NSE CLEARING 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 : **NSE CLEARING LIMITED (NCL)**

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 : **secretarialdept@nse.co.in**

6. Financial Year reported: **2018-19**

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:
   Five [Ahmedabad, Chennai, Delhi, Kolkata & 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 crore
2. Total Turnover (INR):   380.86 crore
3. Total profit after taxes (INR): 172.51 crore
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) : **2%**

5. List of activities in which expenditure in (4) above has been incurred:

Sl. No.	Projects #	Focus Area	Place
1	**Education Activity Centre – Urban Pune**	**Primary Education**	**Pune City, District- Pune, State- Maharashtra**
2	**Project Grow With Books- Rural**	**Primary Education**	**Haveli- MulashiTehasil, District- PuneState- Maharashtra**
3	**Saksham- Quality Education for Age Appropriate Learning**	**Primary Education**	**District- Buldhana State- Maharashtra**
4	**Quality Education Program.**	**Primary Education**	**District- Thane State- Maharashtra**
5	**Project Chunauti**	**Primary Education**	**Mankhurd, Mumbai State- Maharashtra**
6	**Serving & Enriching Education To Under Privileged Children- Urban**	**Primary Education**	**Thane and Pune State- Maharashtra**
7	**Serving & Enriching Education To Under Privileged Children- Rural**	**Primary Education**	**Medha Dist- Satara State- Maharashtra**
8	**Integrated Social Assistance and Health Security for the Elderly**	**Elder Care**	**Mumbai and Chennai State- Maharashtra and Tamilnadu**
9	**Primary Education Program / Fellow Sponsorship Program**	**Primary Education**	**Mumbai, MH and Chennai, TN**
10	**Elderly Care Program**	**Elder Care**	**Lower Parel, Mumbai**
11	**Muktangan Primary School Programme**	**Primary Education**	**Mumbai, Maharashtra**
12	**School Partnership Programme**	**Primary Education**	**Mumbai, Maharashtra**
13	**Eureka Superkidz**	**Primary Education**	**Cuddalore, Kanchipuram, Thiruvallur, Thiruvannamalai, Trichy and Vellore Dist., Tamil Nadu**
14	**Every Child in School And Learning Well**	**Primary Education**	**Nagpur, Nashik, Thane, Pimpri - Chinchwad and Aurangabad Dist, Maharashtra**
15	**Girl child educate programme**	**Primary Education**	**Purulia and Bankura Dist., West Bengal**
16	**Rehli Shiksha Pahal Program (RSPP)**	**Primary Education**	**Dist. Sagar, Madhya Pradesh**
17	**Educate Girls Program**	**Primary Education**	**Ajmer, Rajasthan**

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18	Saksham	Primary Education	Kalvan and Nashik
19	Girls Empowerment through education training & action-GEETA	Primary Education	Bahraich district, Uttar Pradesh
20	Shraddha – Towards Active And Healthy Ageing	Elder Care	1. Yavatmal, Maharashtra 2. Nalgonda, Telangana, 3. Purbi Midnapore, West Bengal 4. Supaul, Bihar
21	Nation Supports Elderly	Elder Care	Jharkhand
22	Piloting Sustainable WASH In School For Enabling Better Heath, Hygiene And Environment.	Sanitation	Nashik, Maharashtra
23	School Heath Project	Sanitation	Mumbai, Maharashtra
24	Improving Sanitation for Rural Schools in Maharashtra	Sanitation	Nashik and Akola, Maharashtra
25	Swachh Vidyalaya, Swachh Aadat	Sanitation	Dumka and Pakur Districts, Jharkhand
26	Promoting WASH Compliant Ashramshala, Maharashtra	Sanitation	Nashik District, Maharashtra
27	Humanitarian Assistance For Flood Affected Communities In Bihar, India	Disaster Relief	Bihar
28	Project Grow with Books - SMC	Primary Education	Haveli- MulashiTehasil,District- PuneState- Maharashtra
29	Orientation of the Principals of the Adarsh Schools	Primary Education	Jaipur State- Rajasthan
30	Project Prajwala- Wash Compliant KGBVs (MP)	Sanitation	All KGBV Madhya Pradesh
31	Project Prajwala -Swachh Balika, Swachh Vidyalaya: Validating Scalable Models for WASH in Schools	Sanitation	All KGBV Rajasthan
32	Serving and Enriching Education to Under-privileged Urban Children in Bhiwandi-Nizampur and Malegaon	Primary Education	Malegaon and Bhiwandi Maharashtra
33	Project Prajwala - Education in KGBVs	Primary Education	All KGBV Rajasthan
34	Student Teacher Empowerment Program	Primary Education	Sheopur, Madhya Pradesh
35	Project Learning Orbit for Village Excellence in partnership	Primary Education	Udaipur, Rajasthan
36	Rashtriya Netra Yagna	Elder Care	22 District across 11 state

37	Capacity Building of Ashramshala staff and TDD officials on WASH	Sanitation	Nashik, Maharashtra
38	Improving Language and Numeracy skills in Primary schools of Sapotra Block in Karauli District of Rajasthan State.	Primary Education	Block Sapotra, District Karauli , Rajasthan
39	Project Alokito Shoishab (Enlightened Childhood)	Primary Education	Block Rajnagar, Districk Birbhum, West Bengal
40	Project EQUIP (Education QUality Improvement Project)	Primary Education	Block Mandapam, District Ramanathapuram, Tamilnadu
41	Working towards making Sapotra Block of Karauli district Open Defecation Free through Community and School based WASH interventions.	Sanitation	Block Sapotra, District Karauli , Rajasthan
42	Swaccho – Nirapad Parivesh (Clean and Safe Environment),	Sanitation	Block Rajnagar, Districk Birbhum, West Bengal
43	Aalambana – Towards Active and Healthy Ageing	Elder Care	Block Rajnagar West Bengal, Block Mandapam TamilNadu and Block Sapotra Rajasthan
44	Project Prajwala - Education in KGBVs	Primary Education	All KGBV Madhya Pradesh
45	Project "CLEAN" (Climate & Livelihoods Enhancement and Nutrition) for Elders	Elder Care	1. Yavatmal, Maharashtra 2. Nalgonda, Telangana, 3. Purbi Midnapore, West Bengal 4. Supaul, Bihar
46	Project for ODF sustainability in Nandurbar	Sanitation	Nandurbar Dist. Maharashtra
47	Sustainable Community ODF Program in Mandapam Block, Ramanathapuram District, Tamil Nadu.	Sanitation	Block Mandapam, District Ramanathapuram, Tamilnadu
48	Enhancing post-disaster Re-Habilitation and Recovery through Provision of Safe Water in Kerala	Sanitation	Wayanad, Idukki, Pathanamthitta, Allapuzha and Thrissur districts, Kerala
49	Enhancing post-disaster Re-Habilitation and Recovery through Provision of Safe Water in Kerala	Sanitation	Idukki district, Kerala
50	Everyone Forever - Water Services and Systems Strengthening: Rajnagar and Khoyrasol Blocks of Birbhum District in West Bengal	Sanitation	Rajnagar and Khoyrasol blocks in Birbhum district, West Bengal

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51	Project Samarthya: Elderly Care programme(55 Years+) in Nandurbar district, Maharashtra	Elder Care	Nandurbar, Navapur, Akkalkuwa and Dhadgaon blocks, Maharashtra
52	Implementation of Karadi Path Magic English SLL programme for improving English proficiency of students from Zilla Panchayat Primary Schools in selected blocks in Nandurbar District, Maharashtra.	Primary Education	Nandurbar and Navapur blocks , Maharashtra
53	Ensuring sustainable drinking water safety and security in the identified schools and habitations in Nandurbar and Navapur blocks of Nandurbar district	Sanitation	Nandurbar and Navapur block ,Nandurbar district Maharashtra
54	Akshara: Learning Centers for Primary Children in Rameswaram	Primary Education	Rameswaram Island, Ramanathapuram District, Tamil Nadu
55	ShikshaDeep Prakalpa	Primary Education	Khoyrasol Block, Birbhum District, West Bengal
56	"Promoting Sustainability of WASH facilities and child centered governance in the Schools of Rameswaram"	Sanitation	Rameswaram Island, Ramanathapuram District, Tamil Nadu
57	Promotion of Tiruppullani as Swachh and Swasth Block.	Sanitation	Thiruppullani, Ramanathapuram District, Tamil Nadu
58	Building Water Security for Green Rameswaram	Safe Drinking Water	Rameswaram Island, Ramanathapuram District, Tamil Nadu
59	Enabling Drought Free Villages through Integrated & Participatory Watershed Management in Nandurbar, Maharashtra	Disaster Relief- Safe Drinking Water	Nandurbar District, Maharashtra
60	"Samrakshana: Building Resilience among the Senior Citizens in Green Rameswaram"	Elder Care	Rameswaram Island, Ramanathapuram District, Tamil Nadu
61	Rehabilitation of 30 Government Schools affected by Gaja Cyclone at Nagapattinam District and Thanjavur District, Tamil Nadu	Disaster Relief for Gaja cyclone- Sanitation and Safe Drinking Water	Nagapattinam District and Tanjore District Tamil Nadu
62	CSR Focus Group	Various Activities*	Mumbai, Maharashtra
63	Capacity Building	Capacity Building	Mumbai, Maharashtra
64	PME**	Project Monitoring	NA

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*Activities undertaken by NSE CSR Focus Group covers Blood Donation Camps, Nature trails, Flood Relief, NGO Melas, Environment Awareness, Employee Engagement for CSR projects of the Company etc.,
** Project Monitoring and Evaluation
# NSE Foundation, as the implementing agency, currently implements the above projects with the help of the entities as given below and provides periodic updates on the progress of the CSR projects, fund utilization, and an annual report of CSR activities to the Company. The CSR Committee of the Company monitors the CSR activities undertaken & implemented by NSE Foundation.

Section C: Other Details

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

 Yes

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)

Yes.

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%]

More than 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 NCL 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 Regulatory Oversight Committee of NCL is overseeing the implementation of the BR policy. The composition of Regulatory Oversight Committee is given below:-

DIN Number : 07456806
Name : Mr. Harun Khan (PID)
Designation : Chairman, Regulatory Oversight Committee

DIN Number : 06796232
Name : Mr. Salim Gangadharan (PID)
Designation : Member, Regulatory Oversight Committee

DIN Number : 00419921
Name : Mr. N. K. Maini (PID)
Designation : Member, Regulatory Oversight Committee

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DIN Number : 00460061
Name   : Mr. .C VR Rajendran (PID)
Designation : Member, Regulatory Oversight Committee

DIN Number : N.A.
Name   : Mr. P. Krishnamurthy
Designation : Independent External Person

b)   Details of the BR head -

Sr. No.	Particulars	Details
1.	DIN Number (if applicable)	07898773
2.	Name	Mr. Vikram Kothari
3.	Designation	Managing Director
4.	Telephone number	2659 8424
5.	e-mail id	vkothari@nsccl.co.in

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

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

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for the prescribed principles	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant 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*
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y**	Y**	Y**	Y**	Y**	Y**	Y**	Y**	Y**
No.	**Questions**	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**

#										
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
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 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

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

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

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**** The policies are available on the intranet for all the internal stakeholders. NCL has also formally communicated the same to the relevant external stakeholders.

(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	P1	P2	P3	P4	P5	P6	P7	P8	P9
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

Regulatory Oversight Committee meets 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, NCL 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.

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Policy framework for ethics, transparency and accountability

At NCL, ethical conduct is given utmost importance across all our functions and practices. NCL 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. NCL 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. NCL always have been involved in good governance practices and endeavors continuously to improve upon the same. NCL is a public limited company, incorporated under the Companies Act, 1956 whose securities are not listed on any of the stock exchanges. NCL is also a recognized clearing corporation under Securities Contracts (Regulation) Act, 1956. Therefore, NCL 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 7 directors of which 2 directors fall under 'shareholder Directors' category. The remaining 5 fall under 'public interest directors' category, who are chosen from among eminent persons or experts in the field of law, finance, accounting, taxation, information technology, economics, commerce, management, etc. 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.

Sl. No.	Name of Director	Designation
1	Mr. Harun R Khan	Public Interest Director
2	Mr. Salim Gangadharan	Public Interest Director
3	Mr. N. K. Maini	Public Interest Director
4	Mr. C VR Rajendran	Public Interest Director
5	Mrs. Bhagyam Ramani	Public Interest Director
6	Mr. J. Ravichandran	Shareholder Director
7	Mr. Vikram Kothari	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.

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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 12,065.00 Demand Kilo-Volt-ampere (KVA) in the previous year.
      b)   By using General Lighting System, the Company and the Group saved 41893.31 units(KWH)
      c)   By using Wind Power System, the Company & the Group has generated
         & in turn saved 1,29,04,489 crore units (Kilowatt-hour) (Kwh) in the last year.
      d)   By using Solar Power System, the Company & the Group have saved 2,560.70 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. National Stock

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Exchange of India Limited and its group companies (NSEIL) 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 E-Waste Policy of NSEIL is applicable for all the NSE Group Companies. NCL 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. In this system, the compostable material like food waste collected from canteen, garden organics and paper & cardboard gets collected at one place. Post shredding, the organic material gets loaded into vermiculture unit for the decomposing process. Post 7 days on-going process, vermicompost / manure get generated and used for Gardening purposes.

