employment opportunities for senior citizens. With the increased relationship of financial status to well-being and the shift from an agrarian to a market economy which is increasingly driven by technology, there is a lack of platforms to channelize skill set of elderly, little awareness about government's social schemes for elderly and the high vulnerability of this section due to deteriorating health and high cost of treatment.

The pilot intervention is designed to reach out to approximately 5000 elderly in 5 selected villages of Karra Block and to provide financial awareness to help assist 1000 elders access government pension and other benefit schemes such as Integrated Programme For Older Persons (IPOP), a central sector scheme to improve the quality of life of the older persons, Indira Gandhi National Old Age Pension Scheme, Rashtriya Swasthya Bima Yojana (RSBY), by the Ministry of

Labour and Employment, National Programme for Health Care of the Elderly (NPHCE), Citizens' Saving Scheme for ages 55-60 etc.

The programme which is based on the inclusive intervention model will broadly cover three core components: Social Support, Health and Economic Empowerment. This model starts by identifying specific needs of elderly and facilitates delivery of social protection schemes.

In the project, Vridh Sanghas are formed with representatives of elderly. This is meant to be the formal body of elderly to raise their voices, form their SHGs, set up enterprises, initiate income generation/livelihood activities etc. to sustain the efforts in the long term.

Creating awareness and educating elderly and their family members on social protection schemes is one of the most critical pillars of the programme which are facilitated through mid-media activities like nukkad-natak, folk media and public rallies etc. The awareness activities are integrated with the ongoing cultural activities, religious functions/fairs in rural areas to ensure family community and civil society organizations sensitized on ageing issues. The project also looks to publishing handbooks on various social protection schemes with coverage of schemes for aged persons

HelpAge India

HelpAge has worked in the field of elder care since 1978. The philosophy of the organisation is that the elderly need to be seen as people who can contribute in an active manner to the economy and society and not as a dependent group.

The NSE -HelpAge Project Shraddha – Towards Active and Healthy Ageing has taken shape from a need for establishing an alternate scale-able model to mainstreaming elderly by restoring a sense of their own value, strength and their inherent capacity to handle life's problems. Project Shraddha aims at promoting Active and Healthy Ageing among elderly through Self Help collectives in four blocks of four states: 1. Ghatanji (Yavatmal, Maharashtra) 2. Choutuppal (Nalgonda (now Pochampalli), Telangana) 3. Kolaghat (Purbi Midnapore, West Bengal) 4. Basantpur (Supaul, Bihar). Each of these areas were selected due to certain debilitating factors that increased the number of senior citizens in these villages.

The project is designed to benefit a cumulative number of around 20,000+ elderly, which includes livelihoods of 5600+ elderly through collectives of elderly and their federation, ensuring awareness and access to rights and entitlements for 8000+ elderly, access to Primary Medical Care and community managed health interventions for 11000+ elderly through health camps, cataract surgeries and assisted mobility with the help of knee braces. The project also seeks to establish an alternate model of working with elderly and build internal capacities within state to replicate/scale-up the project through the state governments and is based on the tested and established HelpAge India model of Social Protection. The model talks about two Key Variables – Vulnerability and Capacity (Empowerment). Hence,

the Project would work to alleviate the vulnerability by working on the four manifestations and the cause of these. Enabling conditions in families and communities will be created to facilitate active ageing and for elderly, without becoming a 'burden' to their families and society.

The intended impact of the project is to improve (1) saving and financial decision making, (2) livelihood and self-employment opportunities through their own micro-enterprises and access to schemes and programmes, (3) access to bank credit mobilization –bank-able, (4) increased awareness involvement in decision-making and access to their rights & entitlements (5) change in perceptions, attitude and responses of younger family members & the communities they live in and (6) increased participation in local self-governance and decision making at the family and community levels. The project has awareness and capacity building activities inbuilt through IEC material, refresher trainings, Jan Sunvayi and orientation visits for key beneficiaries to other project locations.