  As a measure to reduce food waste, a display board was put up in the Canteen wherein the food wasted (in quantity-Kilogram) on a daily basis and how many persons could have been fed with such food was shown which had great impact and over a period of time wastage of food was reduced.

- 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: **86**

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

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

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1.	Child labour/forced labour/involuntary labour	NIL	NIL
2.	Sexual harassment	NIL	NIL
3.	Discriminatory	NIL	NIL

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

Sl. No.	Particulars	Fire Safety	Skill Upgradation
1	Permanent Employees	95%	29%
2	Permanent Women Employees	91%	27%
3	Casual/Temporary/Contractual Employees	NIL	NIL
4	Employees with Disabilities	NIL	NIL

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

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

The disclosure of particulars with respect to conservation of energy and technology absorption in terms of Section 134(3)(m) of the Companies Act, 2013 read with Rule 8 of Companies (Accounts) Rules, 2014 are given hereunder:-

NSE and its group companies are aware that their business operations and use of natural resources has an impact on the environment. Being a responsible corporate citizen, it is NSE Group's vision to continuously reduce its carbon footprint, enhance environmental protection practices and promote sustainable business operations.

The NSE Group (which includes NCL) strives to :

- Minimize carbon/Water footprint and ensure sustainable business operations; Minimize pollution of all forms;
- Compliance with all local and national environmental legislation, regulations and codes of practice relevant to the industry sector in which it operates;
- Continual improvement in its environmental performance;

NCL, a wholly owned subsidiary of NSE, is carrying on its operations from the premises of NSE. NCL, together with other companies in NSE Group, has undertaken following initiatives:-

NSE Group aims to minimise the environmental footprint of business operations so that more operations can be carried out with less energy, less carbon, less waste and less use of resources. NSE Group focuses on improving the energy efficiency of operations, using renewable energy where viable and developing innovative solutions that enables the Company to significantly reduce its own carbon footprints. NSE Group conducts risks assessment study on periodic basis. Key environmental risks have been analysed and further actions are taken to mitigate the impacts of these risks.

NSE Group has a comprehensive environment and sustainable development policy which elaborates on the focus of the Company towards sustainable growth. The policy is extended to all the relevant stakeholders. NSE Group is compliant with the environmental legislations in India and take initiatives towards responsible climate action by reducing waste and optimally utilising their resources. NSE Group does comply with all the emission/waste limits specified by CPCB/SPCB.

NSE Group has taken many initiatives to address the impact of climate change and has increased the focus on the renewable energy projects to shift to better and clean technology. NSE Group aims to minimise the impacts on 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 and make efficient use of energy. NSE Group also have solar power plants, thermal energy storage system, rainwater harvesting systems and sewage treatment plant.

NSE Group has taken several initiatives towards energy conservation, green / renewable energy which demonstrates the commitment towards the sustainable development and clean environment.

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, NSE Group 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 continuously reducing its carbon footprint, enhancing environmental protection practices and promoting sustainable business operations.

The hyperlink for the "Environment Policy" is:
https://www.NCLindia.com/NCL/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:

- **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 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 was operating mainly during office hours have been distributed and given up on its requirement for additional power.
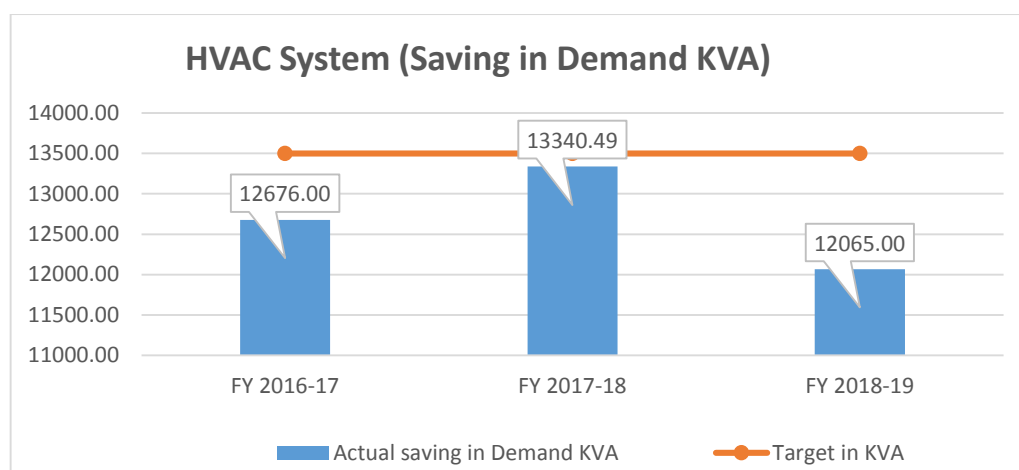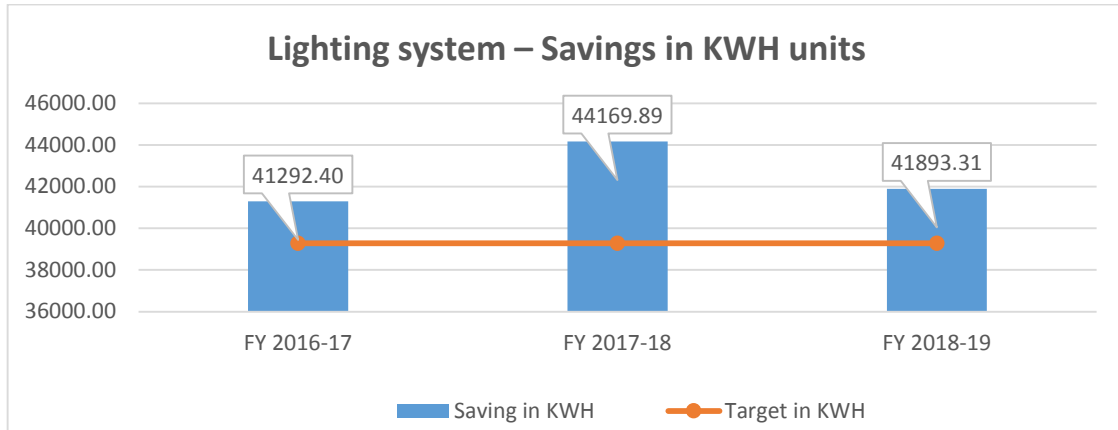

- **General Lighting System**
  Lighting Transformers have been installed in the lighting feeders which reduces excess power consumption and enhances the life of the luminaries. The Lighting Transformers are introduced in the electrical distribution system to regulate the incoming single phase supply which restricts the power supply to only 210 to 220 Volts. Additionally, LED Lights have
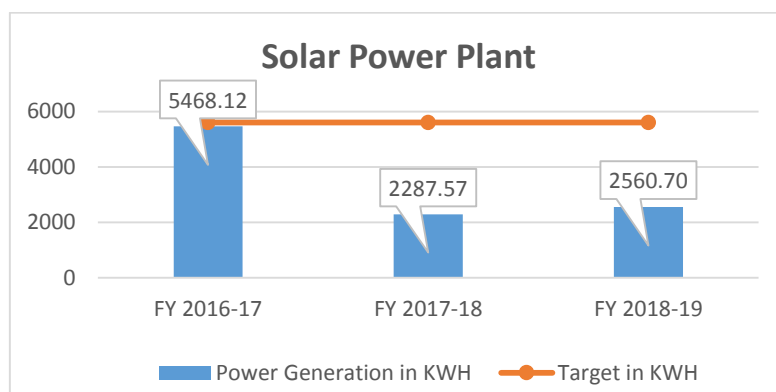
been introduced across all Offices / Utilities. This has saved around 41,893.31 units in the last year.

Lighting system – Savings in KWH units

- 41292.40 (FY 2016-17)
- 44169.89 (FY 2017-18)
- 41893.31 (FY 2018-19)

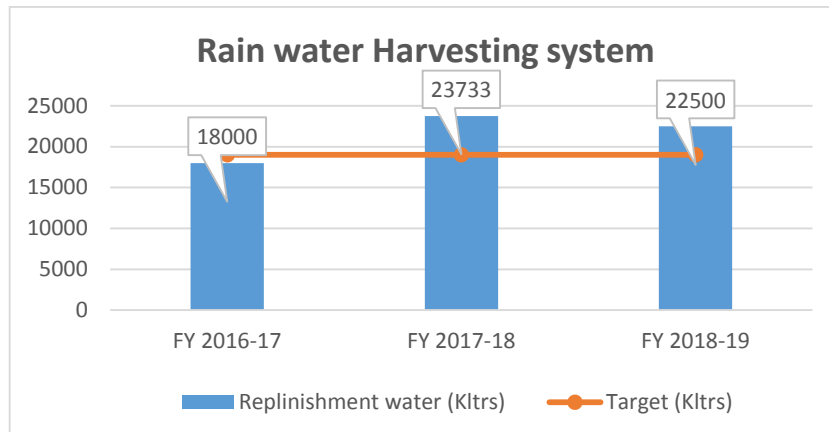Legend: Saving in KWH, Target in KWH

- **Solar Power Plant:**
  The renewable source of energy has been introduced 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 has saved 2560.70 units in the last year.

Solar Power Plant

- 5468.12 (FY 2016-17)
- 2287.57 (FY 2017-18)
- 2560.70 (FY 2018-19)

Legend: Power Generation in KWH, Target in KWH

- **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.

Rain water Harvesting system

- Replinishment water (Kltrs)
- Target (Kltrs)

Values: FY 2016-17: 18000, FY 2017-18: 23733, FY 2018-19: 22500
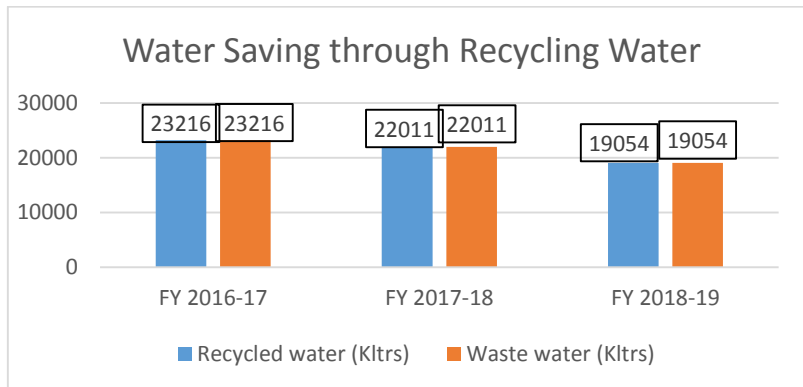
- **Wind Power Plant:**
  With a vision to reduce the consumption of electricity and carbon footprint, the Wind Power Plant (i.e. capacity of 6.25 MW) has been commissioned at Satara in Maharashtra.

Wind Power Plant

- Power Generation in KWH
- Target in KWH

Values: FY 2016-17: 14710863, FY 2017-18: 12600887, FY 2018-19: 12904489
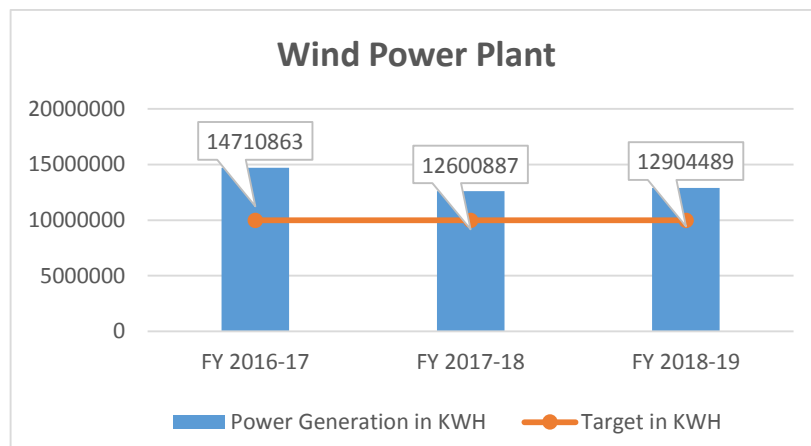
- **Sewage Treatment Plant:**
  The sewage treatment plant has been installed to reuse building's domestic and flushing water (i.e. after treatment) for Cooling Towers associated with HVAC System and for Gardening purposes every day. This has saved several KL of water.

Water Saving through Recycling Water

FY 2016-17	FY 2017-18	FY 2018-19
23216	22011	19054
23216	22011	19054

■ Recycled water (Kltrs)   ■ Waste water (Kltrs)

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 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:
https://www.NCLindia.com/NCL/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 which is a Global Association of Central Counterparties (CCPs). CCP 12 aims to promote effective practical and appropriate risk management and operational standards for CCPs to ensure safety and efficiency of the financial markets it represents.

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)

NCL participates and contributes to the consultation responses forum discussions and position papers.

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.

NSE is covered under the purview of Section 135 of the Companies Act 2013. Similarly many of its subsidiaries are also covered within the purview of the above section. However, contribution to CSR by some of these Companies as required under the Section 135 will be negligible. Moreover, there could be efforts at duplication if each individual Company undertakes CSR activities on its own and there would be difficulties in scaling up these activities. Thus it has been decided by the Boards of the respective Companies in NSE that CSR efforts for the Group be undertaken commonly.

Therefore, NSE Foundation, a Section-8 Company has been created as a group resource to undertake the CSR activities of NSE Group Companies Further, a common CSR policy has been prepared and approved by CSR Committees and Boards of the respective companies. CSR Committees for each of the Companies has been constituted separately.

A brief outline of the Company's CSR policy, including overview of projects or programmes proposed to be undertaken is given below.

1. NSE Group CSR Vision

NSE Group has been constantly working to improve the financial wellbeing of people at large through a committed approach to offer investment products that suits varied needs of people. It has improved access to financial markets for people across the country by introducing transparent and efficient systems, improved safety measures for investors, empowering investors through awareness and education on financial planning, investor protection and investment related issues.

Besides this, NSE Group has continuously endeavoured to integrate sustainable and responsible business practices through environment friendly measures such as recycling of waste, reducing paper, water and energy conservation, use of renewable sources of energy, eco-friendly infrastructure, gender diversity and inclusive workplace policies, etc.

NSE CLEARING LIMITED

NSE Group further understands that the economic and social well-being of the community is closely interlinked to their habitats and environment. NSE therefore strives to integrate triangulated focus to improve the quality of life of its identified beneficiaries towards creating inclusive societies, while meeting its social, economic and environmental responsibilities.

The key focus sectors identified by NSE Group for social intervention and impact target the triply disadvantaged and underprivileged sections of our population. The key change and impact indicators in every programme strive to align with the nation's social development goals and the larger global sustainable development goals.

(a) CSR Focus Areas, Objectives and Goals

The CSR objectives have been identified basis the larger mandate outlined in the Section 135 of the Companies Act 2013 and Companies (CSR Policy) Rules 2014 as well as to meet NSE's community engagement aspirations.

NSE, has currently identified three CSR areas as issues of concern to be addressed in the developmental landscape in India. They are i) Primary Education, ii) Elder Care, iii) Sanitation & Safe Drinking Water. In addition, during times of natural calamities and disasters NSE strives to provide speedy relief and assistance to affected geographies and communities through contributions to the Prime Minister's relief fund, emergency disbursals to undertake relief through NGOs etc. NSE also undertakes research and studies in areas specified in Schedule VII including promoting education.

The NSE Group CSR programmes seek to impact the most disadvantaged sections of the community by undertaking long term impactful programmes in education and elder care. Projects undertaken under these verticals are not one-time activities but are be on a programme mode with a long term timeline to achieve pre-determined goals and impact.

In addition to the focal areas of social intervention, a number of internal CSR activities such as environment awareness, nature trails, blood donation camps, visits to the project sites etc. which to engage and motivate employees to be socially responsible have been undertaken by the CSR Focus Group of NSE.

The core CSR focus verticals are further detailed in the following sections.

(b) Primary Education

The NSE Group CSR initiatives in Primary Education concentrate on bridging the literacy gaps of children aged between 5 -12 years from disadvantaged communities who form the bottom rung of society. The programme outcomes contribute to the holistic development of children which includes addressing their physical, mental and aspirational needs through supplementary and in-school programmes.

NSE Group has identified intervention in capacity building & training of teachers that will augment teacher-student ratio and directly impact the quality and quantity of attention that is currently provided per student. The aim is to improve reading, writing, critical thinking, arithmetic and problem-solving, application and behavioural skills and create a cadre of highly motivated teachers who become change agents.

(c) Sanitation and Safe Drinking Water

The initiatives in WASH (Water, Sanitation and Hygiene) programmes are aligned to the goals of

the Swacch Bharat Mission and the Swacch Bharat Swacch Vidyalaya. Under this, NSE Group supports sanitation projects in the schools, communities, and awareness building on sanitation, safe drinking water, solid waste management and other WASH related aspects to ensure usable WASH facilities in schools, anganwadis etc. and strive towards sustainable open defecation (ODF) free communities through sustained behaviour change communication.

(d)   Elder Care

Demographic Ageing is rapidly advancing with 1 in 6 Indians slated to be a senior citizen by 2050. This poses a huge set of challenges and stresses on the nation and society, which include a larger financially dependent population, increased demands on health care systems, social security, protection and management.

The area is challenging as this problem has not been taken up as an imminent issue. There are limited NGOs working on elderly issues to collectively empower elders in various aspects of their day to day life. Projects considered under the elder care segment focus on enhancing the holistic well-being of the underprivileged ageing population by awareness campaigns and addressing their mental and physical health indicators through health camps etc., addressing elder abuse, loneliness, economic and financial independence by activities that create to awareness of issues relating to the elderly.

(e) Research and Studies in areas specified in Schedule VII including promoting Education

Research activities may be undertaken in the areas as described in Schedule VII of the Companies Act, 2013, or in the areas promoting education such as Economics, policy, regulatory, market, corporate governance etc. as CSR activities provided that (1) they are with an educational or research institution and (2) they are in the Project mode and not a 'one off activity' and do not involve the creation of an endowment chair.

(f)   Prime Minister's National Relief Fund

From time to time various regions in India are affected by natural calamities such as floods, storms, earthquakes, etc. Emergency relief assistance is provided by the State Govt. & Central Govt. agencies, NGOs etc. and also through Prime Minister's National Relief Fund. NSE has taken up contribution to the 'Prime Minister's National Relief Fund' and emergency disbursals to NGOs to provide speedy relief to affected communities as one of the CSR focus areas in such circumstances if and when the need arises, under the CSR policy.

(g)   Selection Criteria of Projects

The NSE Group CSR objectives have been identified basis the larger mandate of the Sec. 135 of the Companies Act 2013 and the Companies (CSR Policy) Rules 2014, which outlines the corporate social responsibility of companies. NSE Group has further defined the CSR interventions to be undertaken and laid down the criteria for selecting projects on a long term timeline to achieve outlined indicators to create a sustainable impact in identified communities.

The implementing agencies (NGOs) are selected after intense scrutiny and due diligence by NSE Group programme monitoring and evaluation (PME) partners. This includes, legal & financial due diligence, conformation to guidelines prescribed in Sec.135, programme evaluation, past track records and so on.

The programme proposals go through a detailed scrutiny on various parameters such as type of beneficiaries, relevance of scope of work to thematic requirements, focus on the larger community, emphasis on training and capacity building, working with Government schemes, departments, sustainability of the intervention, innovativeness,   uniqueness,   scalability,

replication of programmes, outputs, outcomes, plan for monitoring and evaluation, impact assessment and employee engagement opportunities.

After the first phase of programme implementation, NSE Group CSR team had developed a reference framework based on the FINITE model to bench mark the projects. Focused (in location /approach and sector), Innovative (In design, concept and outcomes) Niche (Unique in approach, intervention and programmes) Impactful (in quantitative and qualitative programme outputs and outcomes) Tracked (in programme achievements, programme objectives involving NSE staff, NGOs, community and beneficiaries) and Engaging (To all stakeholders community, company and beneficiaries due to uniqueness of methodology, engagements and tools).

The projects are selected on a number of parameters such as alignment to the CSR vision and CSR policy of NSE Group, focus verticals, geographical area located in backward districts, needs of the community, impact of the programme, beneficiaries profile and sustainability of the project after completion.

(h)   Monitoring and Evaluation of CSR Initiatives

Rigorous monitoring and evaluation processes ensure the success of the CSR programmes. NSE Group through empanelled Project Management and Evaluation agencies (PMEs) of repute and experience, apply stringent criteria while selecting the NGO partner and the programmes. The projects have the key indicators defined and impact assessed in the CSR projects undertaken.

These key indicators are tracked on a regular basis by frequent desk reviews, site visits, follow-ups, capacity building, quarterly on site programmatic and financial scrutiny as well as advice on organizational or programmatic corrections to ensure on ground impact and sustainability of the programme.

(i)   Projects undertaken by NSE Group CSR during the FY 2018-19

i. Chunauti

Project Chunauti, a field action project of TISS was initiated in 2012 on the direction of the Mumbai High Court in response to the gross abuse and neglect of children in Mentally Disabled Children's (MDC) Homes in Maharashtra. Project Chunauti is an effort to promote and protect the rights of these intellectually disabled, orphan children who are the most vulnerable group in society. Earlier, there was no vision for the rehabilitation and social re-integration of such children in Maharashtra. Project Chunauti has developed a rights-based model of intervention for mentally challenged, orphaned children with interventions like education, vocational training, counseling, development of individual care plans, training in life skills and efforts towards social reintegration into society. Inclusive education under Sarva Shiksha Abhiyan (SSA)-Right to Education (RTE) Act has been complied for children in MDC Home, Mankhurd. This was the first time that children with intellectual disability from a MDC Home attended regular school. A resource room has been created in the school where these children are attending school under SSA program. Children were provided special inputs in the resource room, which has helped them to cope with the regular school. Counselling sessions, occupational therapy, physiotherapy, remedial learning, skill development, various alternate therapies to provide emotional healing etc. are also conducted for the children.

The Project Chunauti team initiated replication of the Chunauti model in 19 more MDC homes across Maharashtra working with 353 stakeholders consisting of experts, Government officers, academicians, MDC Home functionaries etc. 593 children have been indirectly impacted through the replication process. Till date, 204 staff members from 11 MDC Homes have been trained to

conduct assessments and design individual care plan for each child based on the individual requirements.

ii. Educate Girls' programme

This education project is supported since 2017 in 463 villages in three blocks of Ajmer, namely Bhinai, Jawaja and Silora. The project aims at ensuring the re -enrolment of out of schools (OOS) girls who have stopped attending school and those girls who have never been enrolled, retention of girls enrolled in schools and improving the learning outcomes of children studying in grades 3, 4 and 5. In order to improve learning levels (numeracy and literacy), a structured curriculum is implemented in schools for children (both boys and girls) using specially designed kits called Gyan Ka Pitara (GKP).

The intended impact of the project supported by NSE Group is to increase enrolment of girls in schools, retain at least 85% of enrolled girls in school and improve learning outcomes for over 4,900 children studying in grades 3-5. The programme is undertaken by a cadre of unpaid community volunteers called associated with the organization. The second year of the project implementation is currently underway and 2,127 out of school girls have been enrolled in schools. Learning curriculum through GKP kits is being implemented in 226 schools to improve learning outcomes for around 5,800 children. To ensure institutional strengthening and ledership the project has formalized 331 SMCs and 201 Bal Sabhas (girl's councils) providing training and handholding support to around 3,420 SMC members and around 2,600 Bal Sabha girls.

iii. Education Activity Centre (Urban)

This project was a literacy programme for children aged 6 -14 years of construction, migrant and seasonal labourers in Pune bringing education through the Educational Activity Centers (EAC). The programme has completed three years of implementation. This is an attempt to include those children who are at risk of being drawn into the child labour force. The project also tracked 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. A total cumulative number of 1000 children benefited by this project and 132 children were tracked and 76 re-enrolled in schools.

iv. Eureka Super Kidz

This project benefits 2886 children in 100 villages of six districts in Tamil Nadu: Cuddalore, Kanchipuram, Thiruvallur, Thiruvannamalai, Trichy and Vellore to ensure quality education for children in grades 3-7 to promote achievement in basic skills of Tamil, Math, English and Science through an after school remedial education programme and for children in grades six to eight programme in basic skills of Math, English and Science through after school interventions with interested teachers focusing especially on children lagging in basic skills. The program also builds the capacity of the tutors and block trainers (trained community youth) through workshops on classroom management, soft skills and innovative teaching techniques.

The programme also intervenes through tinkering labs to provide a trigger for scientific temperament, health sessions for awareness on better nutrition, "Walk 'n' Talk English" program to help better engage the parents and community.

The project is in its third year of implementation. The total enrolment is 2635 children of which 417 are from the 28 tribal villages. The increase observed in enrolment has been 27%. There has also been an average of 50% improvement the skills taught to the students.

v. Fellowship Sponsorship Programme

This programme supports 60 teaching fellows drawn from various professions, 42 in Mumbai and 18 in Chennai drawn to teach in low income and Government schools. It is seen that embedding of such trained and skilled teaching fellows within the educational systems leads to a high transference of skill sets and improving of the overall educational ecosystem. This in turn leads to improved learning outcomes in numeracy and language of 2100 students.