Sanitation

YUVA (Youth for Unity and Voluntary Action)

Yuva works by empowering oppressed, marginalized and disadvantaged communities by facilitating their organizations and institutions towards building equal partnerships in the development process and ensuring the fulfilment of the citizen's right to live in security, dignity and peace. YUVA engages in critical partnership with the government at grass root levels to forge alliances with other actors of civil society such as people's movements, trade unions, women's group, academic institutions and the private sector to enable and strengthen the people's empowerment processes.

NSE has undertaken a school-based sanitation project aimed at improving access to sanitation in 30 schools in Akola and Nashik district. The rationale behind the project is that lack of adequate sanitation in schools is a critical barrier to school attendance, particularly for girls. Providing safe, private toilets will help girls stay in school – which can increase their future earnings and help break the cycle of poverty. The objective is to improve sanitation facilities in the selected 15 schools each of rural and peri urban Nasik and Akola. The estimated beneficiaries are 4200 school children.

The project targets improved infrastructure of public school toilets in selected areas, along with safe drinking water, positive behaviour change towards adoption of hygienic sanitation practices and methods, capacitating rural poor families to stake a claim for better sanitation facilities in their neighbourhoods and schools from the government and initiation of community led monitoring and maintenance of toilets.

The project indicators include conducting baseline study, meeting with stakeholders, analysing government schemes and development of IEC materials. Other than soft works, repair and renovation of existing toilets in 30 schools is the

major component of this project. It will be handed over to the community for its maintenance by giving proper training and behaviour change communication.

Financial Inclusion Improves Sanitation and Health (FINISH) Society

FINISH society was born out of FINISH programme initiated in 2009 by an Indian-Dutch consortium comprising financial institutions, insurance companies, NGOs, academic and government institutions from India and the Netherlands.

The project supported by NSE undertakes a holistic school-based sanitation project named Piloting Sustainable WASH and its operation and maintenance model for 9 diverse set of schools – urban, peri-urban and rural in the district of Nashik.

The rationale of the project is that even though Water, Sanitation and Hygiene for schools has been recognized as priority areas by Government of India, a lacunae in terms of providing infrastructural facilities and hygiene related education exists to ensure access to sustainable WASH practices. The objective is to support and facilitate construction of safe sanitation systems for communities in rural India through mobilizing demand and supply related measures including financial incentives for development.

The estimated beneficiaries are 5000 School Children. The programme focuses on creating awareness amongst children, adolescent girls, teachers and parents through properly designed behavioral change campaigns. Along with knowledge on aspects of safe water, sanitation and hygiene; toilets, hand wash units and incinerators will be augmented for enabling usage. This will also enable and engage local entrepreneurs, stakeholders and the end beneficiaries together in engaging them for providing O&M services. Project activities includes technical feasibility and KAP study, formation and activation of SMC's and Child Cabinets, training the teachers in WASH, repair and renovation of toilets, water stations, incinerators and hand washing stations. It also includes 90-day continuous activity on hand washing with soap. Apart from IEC material distribution, Operation and Maintenance (O&M) support is also an important component of this programme for its sustainability.

AmeriCares India Foundation

AmeriCares is a public charitable trust registered in 2006 at New Delhi providing medical aid in India and in neighbouring countries, irrespective of race, creed or political persuasion. Operations are spread over twenty one states and two union territories across India.

AmeriCares India Foundation, as an extension to the focus on disaster and health pursues the WASH programme that addresses sanitation needs of urban and rural poor thus improving the health and economic index of the beneficiary population. The NSE- AmeriCares programme impacts 10 schools and around 7000 children from municipal schools in Mumbai over a period of 1 year. The project looks to repair and renovate 100 toilet seats in 10 schools to ensure access to good sanitation facilities for students. To encourage good sanitation practices among

the students of standard 1st to 8th in municipal schools and implement a strong behavioural change communication (BCC) programme using creative material and ensure hygienic best practices such as hand washing to shift ingrained unhealthy patterns. The BCC topics covered will be personal hygiene, menstrual hygiene, hand wash, clean sanitation practices, diarrhoea and vomiting and other such communicable diseases and Environment cleanliness

Jal Seva Charitable Foundation

Since 1981 Jal Seva Charitable Foundation is working on the issue of access to safe drinking water and hygiene and sanitation. The programme in partnership with NSE, Swacch Vidyalaya, Swacch Aadat (Clean School, Clean Habits) plans to intervene in 312 rural government schools in Dumka and Pakur Districts of Jharkhand State. The objective is to improve WASH infrastructure in selected schools, raise awareness and ensure good hygiene practices amongst students, strengthen the school SMC's and communities to increase the demand for quality infrastructure from the relevant authorities in the schools and communities.