Students are assessed on the Student Vision Scale which in addition to learning and improving the values & mindsets shapes how children choose to operate in the world and contribute towards making it better with better self-understanding. Emphasis is also placed on developing higher competencies in Maths. The learning outcomes for the students have shown an average reading level of 2.01 in Reading Comprehension (RC) assessments, and an average 29% mastery in Math assessments. In addition to learning and other outcomes, the Fellow's leadership development journey is assessed on a Fellow Commitment Scale which measures 3 commitments Personal Transformation, Collective Action, and Educational Equity.
The project, currently, in the third year has shown improved learning outcomes, increased measures on the Student Vision Scale at 23% and the Fellow commitment scale at 22% increase.

vi. Girl Child Education Programme
The NSE Group Girl Child Education project runs 100 out -of- school learning centres in 100 extremely remote villages of Purulia and Bankura Districts in West Bengal. The programme follows a cyclical approach in which the child is engaged for five years to build a strong learning foundation. This helps in enrolling them in regular upper primary schools and because of their conceptual proficiency, instances of drop out are reduced. The project objective is to improve access to quality education for out of school girls through learning centers and to improve learning outcomes for girls enrolled with learning centers and ensure their transition to formal schooling and continuing education. The project focus is on motivating children of remote tribal and other backward communities to join the learning centers. This project engages with the community at every step to ensure sustainability of the initiative and the learning centers are set up with the help of the community in the spaces provided by them to promote ownership of the programme. This project has reached 1627 girl children in and 1706 girl children in Purulia in its first year. Currently, 3183 girl children are enrolled in 100 centers. Around 98 community people have been trained and employed as teachers in these centers.

vii. Girls Empowerment through education training & action- GEETA

The project 'Girls Empowerment through Education Training & Action'-GEETA completed its term of implementation in nine villages of Mihinpurwa block, Bahraich district in Uttar Pradesh and focused on 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 benefitted by the creative methodologies of the project.

The project built capacities of teachers and School Management Committees (SMCs) through training and community mobilization and in turn strengthens the demand side of education. The programme improved the level of education with emphasis on improved reading, writing and speaking skills, retention of girls in schools, increasing attendance, and reducing dropout rates.

viii. Grow with Books- Rural

The Project 'Project Grow with Books' was implemented in Mulashi taluka near Pune is in the third year of implementation. The NSE Group project aimed to bridge reading skills of 3400 children from 25 rural government zilla parishad schools. The community in this area comprises of small holding farmers, daily wage labourers and construction workers. The programme comprises of 4 distinct modules for children from grade 1 to 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 conducted 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. In end of the third year, 82% children from grade 1 who had an attendance of 80% or more were able to read their age and grade level.

ix. Grow with Books- SMC

The NSE Group– DSS SMC project was implemented in five municipal schools of Pune. The programme sought to increase participation of school teachers in the reading class sessions and the third component aimed to create awareness among the School Management Committees (SMC) regarding their roles and responsibilities so as to make it functional. The objective was to create a sustainable model where the SMC members strengthen and represent the voice of the community to demand quality educational services through the state delivery systems as well as participate in ensuring the delivery of upgraded services.

x. Grow with Books- Mumbai

This education project in Mumbai in 25 Municipal Hindi & Marathi schools reaches out to around 10,000 children living in urban slums. . The children are first generation learners from low income families who have migrated to Mumbai. The programme has recently commenced its third year and seeks to enhance classroom transactions through four types of interventions run in the school along with capacity building of 376 MCGM school teachers and intervention through 66 trained facilitators, namely; (1) First Step Forward, which ensures reading and writing readiness for children in Std 1; (2) Remedial Class in Language & Math for grades 1 to 5; (3) Reading Promotion Programme grades 2 to 5 and (4) Library sessions and Bal Samuha to enhance reading skills and confidence among children.

The programme has observed an overall improvement in 98% children in First step forward as they could read words and sentences according to the performance scale in the end of year two. 735 Children of grade I through First Step Forward lacking pre-school exposure learnt to read and recognize alphabets and matras. There is improved academic progress of 688 educationally backward children through Remedial Education Classes in Language and Math. The Reading Promotion Programme, Library & Home lending borrowing of books has reached 1310 children at the end of year two. The project has also improved self-esteem and participation at school level events through Bal Samuha or Children's Groups.

xi. Leadership Training of the Panchayat Elementary Education Officers (PEEOs – Principals of Senior Secondary Adarsh Schools)

The Principal training programme conducted in Jaipur, aims to build the academic and leadership skills of the 6000 Principals of the Adarsh schools so that they can ensure effective implementation

of the State Improvement for Quality Education (SIQE) programme and improve the quality of education delivered by their schools. Through detailed six-days training about 4000 out of 6000 PEEOs have been trained to support and monitor schools for effective implementation of Child Centric Pedagogy (CCP) and Continuous and Comprehensive Evaluations (CCE) processes gradually impacting on the quality that is being delivered by the schools, at scale. PEEOs are now actively participating in workshops/meetings with DIET faculty to develop worksheets, summative tools, TLM materials etc.

The feedback gathered from the programme shows that almost 100% participants found the training useful, 68% respondents found the session highly satisfactory and 65% said that their understanding on children's evaluation methods was highly satisfactory.

xii. Learning Enhancement Program for children in Disadvantaged Communities
The project impacts around 14,500 children between 6 – 14 years in 120 communities in 5 cities of Maharashtra viz. Nagpur, Nashik, Thane, Pune and Aurangabad through support classes, library camps and parent education. The project is designed to assist children of grades 1 & 2 with early literacy and numeracy, also, improve learning levels in math and native language of children in grades 3-8. The program provides access to good quality books to all children in the targeted communities through a community library program.

Support Classes provide academic intervention for grades 3-8 for specific competencies based on children's learning needs in Language and Math and has seen improvement in 85% children out of the 4334 children enrolled.
The project has been successful in the mobilization of two to three volunteers in each community to conduct the library program in all the 120 communities which has reached 12,356 children.

Under the Parents Education initiative, workshops have been conducted regularly on a monthly basis in each of the 120 communities and 6256 parents were provided with material and instructed on how to apply this material to engage with their children to enhance academic development. The project has seen a gradual increase in number of parents attending the workshop.

xiii. Learning Orbit for Village Excellence
This programme brings together a diverse and dynamic pool of young people from the local and urban communities to create inspired and collaborative learning in 30 government schools of Kotra and Gogunda. The objectives of the project are to increase the attendance, learning outcomes, personal and professional development of teachers, build aspirations in students to complete school education, enable students with systems thinking abilities and provide mentorship to induce 'life preparedness' in students. The project is in its second year of implementation and currently reaches around 2700 students.

This in-school programme has placed trained fellows who teach the students in schools. Two manuals have been created for children to learn. One that focuses on the concepts of maths, language and social studies through themes and another on social and emotional learning through – physical, cognitive, emotional and social aspects. Improvement has been observed in students in both Maths and in English.
The programme includes community learning festivals which become spaces to create awareness and encourage education, learning and participation among out of school children, school administration and community members. 54 learning festivals have been conducted engaging more than 4000 children out of which 400 children were school drop-outs.

xiv. Muktangan: Adopt a municipal school programme

The adopt a school programme project has completed its two year term and supported two government primary schools, Globe Mill Passage Municipal School in Worli and the N. M. Joshi Marg Municipal School in Lower Parel. The students from the community accessing these schools and the teachers came from under-served urban communities with many of them being first generation learners with virtually no exposure to English. This is significant as the urban slum population in the country is growing due to migration. The project schools have been conceived as an innovative & integrated programme of both teacher and student education. The children experience a developmentally appropriate child friendly curriculum, with emphasis on the English language and the construction of knowledge by children is through activities and a high level of individual attention. Continuous parent involvement and special educators help students with learning disabilities. The idea is to deliver education through teachers from the community as they would be invested in the educational progress of the children and showcase that the state run schools can deliver quality output to citizens with the right inputs. The project reached 315 children who are enrolled in the primary sections of both the schools with 33 community teachers who have been given the course in teacher training.

xv. Prajwala: Strengthening the KGBVs of the state to ensure quality education for all (Madhya Pradesh)

This education initiative in 200+ Kasturba Gandhi Balika Vidyalayas of Madhya Pradesh. The programme is in its first year and is working to improve the quality of education delivered to the girl students studying in the grades 6-8 by improving both the learning environment in both the girls' hostels and the schools that they are enrolled in.
The programme aims to achieve its objective by placing community volunteers in the hostels for providing academic support and creating a conducive learning environment for foundational skills of literacy and numeracy for grades 6th to 8th. Further, training to the government teachers is provided to sustain the intervention along with capacity building of the School Management Committees which are properly oriented of their role encouraged to take responsibilities.
There is also a feature of advocacy to strengthen the state, district and block level administration to improve the quality of KGBVs by sharing regular progress of the programme with them by working closely with the senior administration to ensure improvements. Capacity building of the wardens is also included in the programme for creating a culture of collective learning in the hostels through creation of schedules for the girls when they get back from the school to the hostels.

xvi. Prajwala: Strengthening the KGBVs of the state to ensure quality education for all (Rajasthan)
Prajwala Project is being implemented in 200 KGBVs across the state of Rajasthan in a phased manner. The program is implemented in association with UNICEF as a technical partner. In phase one of the academic year 2018-19, the project activities are planned for 95 KGBVs across 13 districts to address the prevailing learning gap at different stages and ensure comprehensive development of the girls. The project also aims to strengthen the participation of School Management Committees (SMCs) for facilitating effective management of the schools and to sensitize the block/district and state level Government departments' officials so that the required academic support and monitoring is ensured resulting in improvement in quality outputs.

The project has just entered its second year of implementation and conducts its interventions in 73 KGBVs covering 11 districts with three NGO partners and Bodh by placing two local community

volunteers trained as Academic Support Fellows (Field Facilitators). There are 146 such facilitators working in 73 KGBVs supporting the government teachers in remedial education classes as per plan. A 15 days residential training module has been conducted covering all 146 field facilitators on remedial teaching in three batches.

xvii. Rehli Shiksha Pahal Program (RSPP)

The project - Transforming Learning Outcomes in Primary Schools of Educationally Backward Districts - Rehli Shiksha Pahal Program (RSPP) seeks to upgrade learning opportunities for 8000 elementary school students in 214 villages and 150 schools in the Raheli block of Sagar district. Balmitra & Janmitra who are trained community youth, visit villages and engage the parents in dialogues about creating a positive learning atmosphere at home, ensuring the regularity of their wards to school. The Bal Mitras set-up and manage Community Learning Centres, while the Janmitras extends academic support to the Balmitra and motivates the school teachers to participate in activity based learning practices and also orients School Management Committees (SMCs) towards their role and responsibilities. They also provide print material to the parents, enabling them to monitor and assess the learning levels of their wards.

Under the project, school teachers have been trained in creating and using TLMs based on Activity Based Learning methods. Formation and orientation of SMCs in the schools have been undertaken and active participation of the members is encouraged through regular meetings. Community Learning Centers have been developed in eight villages to help children with learning outside of school. 40 village meetings (Aam Sabha) have been conducted to introduce to the community program objectives and to create mass awareness about the importance of education. The programme interventions has led to an increase in the learning levels of students and an increase in school attendance among children.

xviii. Saksham

Saksham is an educational programme to improve the learning outcomes in 18 Government run Ashramshalas in Nashik District. It is designed for students of grades 5 - 7who lag behind the basic competencies in Language and Maths. The programme provides need-based input to children in an accelerated manner to enhance their learning competencies in basic literacy and Maths. The programme achieves its objectives by placing trained Shikshan Mitras or community volunteers to build capacities of teachers and head masters. The entire programme is implemented in close collaboration with the Tribal Development Department (TDD) to ensure sustainability. The project is currently in the second year of implementation. In the first year, training and capacity building sessions has been provided to 54 teachers and head masters of all the selected 18 Ashramshalashas and reached 2534 students from grades 5 to7.

xix. Saksham: Quality Education for Age Appropriate Learning

The NSE Group project Saksham i.e. Quality Education for Age Appropriate Learning has concluded the third year of implementation and has impacted the learning levels of around 1500 children from government schools hailing from nomadic and notified tribes in 25 drought prone villages of Mehkar block of Buldana district in Maharashtra with high migratory patterns. The project was delivered by trained local youth through the learning centres as well as in the community. Through community led interventions Rs.84 lakhs was released for school development. On the request of the education department and teachers additional children not covered under the project were identified and the learning material distributed after the training of close to 90 government school teachers who would then supervise them. 373 dropout children were tracked and 223 children

were re-enrolled in schools under this initiative. In the third year additional WASH practices in 20 schools were implemented including two Ashramshalas.

xx. Serving and Enriching Education for Under-privileged Urban Children

The urban project 'Serving and Enriching Education for Under-privileged Urban Children' was 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 and develop a holistic educational model for strengthening the demand side of Right to Education. The project areas are vulnerable slums in Pune and Thane cities and applies model of 'Children's Resource Center' (CRCs) or 'Shikshan Ranjan Kendra' that are established within the community thus bringing quality primary education within the reach of under-privileged children. There is special focus on education of girls and children from socially marginalized sections. The children are closely mentored by a cadre of trained Shikshan-Mitras (SM) or Youth Mentors which has resulted in creating a conducive environment for holistic learning to supplement education, provide minimum grade-appropriate learning and ensure literacy levels amongst the children through planned academic modules in addition to other life skills. The project has completed a three year term and has impacted total 884 children where 94% children have attained level based reading skills' ,79% children have grade-appropriate 'language writing skills' and 83% children have grade-appropriate 'numeracy skills'.

xxi. Serving and Enriching Education for Under-privileged Rural Children

The project is a replication of the urban programme in the rural areas of Satara District with Children's Resource Centres (CRCs) spread over 16 villages within eight remote tribal hamlets. These tribal hamlets are home to 'Katkaris' who are primitive tribes and are designated as 'Particularly Vulnerable Tribal Groups' in Maharashtra. Another extremely marginalized group is 'Denotified and Nomadic Tribes' (DNT) who are stigmatized and face severe geographical & social exclusion. They are also known as 'Vimukta Jati Nomadic Tribes' (VJNTs) in Maharashtra. This Quality of Education project impacted 827 children especially the most vulnerable and hard to reach 115 'Katkari' and 219 DNT and VJNT children.

The project was delivered by the cadre of 16 Youth Mentors called 'Shikshan Mitras'. Due to the intense efforts at grass root level, significant improvement in age-appropriate learning was seen. 91% children have level based reading skills, 89% children writing skills, and 87% children numeracy skills with increase in the attendance rates in schools.

xxii. Serving and Enriching Education to Under-privileged Urban Children in Bhiwandi- Nizampur and Malegaon.

The project is in the second year and the distinct feature is its keen focus on the disadvantaged children from the minority community, many of whom are unskilled migrant workers working in the unorganized power loom industry. The implementation of the project is through the 'Children Resource Center' (CRC) or 'Shikshan Ranjan Kendras'.

The CRCs are nested within the community and also in the schools which are managed by Shikshan Mitras or trained community youth. The Sikshan Mitras through home visits, meetings & community interactions, emphasize the importance of education, in particular that of girl children. Parents are also updated on the progress of learning of their children and the participation of children in various activities. In addition, Baal Panchayats which are formed in schools spread these messages through children within community and amongst parents.To instill reading habits among children, libraries in schools have been strengthened with educational books and reading materials.

The project currently reaches out to 822 disadvantaged children with learning gaps. Community level rallies, street plays & puppet shows have been conducted to create awareness in communities about education. The project has identified and re-enrolled 40 school dropout children in the local government schools.

xxiii. Student Teacher Empowerment Program

The project which is implemented in the predominantly tribal and backward district of Sheopur in Madhya Pradesh reaches about 5200 students and 181 teachers in 40 government schools.

The program endeavors to build systemic capabilities in teachers, the government and the community to build a conducive learning environment for students. The project is implemented through 20 Shikshan Mitras who work jointly with the school teachers to bring a systemic change in the teaching learning practices inside the classrooms by using a variety of teaching learning aids to make the students' classroom learning experience more engaging and joyful. A student's portfolio is maintained and performance is tracked for addressing learning needs.

The project is in its second year and all 40 schools have at least one vibrant classroom prepared by the Shikshan Mitras. The overall improvement percentage is more than 30% in end line as compared to baseline. Attendance records indicate 65% of the schools have reported an improvement of over 20% in student attendance, 64% teachers from all the 40 intervention schools have attended the training sessions and based on teacher feedback, 50% of students demonstrated improvement in general behaviour inside the classroom and handling of school property.

xxiv. Quality Education Programme

The programme has completed the third year term. It aimed to deliver a quality supplementary education programme for 1245 primary & middle school children from grade 3 -7 in nine Marathi medium municipal schools that focuses on academic performance, health, hygiene , gender equality, leadership reading and remedial classes for children with learning deficits. These students were from the disadvantaged and marginalized communities with most of them being first generation learners. The 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 which bridges the learning deficit in grades 5, 6, & 7 was implemented in collaboration with an NGO that has done extensive work in pedagogy and capacity building in education.

SANITATION and SAFE DRINKING WATER

xxv. Capacity building of Ashramshala Staff and TDD officials on WASH

This training programme is aimed at creating a group of 250 Master trainers from 514 Government Ashramshalas in all 4 tribal Additional Commissionerate offices (ATC) through a well-structured training programme for three days for each batch of 50 attendees. After the training, the master trainers who are Heads of the Ashramshalas, wardens, supervisors, government officials etc., organize 2 days training at the Government Ashramshala level for improvement of WASH Behaviour for students and staff and influence the augmentation and creation of WASH facilities in all the Government Ashramshalas in Maharashtra. The main objectives of the training programme proposal was to design and develop a module and schedule training of trainers, develop training material for training at Ashramshala and training of trainers for building capacities and creating a cadre of master trainers within the system.

xxvi. lmproving sanitation for rural schools in Maharashtra

This school-based sanitation project which has completed its term improved access to sanitation in 30 schools in Akola and Nashik district of Maharashtra. The rationale behind the project was that lack of adequate sanitation in schools is a critical barrier to school attendance, particularly for girls. The project completed the targeted work of retrofitting sanitation facilities in the selected schools of rural and peri urban locations in Nasik and Akola benefiting around 4200 school children and staff. The project targets improved infrastructure of government 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.

xxvii. Prajwala- Sanitation (Rajasthan)

The project Prajwala was designed to improve the status of Water Sanitation and Hygiene facilities (WASH) of 200 Kasturba Gandhi Balika Vidyalayas (KGBVs) in 33 districts of Rajasthan impacting around 60,000 girl children. Over a period of three years, the project aims to cover these 200 KGBVs through a partnership model with local NGOs, organizations such as UNICEF for technical support and the education department of Rajasthan for systemic support and sustainability. The key project objectives are retrofitted sanitation infrastructure, behaviour change communication (BCC), capacity building and training and development of Operations and Maintenance (O&M) protocols. This will, in turn, improve the usage and maintenance, enable adoption of appropriate practices around sanitation and hygiene including menstrual hygiene management, hand washing, personal hygiene etc. among the students.

The project has recently entered its second year of implementation. Behaviour Change Communication (BCC) sessions on various themes around WASH have been conducted throughout the year with around 7000 students for promoting their understanding and inculcating adequate change in WASH behavior. WASH kits for schools containing educational material for capacity building of various stakeholders like teachers, non- teaching staff, students, adolescent girls, etc. have been developed and distributed in 72 schools. This kit includes cognitive reminders, posters, observation booklets, progress registers, activity kits like water testing kit, seed kit, accessories for improving practices like gloves, apron scarf, for cook etc. Capacity building of 140 teachers on WASH through training programmes and orientation of School Management Committee (SMC) in 17 schools on their role in developing school WASH plan and on O&M of WASH facilities have been conducted. Training and formation of adolescent girl groups for focused interventions on Menstrual Hygiene Management (MHM) in 72 schools and orientation of 1000 girls on issues around MHM has been undertaken.

xxviii. Prajwala- Sanitation (Madhya Pradesh)

This programme is an extension of Project Prajwala in 200+ KGBVs of Madhya Pradesh. The main objectives of the 'WASH compliant KGVBs in Madhya Pradesh' project is to ensure improved Knowledge, Attitude and Practices among students and teachers on various aspects of WASH in the KGVBs in Madhya Pradesh, retrofitting WASH infrastructure to make the KGBVs WASH compliant and develop systems for Operation and Maintenance (O & M) of WASH infrastructure in the KGVBs. NSE Foundation has signed a MoU with Rajya Shiksha Kendra (RSK), Government of Madhya Pradesh for this project UNICEF is the technical advisor to this project. The intervention will take place in 200+ KGVBs reaching more than 28,000 children.

Key activities have been the preparation of a detailed infrastructure assessment reports that was undertaken in all 51 KGBVs of phase 1 and validated by the government. In addition, preparation of a module for field facilitators for hygiene promotion which comprises of sessions on safe handling of water and food, hand washing, usage of toilet, solid and liquid waste management and personal hygiene to be used by facilitators while conducting sessions with the students. Information, Education and Communication (IEC) on appropriate sanitation and hygiene practices has been developed. The first round of Behaviour Change Communication (BCC) sessions has been completed in 51 KGBVs with 7,117 girls. 49 Child cabinets were formed/ re-formed in select KGBVs. Team of 20 field level animators have been trained on WASH aspects including Menstrual Hygiene Management (MHM) for implementing the software component of the project.

xxix. Promoting WASH Compliant Ashramshalas

The NSE Group project, 'Promoting WASH Compliant Ashramshalas' is a model project on Water, Sanitation and Hygiene (WASH) in Ashramshalas. Ashramshalas are residential schools run by the Tribal Development Department (TDD). These schools, usually, located in remote areas offer a residential educational facility to children from disadvantaged tribal backgrounds especially if the parents seasonally migrate for work. NSE Foundation initiated this unique project in partnership with the Tribal Development Department along with technical support from UNICEF, basis a WASH benchmarking and assessment report. The project aims to impact around 70,000 students, around 2000 school staff and TDD officers.

The project looks into three major components: (1) Retrofitting of WASH infrastructure as per the Benchmarking and Assessment survey of Ashramshalas (2) Enhanced awareness, knowledge and behaviour change on the aspects of WASH by students, teachers, government officials of TDD and sanitation workers (3) Build or improve systems around operations and maintenance.

Currently, the project is in its second year and around 50,000 Ashramshala students have been covered through the various WASH interventions, such as retrofitting, renovation and repair of water, sanitation, kitchen and other related facilities as well as the software sessions for behaviour change which include group sessions on Menstrual Hygiene Management (MHM) with 5500 adolescent girls, hand washing sessions etc. In addition 1000 teachers have been trained on WASH practices, 474 SMC members have been trained and SMCs strengthened. Around 9,900 children of the Child Cabinets have been trained on leadership and peer learning strategies, and around 1800 government officials have been sensitized about the importance of WASH and the project objectives. Under the project intervention a total of 1104 WASH facilities have been retrofitted/repaired.

xxx. Swachha Vidyalaya Swachh Aadat
Swachha Vidyalaya Swachh Aadat project is designed around WASH interventions in 312 schools in Dumka and Pakur Districts of Jharkhand State. Over a three year period, the program intends to capacitate 104 schools each year in planned phases to ensure that children in these schools have access to basic facilities such as functional school toilets, safe drinking water, clean surroundings and awareness on hygiene. Building children as change agents, the project aims to integrate WASH in School into community water and sanitation initiatives thereby helping to foster improved hygiene in schools and communities. Through this initiative the program aims to benefit approx. 39,141 Students, 1,900 teaching staff, 5,000 School Management Committee (SMC) members.

More than 751 teachers have been trained from 104 schools on importance of WASH in schools, their role, responsibility and methodology on imparting hygiene education. Trainings of the SMC members have been conducted wherein 589 members from 104 schools of phase 1, are trained on their roles and responsibilities, School Development Plan preparation and the advocacy strategies to adopt for leveraging school improvement funds. The student leaders from the Bal Sabhas in schools have been selected and 2127 such students have been trained on hygiene education and hygiene monitoring processes to catalyze change through peer influence and student monitoring. All phase 1 schools have students as ambassadors of WASH and re playing a nodal role in spreading the practice of improved hygiene behavior among their fellow students. All selected schools have retrofitted, functional toilets and hand washing structures for students. To ensure safe drinking water, training on source and storage of drinking water, water quality testing, handling of water and kitchen management of mid-day meal schemes etc. of all schools has been conducted.

ELDER CARE

xxxi. Clean (Climate & Livelihoods Enhancement And Nutrition)

This project on Elderly Care is completed. The aim of this project was to create sustainable environmental protection by providing livelihoods and also enhancement of nutrition intake for 5391 members of 392 Elders Self Help Groups (ESHGs) in 04 districts of India – Supaul (Bihar), Purbi Medinipur (West Bengal), Yavatmal (Maharashtra) and Yadadri, Telangana. The key activity under the project was to plant 26,955 trees with the objective to improve the livelihood of the elderly community so that the elderly community gain through supplementary earning through the fruit tree plantation activities. Also, it was expected that by planting trees, there will be an increase in water catchment and enhanced soil quality in the concerned areas over a period of time. Under this project a total of 26439 different varieties of fruit bearing plants have been planted. The location specific status of plantation is, 5618 in Maharashtra, 7366 in West Bengal, 6805 in Telangana and 6650 in Bihar. The project has also achieved the establishment of liquid manure plants to promote organic farming

xxxii. Elderly Enrichment Centers

The Urban Elder Enrichment Centers Program is designed to provide holistic services for underprivileged senior citizens in the select wards of Mumbai through establishment of 'Elderly Enrichment Centers' (EEC). These centers provide physical and psychological recreational spaces of senior citizens in the community. Through these centers the project aims 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 addresses physical, mental, social, recreational, educational, and counselling needs of elderly. The initiatives are carried out through small group interactions, as well as individual guidance and support including home visits. Awareness on legal rights and prevention of elder abuse are undertaken through local community based organizations (CBOs). Group activities like yoga and other therapies are organized to prevent loneliness and social issues.

The project is in its third year of implementation and physical and mental health care management services like health check- up and camps, consultation referrals, low cost medications was availed by 871 elderly. The programme saw participation of 227 elderly in community group sessions on legal rights, government schemes; 71 elderly were given legal guidance individually. Linkages to avail government schemes such as SC ID cards, old age pension and procurement of eligibility documents- self -identity, residence/ income/ age certificates facilitated among 187 senior citizens.