The programme intends 104 schools each year to ensure that children in these schools have access to basic facilities such as school toilets, safe drinking water, clean surroundings and basic information on hygiene including Menstrual Hygiene Management. Using children as vectors of change – Water Aid India and partners would try to integrate as much as possible Wash in School into community WASH programmes to foster improved hygiene at schools and in communities.

Through this initiative the programme intends to benefit around 27,200 students, 1,900 teaching staff, 5,000 school management committee members and approximately 5,40,000 community members over a three-year period. Around 1,800 toilets would be renovated through the programme or by activating governmental funds for repair post a detailed infrastructural assessment.

Effort would be made to develop a teacher's training manual on hygiene and this module would be developed in consultation with Jharkhand Education Project Council (JEPC) for sensitizing the department on the issue and to develop partnership in rolling out the concept. Institutionalisation of the teacher's training hygiene sessions would be conducted during the mandated allotted schedule in the timetable.

The outcomes of teacher sessions with children in the form of behavioural change and other academic performance outcome would be captured and shared periodically with Sarva Siksha Abhiyan (SSA) and JEPC. Constant advocacy will be undertaken with the department to replicate the module across other schools in the district along with the life skill session being taken up in schools by SSA. Thus, institutionalizing hygiene session in life-skill session of schools.

It is expected towards the end of the project that the hygiene message will be mainstreamed in school curriculum leading to improved hygiene practices among children and their families. The outcomes of these good hygiene practices will

result in less incidence of students falling sick due to hygiene related health issues.

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

The programmes are implemented through well-known implementing agencies (NGOs). The agencies are selected through a rigorous in depth process and due diligence by Tata Institute of Social Sciences (TISS).

However, in some cases where the interventions are in government schools, a project cooperation agreement is signed with the State Government for approvals and facilitation of the programme at ground level.

In addition the CSR Department of the company undertakes regular calls, meetings, site visits and employee engagement activities with the NGOs. Internally the NSE CSR Focus group is responsible for the volunteering activities of employees and instilling in them a sense of corporate citizenship, social responsibility and community connect.

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

Rigorous monitoring and evaluation processes ensure the success of the NSE Group CSR programmes through the Project Management and Evaluation agencies (PMEs) which are, Tata Institute of Social Sciences (TISS) and Samhita Social Ventures. A quarterly and annual programmatic as well as financial audit is conducted based on the key indicators defined in the CSR projects undertaken. These key indicators enumerate selected quantitative and qualitative outcomes.

The indicators are tracked on a regular basis by frequent desk reviews, site visits, follow-ups calls, meetings, capacity building of NGOs, quarterly programmatic and financial on site scrutiny including advice on organizational or programmatic corrections to ensure on ground impact and long term sustainability of the programme.

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	Projects or programmes (1) Local area or other (2) Specify the state and district where projects or programmes was undertaken	Outlay for the Company	Amount spent Direct or through implementing agency
1	Primary Education	Pune City, District- Pune, State- Maharashtra	2,34,138.21	2,05,385.50
2	Primary Education	Haveli- Mulashi Tehasil, District- Pune State- Maharashtra	8,60,955.71	6,15,547.10