Yoga therapy has recorded 7715 regular senior citizen participation. Registration of 286 new members and outreach to 2145 in the community areas was carried out. There was also enhanced participation of 110 senior citizens as volunteers within the EEC related activities and support to senior citizen within the community thereby strengthening the elder for elders concept.

xxxiii. Nation Supports Elderly

The project is completing two years and aimed at increasing the awareness and access of senior citizens towards their rights and entitlements in Karra block of Khunti District in Jharkhand spreading over 25 villages. The programme is implemented on ground through Sarathi Centers with the help of trained Vridha Mitras who are the community youth. The centers serve as an information cum recreational center for the senior citizens wherein awareness and capacity is built through workshops, trainings and other sessions. Through the project 5000 senior citizens are being linked to entitlements such as Old Age Pension Schemes, Social Security schemes, like Ayushman Bharat Yojna, Health camps, etc. The programme works towards forming Elderly Self Help Groups (ESHGs) and links them with government schemes for enhanced income generation. The programme also advocates for the various concerns of elderly at the different levels (District and State) to widen the agenda of the Government and Civil Society Organization (CSOs).

xxxiv. Rashtriya Netra Yagna

This project seeks to reduce reversible blindness and treat eye diseases for elderly from the lower socioeconomic strata of the society especially hailing from rural areas. The senior citizens are reached through a network of eye hospitals and other NGOs located strategically in various parts of India which conduct eye health camps in rural areas and assist with the entire lifecycle from identification, facilitation of surgery and post-surgery care for the elderly patients. The programme also assists with rehabilitation of the elderly who are visually handicapped in the situations wherein permanent blindness cannot be cured.

The project is aligned with the government scheme: the National Programme for Control of Blindness. The interventions include: pre-surgery testing; cataract surgeries, post-surgery care and follow up and has benefited around 2400 senior citizens.

xxxv. Shraddha: Towards Active and Healthy Ageing

Project Shraddha – Towards Active and Healthy Ageing has taken shape from a need for establishing an alternate scalable model to mainstreaming elderly by restoring a sense of their own value, strength and their inherent capacity to handle life's problems. The project is implemented to enable conditions in families and communities in order to facilitate active ageing for elderly, without becoming a 'burden' to their families and society. It aims at promoting active and healthy ageing among elderly through self-help collectives in four blocks of four states: 1. Ghatanji (Yavatmal, Maharashtra) 2. Pochampalli (Yadari, Telangana) 3. Kolaghat (Purbi Midnapore, West Bengal) 4. Basantpur (Supaul, Bihar). The project is completing its second year and has ensured inclusion of 5415 elderly through 407 Elderly Self Help Groups (ESHGs). Apart from this, 5848 elderly have been enumerated to get access of rights and entitlements till date. 6949 elderly have been enumerated, 2603 identified and 673 were linked with various government schemes. 398 ESHG have gained access to bank through opening of savings bank account. 1546 elderly have benefitted through 8 poly centric knee devices camps and 310 cataract surgeries.

DISTRICT TRANSFORMATION STRATEGY

xxxvi. Aalambana: Towards Active Ageing

This project has completed its first year and currently works with 11,200 Rural Elderly Poor cumulatively to address primary considerations of a) Social inclusion for countering isolation and neglect, b) Working towards Financial Inclusion and Economic Security, c) Access to Health Care as a Livelihood Capital and d) Digital Literacy and Digital Inclusion. The project is being implemented in Sapotra block in Karauli district of Rajasthan, Mandapam block in Ramanathapuram district of Tamil Nadu and Rajnagar block in Birbhum district of West Bengal.

The programme has mobilized, trained and capacitated approximately 10,635 elderly into 780 self-help collectives to engage better with existing/adapted livelihoods and providing for livelihood assets/restoration support. These groups have generated a cumulative savings of more than 27 lakhs which is used in inter-loaning. 505 self-help groups have got bank accounts opened. Given the relative lack of health care access in rural areas, a community managed module for health care to manage chronic ailments, and palliative care for the bed-ridden destitute elderly is in the process of being institutionalized. Through the project Gram Chikitsa (Cluster Village Clinics) are established and cataract surgeries and poly-centric knee braces are provided for elders, through which 543 elderly have benefitted.

xxxvii. Akshara

A recently commenced education programme Project Akshara aims to reach 2155 students schools of Rameswaram Island in Ramanathapuram District of Tamil Nadu. The project objective is to bridge learning gaps of students in primary classes through support classes from grades 2 -5 in all the government schools of Rameswaram Island in Ramanathapuram district. The interventions would supplement the school curriculum with innovative teacher learning material, capacity building of teachers, increasing learning levels of student through in school activities to achieve the project objectives. The activities of the project are planned for a period of three years to improve the learning levels of students in Maths, English and Tamil by the community teachers, who are community youth trained in innovative pedagogy.

xxxviii. Alokito Shoishab' (Enlightened Childhood)

This project is designed to reach around 6900 school children in 114 government schools in Rajnagar block, Birbhum district of West Bengal. The project aims to strengthen the basic foundation of children of grades 1&2, and to provide remedial education support for under privileged and weak students of grades 3&4. The project also builds capacity of School Management Committees (SMCs), School Development Committees (SDCs) and teachers. The project is concluding the first year. The project has been able to set up basic foundation and remedial education support centers in 107 (94%) primary schools of the block for enhancing the academic competency of 5275 children within the age group of 6 to 10 years. So far, 55 teachers selected from the communities have gained knowledge and skill of using accelerated teaching methodology for managing multi grade - multi level children at the center level and 90 government primary school teachers from 45 schools have trained on using Joyful Teaching Methodology in classrooms. Primary school teachers from 45 schools were trained on the importance of SMCs and School Development Plan (SDP) along with the process of preparing SDPs. 3972 community members have got sensitized on issues related to the rights and entitlements for their children along with the causes and consequences of social evils like – school drop-outs, child labour, child marriage, trafficking, child abuse, etc.

xxxix. Building Water Security for Green Rameswaram

This project in the Rameswaram Island of Ramanathapuram District in Tamil Nadu aims to build water security across 21 wards of Rameswaram Municipality and two Gram Panchayat of Rameswaram Island in Ramanathapuram district.

To realize the Tamil Nadu State Vision 2023 of environmental preservation through conservation of natural resources, protection of the coastal zones and fragile ecosystems, the Rameswaram Island Development Committee of the district administration is in the process of building a balanced eco-system through building water security for realizing the vision of 'Clean and Green Rameswaram'. The project involves ensuring safe drinking water through RO plants owned, operated and maintained by the community in 8 locations through RO plants. In addition, the project includes rain water harvesting structures in both community and individual for demonstration and piloting, rain water recharging structures, kitchen garden, soak pit and vermi-composting, demonstration of bio gas unit at individual households and schools, water quality testing and developing a system of Operation and Maintenance (O & M). To ensure sustainability, focus will be on building institutions like Pasumai (Green) Groups, Water User Committees, School Management Committees (SMCs) for effective management through collaboration with the Island Development Committee of Green Rameswaram promoted by the district administration.

xl. EQUIP Ramanathapuram Project (Education QUality Improvement Project)

The EQUIP (Education QUality Improvement Project) Ramanathapuram Project undertaken for 9350 children in 90 government schools and 90 out-of-school learning centers in Mandapam block, Ramanathapuram district of Tamil Nadu is nearing completion of its 1st year term. EQUIP Ramanathapuram project aims to ensure basic competencies in rural under-privileged students of grades 3-5 in Maths, English and Tamil and for grades 6-8 with regards to basic skills in Math and English through both in school and after school interventions focusing on children lagging in basic skills.

In year one, the project has reached 3688 children across 50 schools and 40 villages during the academic year 2018-19. Learning festivals in more than 15 schools have been organized during the 2nd term and maximum participation from parents and local community was ensured. 57 local teachers (Shikshan Mitras) have been trained in innovative pedagogy and low cost teacher learning materials.

xli. Improving the Quality of Life of the Senior Citizens through Elder Self Help Group model

Recently NSE Group has commenced the implementation of a project focusing on the elderly in Nandurbar, Navapur, Akkalkuwa and Dhadgaon Blocks of Nandurbar district in Maharashtra. The project aims to empower rural senior citizens through health interventions, financial and digital literacy, capacity building in need based professional activities with market linkages to make them socially and financially independent in the Nandurbar district, selected under the district/block transformation approach.

The project would cover 60 villages in Nandurbar, Navapur, Akkalkuwa and Dhadgaon of Nandurbar district, and will reach 3600 senior citizens. The focus would be on senior citizens residing in rural areas to help them with social, emotional and financial empowerment and a sustainable option for livelihoods through self-help collectives.

xlii. ODF Sapotra

The project envisages making Sapotra block of Karauli district (one of the aspirational districts) of Rajasthan Open Defecation Free (ODF) through community and school based WASH interventions. The objectives of this project are to improve WASH facilities in 175 schools and 49 Anganwadi

Centres, improve hygiene practices among children in 175 schools and 49 Anganwadi Centres, generate demand for toilet construction in 1,250 households in Sapotra block and extend handholding support to 1,250 households for accessing Government support for construction of individual household toilets.

The project is in its first year and has initiated a rigorous behavior change communication action plan in the communities. Eight full day awareness campaigns were organised in 72 villages of 34 panchayats reaching out to 17,250 villagers with a focus on construction/usage of toilets, safe drinking water, hand washing practices etc. 340 children have been inducted into the 170 school cabinets formed and 279 WASH Ministers and Child Prime Ministers of these cabinets have been oriented on hygiene practices. SMCs have been mobilized in 163 schools and their meetings have been regularized. 627 SMC leaders of 163 schools have been trained on their roles and responsibilities. 350 members of Village Health and Sanitation Committees have been trained on their roles and responsibilities, meetings have been initiated in 88 villages and Village Sanitation Planning initiated in 40 villages.

xliii. ODF sustainability in Nandurbar

This project focuses on sustainable Open Defecation Free (ODF) communities, WASH compliant institutions such as Anganwadis, schools Ashramshalas, and primary health centers of Nandurbar district. In the initial phase, the intervention covers 137 gram panchayats in the Nandurbar block. The project includes both hardware and software components in 157 Zilla Parishad schools and seven Ashramshalas aiming to reach 33700 beneficiaries with access to Water, Sanitation and Hygiene (WASH). The project focus is on developing WASH compliant institutions as per benchmarking standards (developed by UNICEF) in all Ashramshalas in Nandurbar block, the Swacch Bharat Swacch Vidyalaya Guidelines in all ZP schools in Nandurbar block and WASH facilities as per government prescribed standards in PHC, Anganwadis in Nandurbar block. The broader goal of the project is toensure ODF sustainability of the Block in 3 years.

Initiatives such as a strong behaviour change communication(BCC) with the help of the panchayats and the communities, innovative practices to ensure ODF status in the community, ensuring individual household toilets and awareness of finance for the same will be undertaken through community volunteers called Swacchatagrahis and formation of Sanitation Committees called Nigrani Samitis. Masons have also been trained to avoid faulty technical and design related issues in construction of toilets and waste treatment chambers which is a major issue in implementing toilet technology in rural areas.

xliv. Promoting Sustainability of WASH facilities and child centered governance in schools

This project envisages promoting sustainability of WASH facilities and child centered governance in 37 government schools of Rameswaram island, in Ramanathapuram district of Tamil Nadu.

The project will undertake augmentation and retrofitting of WASH facilities such as toilets, urinals, hand washing stations etc., pilot demonstrations through retrofitting of toilets for children with special needs, restoration of safe drinking water points, rain water harvesting structures, installation of water purifiers including water quality testing, kitchen and waste management and development of systems for Operation and Maintenance (O&M) of WASH infrastructure in the schools. To ensure sustainability, focus will be on a systematic Behaviour Change Communication

(BCC) programme, building capacity of stakeholders like the SMCs, Child Cabinet representatives, headmasters, teachers, mid-day meal organizers and sanitation staff around WASH and its O&M.

xlv. Promotion of Thiruppullani as Swachh and Swasth Block
The project was initiated in the Thiruppullani block of the Ramanathapuram District in Tamil Nadu to promote sustainability of WASH facilities in schools, Anganwadi Centres (AWCs), PHCs (Public Health Centers) and community of Thiruppullani block. The various activities of the project include augmentation and retrofitting of WASH facilities such as toilets, urinals, hand washing stations etc., restoration of safe drinking water points, rain water harvesting structures, installation of water purifiers, water quality testing , waste management and developing systems for Operation and Maintenance (O&M) of WASH infrastructure in the schools/AWCs/PHCs.

Under this project, efforts will be undertaken to maximize stakeholders' engagement, especially of Govt. officials for convergence and mobilizing their support and participation in project activities. Further, focus will be on Behaviour Change Communication (BCC) programme, building capacity and strengthen participation of various stakeholders in schools and community as a whole.

i. Samrakshana

Project Samrakshana is designed to reach the senior citizens in Rameswaram island of Ramanathapuram district, Tamil Nadu. The project aims to promote inclusion of senior citizens through strengthening their financial, social capital and health interventions. Facilitation, awareness building and linkages with entitlements and government schemes will be undertaken as well. Financial empowerment will also be carried out through elderly self-help groups (ESHGs) which would assist is self-sustenance and income generation for active elders. The health interventions would address the ailments of the elderly along with a health van/bus which will be going to each village and facilitate specific ailment health camps.

Under the project, a cumulative number of 13,920 elderly would be reached through various interventions. The project would support elderly self-help groups (ESHGs) which would include around 3000 senior citizens and assist in livelihood training and self-sustenance through income generation.

xlvi. Shikshan
The programme aims to improve language and numeracy skills through after school remedial classes for students from classes 1-5 in primary and upper primary sections of 175 government schools in Sapotra block, Karauli district of Rajasthan. In Phase 1, a school enrolment drive was conducted in 177 villages and 1,444 students out of school children were re-enrolled in schools. A baseline assessment was conducted to identify children with learning gaps and provided remedial support through 27 trained Shiksha Mitras in 60 schools for improvement in linguistic and numeracy skills in addition to life skills. Capacity building of 531 teachers has been undertaken to improve skills of 9,609 children enrolled in all 175 schools. 34 schools have been provided with Teaching and Learning Materials (TLM) benefitting a total of 2,340 enrolled children and 119 teachers. Five Utkrisht Vidyalayas (upper primary schools) have been equipped with educational tools through Building and Learning Aids (BaLA).

The programme also works to empower and educate School Management Committees (SMCs) to proactively work towards raising and resolving pertinent issues like lack of classrooms and teachers, irregular attendance of teachers, poor quality of midday meal, etc. 627 SMC members

have been trained on their roles and responsibilities and around 40 SMCs have started leveraging funds from the panchayat funds and community to address issues such as lack of books, levelling of playground, monitoring mid-day meal etc. In 34 Gram Panchayat several meetings were conducted to ensure regularity of children in schools, reduce drop out, re-enrollment etc. approximately 18,756 community members participated in these meetings. Around 170 child cabinets were also initiated to inculcate a sense of participation, leadership and ownership of the schools in children.

xlvii. Shiksha Deep Prakalpa

This project plans to create sustainable community-led Supplementary Learning Centers (SLCs) to ensure equity and quality in education for primary school children within the Khoyrasol block in Birbhum District of West Bengal. The project will focus primarily on improving learning levels through Sikshan Mitras (SMs) of primary school children in the 10 Gram Panchayats of Khoyrasol, through demonstrable SLCs which would offer remedial education in Language and Math, library-based literacy activities and a series of community based educational events to emphasize the importance of community participation in a child's schooling and education. The project will include setting up SLCs within community premises and provide learning support to primary level children before and after school hours in foundational literacies of Language and Maths.

The SLCs are envisaged as vibrant and attractive space within the community which will motivate children and parents to ensure regular attendance and participation. One of the key elements of the project will be BaLA (Building as Learning Aids). This is an innovative concept that improves learning through developing and providing a child-friendly, fun based physical environment in the school infrastructure that enables learning. Apart from the Supplementary Learning Centers, the programme will also conduct learning camps and Bal Melas to propagate the importance of education and learning within communities. The SMs will be community youth trained in innovative and child centered pedagogy.

xlviii. Sustainable Community ODF

The NSE Group project undertaken in 28 villages of Mandapam Block, Ramanathapuram District, Tamil Nadu will impact around 50000 beneficiaries in three years and aims at ensuring sustainable ODF status in the block. The recently commenced project includes activities such as retrofitting and repair of sanitation facilities in institutions such as schools, anganwadis and primary health centres. Use of individual household toilets and repair of the same to make it functional is undertaken with both individual and community support so that ODF status is sustained in the communities. Capacity building of all stakeholders including government officials is given importance and the panchayats are involved in all the ODF sustainability related activities. Hygiene education is imparted to schools students and community members through trained educators/facilitators. A key component of the project is to undertake advocacy with local administration for supporting the project with available resources at the local and district level.

xlix. Swaccho – Nirapad Parivesh (Clean and Safe Environment)

'Swaccho-Nirapad Parivesh' which means Clean and Safe Environment, aims to make Rajnagar block, of Birbhum district of West Bengal, an Open Defecation Free (ODF) sustainable block as per ODF Sustainability guidelines of Government of India. This will be achieved through retrofitting of existing sanitary infrastructure, hand washing stations, drinking water facilities and other WASH infrastructure in 116 primary schools, 68 Anganwadi centers including tribal schools/Ashramshalas reaching 77,979 beneficiaries. The project includes strengthening the capacities of local governance for sustained WASH and their commitment for achieving the objectives of Swachh Bharat Mission.

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I. Sustainable Drinking Water Safety and Security Project (Nandurbar)

This project is designed to provide safe and secure drinking water facilities to habitations and schools in Nandurbar and Navapur block of Nandurbar district, Maharashtra. Water resource strengthening, rain water harvesting, creating drinking water storage, and solar mini pipe water supply scheme will be undertaken in this project so that selected schools and communities have the access to drinking water on the model of the Swajal model of the GoI which is a drinking water supply scheme, targeting unreached habitations of the aspirational districts which will be operated and maintained by the community.

The focus is on bridging the drinking water infrastructure gap and create a community model for sustainable operation and maintenance for the infrastructure through community mobilization and involvement of the local administration. An important component of this scheme is the skill development of youth so that there would be trained manpower in the communities for the operation and maintenance of all water related infrastructure.

Ii. Water Services and Systems Strengthening Project

This is a recently initiated project on Water Services and Systems Strengthening in Rajnagar and Khoyrasol blocks of Birbhum District in West Bengal. The project aims to provide safe and secure drinking water facilities to habitations and public institutions in Rajnagar and Khoyrasol blocks of Birbhum district, which is the district selected under the aspirational district transformation programme. Birbhum is an area where fluorine, iron and in some places arsenic is found dissolved in water therefore there is a requirement to provide cost effective solutions for clean drinking water in the affected areas through community participation.

The project will ensure access to safe drinking water through a community model and activation of Village Water Safety and Security (VWSS) groups that includes the village health, sanitation nutrition (VHNS) Committees. These Committees will be activated and trained to build sustainable operations around the project. To demonstrate a model scenario, activities like water resource strengthening, drinking water treatment, creating and/or repairing of water points, hand pumps and leach pits will be created within selected communities. The programme will also ensure access to safe drinking water in Anganwadi centres and in water quality effected schools. Field water testing kits will be provided to 15 Gram Panchayats and capacity will be built to the volunteer groups for water testing.

DISASTER RELIEF AND REHABILITATION

Iii. Enabling Drought Free Villages in Nandurbar

Maharashtra has been hit by drought since the last few years impacting overall agricultural productivity, water security and sustainability of the society. The district of Nandurbar has been affected by moderate to severe drought due to scanty rainfall this year and the State government is making efforts to make Maharashtra a drought-free state by end of 2019. One such initiative is Gaalmukta Dharan Gaalyukta Shivar (GDGS) Yojana- under the Jal Yukt Shivar Yojana programme, the GDGS scheme involves desilting of small dams/ water bodies in the state with the aim of increasing water storage capacity and providing silt to the farmers. The project will focus on de-silting of small and large water bodies which provide drinking water to nearby communities, provision of silt to farmers/ motivate farmers to cart silt and IEC/BCC on drinking water usage, handling, and storage practices. This de-silting would encourage ground water recharge of nearby wells due to percolation of water into the ground. During the monsoon jointly with the forest

department tree plantation would be encouraged in these areas through community mobilisation. The project will also include revival of Regional Rural Drinking Water Supply Scheme (RRWS) in 19 villages of Nandurbar in coordination with the district administration.

liii. Recovery and Disaster Risk Reduction actions on WASH (Kerala floods)

In response to the massive destruction in the aftermath of the Kerala floods last year, a critical intervention to test the water quality, initiate a process of systemic model for water quality testing, capacity building around safe water and provision of water filtration units for isolated and marginalized communities was initiated. This project was designed in two phases. In the first phase, the focus was to meet the basic needs of clean and safe drinking water for affected communities in hard to reach areas through installation of water filters as well as provide technical and capacity building support to government line departments and communities to address the flood-related issues of WASH especially safe drinking. The second phase focused on provision of technical support to the agencies of government of Kerala for enhanced recovery programming and capacity building on key topics related to water safety and landslide risk management.

Under the project, 250 water quality testing kits were distributed to district administration workers and 20 water filtration units and 10 household filtration units were installed in hard to reach areas in 5 districts benefitting approx. 700 families. A module on landslide risk mitigation for panchayats has been developed. 300 government frontline workers have been trained on water quality testing and treatment and 280 PRI and community members have been trained on landslide risk management in 7 landslide prone/affected districts. Further the project has commenced building of a cadre of 280 trainers on water quality testing and treatment in 7 worst affected districts and reaching out to 1750 community members through 70 short training capsule on basics of water quality testing and treatment. Additionally in the second phase community awareness for disaster preparedness and disaster mapping of the panchayats will be undertaken.

liv. Retrofitting of WASH and other infrastructure in GAJA Cyclone affected schools

In November 2018, the State of Tamil Nadu was hit by cyclone Gaja There was considerable loss of public and private property and many people were killed by the cyclonic storm, which led to this NSE Group project in GAJA cyclone affected schools of Nagapattinam and Thanjavur. The relief efforts has commenced in 30 government aided schools located in Thanjavur (Pattukottai and Orathanadu Blocks) and Nagapattinam districts (Kilvelur, Thirumarugal, Kolidam, Sembarankoil, Vedaraniyam, and Thalainayar Blocks).

The interventions involve repair and retrofitting of damaged WASH and school infrastructure such as toilet blocks, hand washing stations, compound wall, classroom windows, roof etc. The activities would also include BCC, capacity building of SMCs, sanitation, and kitchen staff as well as an O&M protocol to sustain the efforts.

lv. Revitalizing and Retrofitting of Water and Sanitation Facilities (Kerala Floods)

This NSE Group project is a response to the massive destruction in the State of Kerala due to the floods during the month of July /August 2018. The project aims to retrofit and revitalize the school water, sanitation and hygiene infrastructure damaged by floods and also focuses on Behaviour Change Communication (BCC) so that the upgraded school Infrastructure is operated and maintained in a sustainable manner so that the upgraded facilities are used by the primary stakeholders. The activities implemented across 15 schools of disaster affected Idukki district in Kerala focus to make the school functional, by revitalizing and retrofitting WASH and other

damaged facilities. The project includes behavior change communication (BCC) activities to inculcate safe and hygienic practices in children. Retrofitting and redesign of the mid-day meal kitchens in some of the schools which were damaged and require minor repairs would also be undertaken. Major renovation works have been completed in six schools and are in progress in nine schools. More than 1200 children of six schools have been oriented on appropriate WASH related practices.

NSE CSR Focus Group

In order to strengthen its CSR initiatives, a CSR Focus Group was formed in 2012. The members of the group are employees volunteering to contribute part of their time to undertake CSR activities internally in various activities with the help of NGO partners.

The group conducts/coordinates various social activities internally for employees to encourage volunteering for the NSE CSR initiatives, and activities such as blood donation camps, organising awareness building programmes on solar power and sustainable lifestyles, recycling of waste paper, screening of documentaries on environmental & social issues, NGO-melas related to social entrepreneurship, education, health& environmental awareness including organising of guest lectures on social issues, nature awareness walks, observing National / International Days, such as Children's Day, Women's Day, support of Earth Hour, CSR project visits etc.

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

NSE Foundation

With the rapid increase in the number of CSR projects, it was felt that a separate and focused entity in the form of a Section 8 Company was required to create a measurable impact and enter into collaborations with on ground implementation partners for scale up the CSR programmes. Accordingly, NSE Foundation was incorporated as a company under Section 8 of the Companies Act, 2013 on 5th March 2018, to initiate, supervise and co-ordinate activities to implement the Corporate Social Responsibility policy of NSE and its Group Companies as mandated under the Companies Act, 2013. Further, approvals were received from the relevant tax authorities under (i) section 12A of the Income-tax Act, 1961 for registration as an entity for charitable purpose and (ii) section 80G of the Income-tax Act, 1961 as an eligible entity to receive contribution for charitable purpose from other entities. The CSR projects earlier undertaken by NSE were then assigned to be taken forward by NSE Foundation which has since then further expanded the number of projects implemented.

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

The impact of the programme is done at two levels.

1) The progress of the projects is monitored every quarter. Impact of the activities is measured on a regular basis by systematic programme 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) as well various other agencies appointed for this purpose. Additionally employee volunteers also visit the project sites periodically and interact with the NGO.

2) At the end of the project, an independent impact assessment of the project is conducted through agencies with expertise in impact and evaluation reports.

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

Manner in which the amount spent during the financial year is detailed below:

During the year 2018-19, the Company has contributed Rs.4.41 Crores being its CSR budget for the year based on 3 years average net profit in respect of FY 2015-16, 2016-17 & 2017 -18 to NSE Foundation to be spent on various CSR activities as stated in the CSR policy of the Company.