3	Primary Education	District- Buldhana State- Maharashtra	7,42,198.26	7,13,722.73
4	Primary Education	Ulhasnagar City 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	Thane and Pune State- Maharashtra	43,04,262.85	20,53,504.12
7	Primary Education	Medha Dist- Satara State- Maharashtra	43,04,262.85	20,32,662.21
8	Elder Care	Mumbai and Chennai State- Maharashtra and Tamilnadu	33,94,999.89	27,15,392.76
9	Primary Education	Pune City, District- Pune, State- Maharashtra	4,97,296.00	2,66,046.28
10	Primary Education	Haveli- Mulashi Tehsil, District- Pune State- Maharashtra	8,66,536.87	4,82,876.47
11	Primary Education	District- Buldhana State- Maharashtra	11,61,690.21	9,73,184.74
12	Primary Education	Mankhurd, Mumbai State- Maharashtra	9,28,115.01	6,37,142.38
13	Primary Education	Mumbai and Chennai	34,63,657.865	13,85,340.40
14	Elder Care	Lower Parel, Mumbai	16,15,286.33	4,76,375.06
15	Primary Education	Ulhasnagar, Maharashtra	25,06,109.13	9,76,297.02
16	Primary Education	Mumbai	14,67,129.03	6,47,302.70
17	Primary Education	Mumbai	19,62,714.42	7,65,225.34
18	Primary Education	Tamilnadu	15,38,880.02	11,19,107.395
19	Primary Education	Maharashtra	17,60,479.94	14,38,202.923
20	Primary Education	West Bengal	18,07,763.28	4,48,368.3361
21	Primary Education	Jhabua, Mandla, Sagar	52,51,121.92	-
22	Primary Education	Ajmer, Rajasthan	19,79,931.21	792149.3022
23	Primary Education	Kalvan and Nashik	87,28,914.14	-

24	Primary Education	Mihinpurwa block of Bahraich district	3,99,946.11	216845.5099
25	Elder Care	Ghatanji, Choutuppal, Kolaghat, Basantpur	94,86,453.04	8,40,681.38
26	Elder Care	Jharkhand	8,60,150.99	4,30,154.17
27	Sanitation	Nashik	10,28,135.24	487136.2501
28	Sanitation	Mumbai	13,76,123.82	571798.367
29	Sanitation	Nashik and Akola	18,01,393.07	471481.8809
30	Sanitation	Dumka and Pakur Districts of Jharkhand State	47,00,184.53	69090.99098
31	Sanitation	Nashik District	1,67,00,289.37	-
32	Disaster Relief	Bihar	13,84,230.17	1205175.522
33	Primary Education	Pune City, District- Pune, State- Maharashtra	4,99,287.00	-
34	Primary Education	Mulashi Tehasil, District- Pune State- Maharashtra	7,60,869.66	-
35	Primary Education	Pune city	1,66,911.47	-
36	Primary Education	District- Buldhana State- Maharashtra	11,11,455.91	384717.8517
37	Primary Education	Mankhurd, Mumbai State- Maharashtra	11,20,916.54	-
38	Various Activities*	Mumbai, Maharashtra		2,89,677.33
39	Capacity Building	Mumbai, Maharashtra		15,61,145.84
40	Project Monitoring	NA		3,73,643
			9,26,59,257.19	2,70,36,083

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).

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 programme looks to create a model project in coordination with the Child Rights Committee (CRC) and the Ministry of Social Justice. This model project seeks to create structures and systems for the shelter, protection and dignity of mentally challenged orphans under the care of the State. The project lays out the guidelines that are required to be followed for the accommodation and upkeep of these children, data maintenance and emergency measures and protocols to be initiated in case of illness and emergencies as well as regular monitoring and supervision of these homes by local authorities.

The Vikas Sahayog Pratishthan (VSP) initiative in Buldhana seeks to address the dropout rates of migrant and nomadic children of the Vimukta Jaati Nomadic Tribes (VJNT). 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. A community connect programme also engages with the various stakeholders to encourage the extended families to look after the children of the migrant labourers so that the child is not displaced frequently and is able to continue education.

Similarly, the programmes interventions have a roll on feature that make them sustainable in nature even after the project ends. While selecting programmes one of the focal points for consideration is the Institutionalisation of the programmes through the existing government systems wherever possible, capacity building of the government staff, strengthening the community through awareness and encouraging the adoption of the programme by the community for continuity of the programme and lasting impact.

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.