Sr. No.	CSR Project or activity identified	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	Amount outlay (budget) project or programs wise	Amount spent during FY 18 -19 on projects or programs sub heads (1) Direct expenditure on projects or programs (2) overheads	Cumulative expenditure up to the reporting period (NSE CSR + NSE Foundation)
1	Various CSR activities as per the CSR policy approved by NSE	Various CSR sectors as per approved policy	Various places in India	4,41,00,000	4,41,00,000 (by tranfer to NSE Foundation)	23,12,34,086

The details of the amounts spent by NSE Foundation during FY 2018 -19 (including for projects committed by the Company before the formation of the Foundation) is given below:

Sr. No.	CSR Project or activity identified	Sector in which the project is covered	Projects or programmes	Amount outlay	Amount spent during FY 18-19	Cumulative expenditure
1	Education Activity Centre – Urban Pune	Primary Education	Pune City,District- Pune, State- Maharashtra	12,30,721	66,064	5,37,495
2	Project Grow With Books- Rural	Primary Education	Haveli- MulashiTehasil,District-PuneState- Maharashtra	24,88,362	1,79,656	12,78,080
3	Saksham- Quality Education for Age Appropriate Learning	Primary Education	District- Buldhana State- Maharashtra	30,15,344	73,398	21,45,023
4	Quality Education Program.	Primary Education	District- Thane State- Maharashtra	36,28,073	2,31,221	19,88,084
5	Project Chunauti	Primary Education	Mankhurd, Mumbai State- Maharashtra	28,13,534	4,90,221	17,37,499
6	Serving & Enriching Education To Under Privileged Children- Urban	Primary Education	Thane and Pune State- Maharashtra	43,04,263	4,12,460	24,65,964
7	Serving & Enriching Education To Under Privileged Children- Rural	Primary Education	Medha Dist- Satara State- Maharashtra	43,04,263	4,16,621	24,49,283
8	Integrated Social Assistance and Health Security for the Elderly	Elder Care	Mumbai and Chennai State- Maharashtra and Tamilnadu	33,95,000		27,15,393
9	Primary Education Program / Fellow Sponsorship Program	Primary Education	Mumbai, MH and Chennai, TN	1,12,67,165	40,37,406	54,22,747
10	Elderly Care Program	Elder Care	Lower Parel, Mumbai	38,34,632	7,81,266	12,57,641
11	Muktangan Primary School Programme	Primary Education	Mumbai, Maharashtra	30,51,366	8,71,997	15,19,300
12	School Partnership Programme	Primary Education	Mumbai, Maharashtra	57,21,284	22,32,088	29,97,313
13	Eureka Superkidz	Primary Education	Cuddalore, Kanchipuram, Thiruvallur, Thiruvannamalai, Trichy and Vellore Dist.,Tamil Nadu	63,52,928	28,68,794	39,87,902
14	Every Child in School And Learning Well	Primary Education	Nagpur, Nashik, Thane, Pimpri - Chinchwad and Aurangabad Dist, Maharashtra	53,04,274	18,60,228	32,98,431
15	Girl child educate programme	Primary Education	Purulia and Bankura Dist., West Bengal	98,61,841	20,90,225	25,38,594
16	Rehli Shiksha Pahal Program (RSPP)	Primary Education	Dist. Sagar, Madhya Pradesh	52,51,122	8,32,509	8,32,509
17	Educate Girls Program	Primary Education	Ajmer, Rajasthan	66,33,399	28,95,672	36,87,821
18	Saksham	Primary Education	Kalvan and Nashik	87,28,914	7,61,372	7,61,372
19	Girls Empowerment through education training & action- GEETA	Primary Education	Bahraich district, Uttar Pradesh	3,99,946	72,712	2,89,558
20	Shraddha – Towards Active And Healthy Ageing	Elder Care	1. Yavatmal, Maharashtra 2. Nalgonda, Telangana, 3. Purbi Midnapore, West Bengal 4. Supaul, Bihar	94,86,453	46,13,935	54,54,617

21	Nation Supports Elderly	Elder Care	Jharkhand	8,60,151		4,30,154
22	Piloting Sustainable WASH In School For Enabling Better Heath, Hygiene And Environment.	Sanitation	Nashik, Maharashtra	10,28,135		4,87,136
23	School Heath Project	Sanitation	Mumbai, Maharashtra	13,76,124		5,71,798
24	Improving Sanitation for Rural Schools in Maharashtra	Sanitation	Nashik and Akola, Maharashtra	18,01,393	3,56,791	8,28,273
25	Swachh Vidyalaya, Swachh Aadat	Sanitation	Dumka and Pakur Districts, Jharkhand	47,00,185	19,46,680	20,15,771
26	Promoting WASH Compliant Ashramshala, Maharashtra	Sanitation	Nashik District, Maharashtra	2,07,09,430	1,09,56,374	1,09,56,374
27	Humanitarian Assistance For Flood Affected Communities In Bihar, India	Disaster Relief	Bihar	13,84,230		12,05,176
28	Project Grow with Books - SMC	Primary Education	Haveli-MulashiTehasil,District-PuneState- Maharashtra	1,66,911	47,444	47,444
29	Orientation of the Principals of the Adarsh Schools	Primary Education	Jaipur State- Rajasthan	50,13,214	16,20,708	16,20,708
30	Project Prajwala- Wash Compliant KGBVs (MP)	Sanitation	All KGBV Madhya Pradesh	80,92,954	12,46,942	12,46,942
31	Project Prajwala -Swachh Balika, Swachh Vidyalaya: Validating Scalable Models for WASH in Schools	Sanitation	All KGBV Rajasthan	80,92,954	24,64,139	24,64,139
32	Serving and Enriching Education to Under-privileged Urban Children in Bhiwandi-Nizampur and Malegaon	Primary Education	Malegaon and Bhiwandi Maharashtra	57,44,194	23,35,102	23,35,102
33	Project Prajwala - Education in KGBVs	Primary Education	All KGBV Rajasthan	1,05,77,689	2,02,705	2,02,705
34	Student Teacher Empowerment Program	Primary Education	Sheopur, Madhya Pradesh	47,17,005	23,86,871	23,86,871
35	Project Learning Orbit for Village Excellence in partnership	Primary Education	Udaipur, Rajasthan	44,20,794	15,61,596	15,61,596
36	Rashtriya Netra Yagna	Elder Care	22 District across 11 state	21,47,754		
37	Capacity Building of Ashramshala staff and TDD officials on WASH	Sanitation	Nashik, Maharashtra	4,42,079		
38	Improving Language and Numeracy skills in Primary schools of Sapotra Block in Karauli District of Rajasthan State.	Primary Education	Block Sapotra, District Karauli , Rajasthan	15,87,011	6,69,839	6,69,839
39	Project Alokito Shoishab (Enlightened Childhood)	Primary Education	Block Rajnagar, Districk Birbhum, West Bengal	10,58,918	7,06,777	7,06,777
40	Project EQUIP (Education QUality Improvement Project)	Primary Education	Block Mandapam, District Ramanathapuram, Tamilnadu	27,92,080	10,53,275	10,53,275
41	Working towards making Sapotra Block of Karauli district Open Defecation Free through Community and School based WASH interventions.	Sanitation	Block Sapotra, District Karauli , Rajasthan	18,61,387		
42	Swaccho – Nirapad Parivesh (Clean and Safe Environment),	Sanitation	Block Rajnagar, Districk Birbhum, West Bengal	13,78,142	4,36,345	4,36,345
43	Aalambana – Towards Active and Healthy Ageing	Elder Care	Block Rajnagar West Bengal, Block Mandapam TamilNadu and Block Sapotra Rajasthan	57,45,242	14,65,199	14,65,199
44	Project Prajwala - Education in KGBVs	Primary Education	All KGBV Madhya Pradesh	41,88,121	21,47,722	21,47,722
45	Project "CLEAN" (Climate & Livelihoods Enhancement and Nutrition) for Elders	Elder Care	1. Yavatmal, Maharashtra 2. Nalgonda, Telangana, 3. Purbi Midnapore, West Bengal 4. Supaul, Bihar	4,47,449		
46	Project for ODF sustainability in Nandurbar	Sanitation	Nandurbar Dist. Maharashtra	50,55,150	9,56,240	9,56,240

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47	Sustainable Community ODF Program in Mandapam Block, Ramanathapuram District, Tamil Nadu.	Sanitation	Block Mandapam, District Ramanathapuram, Tamilnadu	39,49,351	19,78,142	19,78,142
48	Enhancing post-disaster Re-Habilitation and Recovery through Provision of Safe Water in Kerala	Sanitation	Wayanad, Idukki, Pathanamthitta, Allapuzha and Thrissur districts, Kerala	23,17,285	33,52,935	33,52,935
49	Enhancing post-disaster Re-Habilitation and Recovery through Provision of Safe Water in Kerala	Sanitation	Idukki district, Kerala	19,93,363	21,83,989	21,83,989
50	Everyone Forever - Water Services and Systems Strengthening: Rajnagar and Khoyrasol Blocks of Birbhum District in West Bengal	Sanitation	Rajnagar and Khoyrasol blocks in Birbhum district, West Bengal	66,03,016	9,45,416	9,45,416
51	Project Samarthya: Elderly Care programme(55 Years+) in Nandurbar district, Maharashtra	Elder Care	Nandurbar, Navapur, Akkalkuwa and Dhadgaon blocks, Maharashtra	56,06,334	12,89,794	12,89,794
52	Implementation of Karadi Path Magic English SLL programme for improving English proficiency of students from Zilla Panchayat Primary Schools in selected blocks in Nandurbar District, Maharashtra.	Primary Education	Nandurbar and Navapur blocks , Maharashtra	1,37,04,372		
53	Ensuring sustainable drinking water safety and security in the identified schools and habitations in Nandurbar and Navapur blocks of Nandurbar district	Sanitation	Nandurbar and Navapur block ,Nandurbar district Maharashtra	38,37,224	14,25,978	14,25,978
54	Akshara: Learning Centers for Primary Children in Rameswaram	Primary Education	Rameswaram Island, Ramanathapuram District, Tamil Nadu	15,57,315	2,93,088	2,93,088
55	ShikshaDeep Prakalpa	Primary Education	Khoyrasol Block, Birbhum District, West Bengal	36,50,346	7,47,865	7,47,865
56	"Promoting Sustainability of WASH facilities and child centered governance in the Schools of Rameswaram"	Sanitation	Rameswaram Island, Ramanathapuram District, Tamil Nadu	18,43,861	8,80,999	8,80,999
57	Promotion of Tiruppullani as Swachh and Swasth Block.	Sanitation	Thiruppullani, Ramanathapuram District, Tamil Nadu	56,06,334	12,68,923	12,68,923
58	Building Water Security for Green Rameswaram	Safe Drinking Water	Rameswaram Island, Ramanathapuram District, Tamil Nadu	18,93,695	8,39,643	8,39,643
59	Enabling Drought Free Villages through Integrated & Participatory Watershed Management in Nandurbar, Maharashtra	Disaster Relief-Safe Drinking Water	Nandurbar District, Maharashtra	93,43,890	52,60,193	52,60,193
60	"Samrakshana: Building Resilience among the Senior Citizens in Green Rameswaram"	Elder Care	Rameswaram Island, Ramanathapuram District, Tamil Nadu	39,24,434		
61	Rehabilitation of 30 Government Schools affected by Gaja Cyclone at Nagapattinam District and Thanjavur District, Tamil Nadu	Disaster Relief for Gaja cyclone-Sanitation and Safe Drinking Water	Nagapattinam District and Tanjore District Tamil Nadu	16,19,608	20,62,719	20,62,719
62	CSR Focus Group	Various Activities*	Mumbai, Maharashtra	-	91,080	3,80,758
63	Capacity Building	Capacity Building	Mumbai, Maharashtra	-	32,53,824	48,14,970
64	PME**	Project Monitoring	NA	-	26,15,245	29,88,888
				27,39,12,010	8,61,55,397	11,38,74,508

*Activities undertaken by NSE CSR Focus Group covers Blood Donation Camps, Nature trails, Flood Relief, NGO Melas, Environment Awareness, Employee Engagement for CSR projects of the Company etc.,

NSE Foundation, as the implementing agency, currently implements the above projects with the help of the entities as given below and provides periodic updates on the progress of the CSR projects, fund utilization, and an annual report of CSR activities to the Company. The CSR Committee of the Company monitors the CSR activities undertaken & implemented by NSE Foundation.

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

The CSR programme has been committed towards ensuring community development and has taken numerous initiatives with NGOs in the field of primary education, elder care and water Sanitation and Hygiene (WASH) projects. These initiatives are targeted mainly towards the triple disadvantaged and marginalised communities. Strengthening of the institutions at the institutional, organizational and grass root level is undertaken during the course of the programme implementation. Advocacy and sustainability through engaging with the government at the local level and the community is an essential built in feature of the projects. Efforts are made to involve the local communities through contribution of labour, involvement, rights based collectives, collective representations awareness of entitlements and schemes of the government. Sensitization of the local administration to adopt the processes and at a State level create policy changes for a sustainable and scalable outcome is also worked towards. Since the initiatives will not sustain without adoption by the community capacity building of School Management Committees at the school level, Panchayati Raj institutions at the village level and the elderly self-help groups of the elder care projects are strengthened. This allows the demand at the micro level to be raised to the various administrative levels at the community level.

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?

The annual Customer Satisfaction Survey (CSS) is conducted with members every year. The study is conducted to measure, track and benchmark the performance of NSE and its group companies for various functional attributes and its processes and determines the key satisfaction drivers of the customers. The study also gives insight about the evolving needs and expectations of customers. The study was conducted by KANTAR IMRB, one of the most renowned research agency internationally. The CSS score for NCL for financial year 2018-19 is 84. However, steps are being taken to improve the score further in the near future.