NSE Clearing

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: **2020-21**

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 the 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**

1

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid up Capital (INR): Rs. 45 Crore
2. Total Turnover (INR): Rs. 554.91 Crore
3. Total profit after taxes (INR): Rs.210.44 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:

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.

NSE Foundation, as the implementing agency, currently implements the projects with the help of the NGOs and other entities 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 and implemented by NSE Foundation. For Specific details, please refer to Report on CSR.

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. 1- NSE IFSC Clearing Corporation Limited

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%]

Yes. More than 60%

The Company has formulated policies on environmental and social requirements which apply 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 the implementation of the BR policy/policies

The Regulatory Oversight Committee of NCL is overseeing the implementation of the BR policy. The composition of the 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

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 confirm to any national / international standards? If yes,	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*

3

	specify? (50 words)									
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**
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?									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	*	*	*	*	*	*	*	*	*
8	Does the company have in-house structure to implement the policy/ policies?									
9	Does the Company have a grievance redressal mechanism related to the Policy / policies to address stakeholders' grievances related to the policy/									

4

	policies?	
10	Has the company carried out an independent audit/ evaluation of the working of this policy by an internal or external agency?	Yes, there is an internal framework and in-house stru established to implement the policies

* The policies are developed and aligned with the 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
- SCR (Stock Exchanges and Clearing Corporations) Regulations, 2018
- 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 the implementation of the polices

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

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

(b)   If the 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 the 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, and the same is published annually. 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:

Yes, our Code of Conduct and Vigil mechanism address issues related to ethics, bribery and corruption. The Company has a policy relating to ethics, which covers not only all individuals working with it, but also its group companies at all levels and grades.

Policy framework for ethics, transparency, and accountability

At NCL, ethical conduct is given utmost importance across all our functions and practices. The policy is extended to all Directors, Key Management Personnel, and employees, including those on deputation to NSE Group Companies and Consultants in the nature of employment. The key features of the Code of 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 the Securities Contracts (Regulation) Act, 1956. Therefore, NCL is additionally required to comply with the Securities Contracts (Regulation)

6

Act, 1956, the Rules and Regulations laid down thereunder, and the directives and circulars issued by the 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 the 'Shareholder Directors' category. The remaining 5 falls under the 'Public Interest Directors' category, which 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.

Sr. 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. K. S. Somasundaram	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 from investors of NCL.

The details of stakeholders complaints received by NCL are as follow:

Particulars	Details for Investor Service Cell (ISC) cases Period April 20 – March 21	Details of Arbitration cases for the Period April 20 - March 21	Details of Appellate cases for the Period April 20 - March 21
Pending at the beginning of the year	0	35	1
Received during the year	95	3	0
Disposed off during the year	2	1	1
Remaining unresolved at the end of the year	93	37	0
Satisfactorily resolved by the management (%)	2.11	2.63	100

7

Details with respect to ISC cases (93 complaints) are in the nature of complaints of trading members received against the clearing member IL&FS Securities Services Ltd.(ISSL). The details with respect to the arbitration cases consist of disputes between the trading member and the clearing member ISSL. The arbitration proceedings were kept in abeyance due to the NCLAT order dated 15.10.2018 quoted by ISSL. Pursuant to the amendment carried out in NCL Byelaws where by trading members complaints can be referred to Grievance Redressal Committee (GRC), as on March 31, 2021,there are 24 trading members who had filed arbitration applications against ISSL and have submitted complaint forms to be placed before GRC. ISSL had initially raised objections for participating in the GRC proceedings quoting the NCLAT order dated 15.10.2018. NCL through its letters had informed ISSL to participate in the GRC proceedings. ISSL has participated in the GRC proceedings held on April 23, 2021 for two trading members and accepted the amounts payable by it to trading members.

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 17,426 Demand Kilo-Volt-ampere (KVA) in the previous year.
b) By using General Lighting System, the Company and the Group saved 22,563 units(KWH)
c) By using Wind Power System, the Company & the Group has generated & in turn saved 98,18,077 electricity units (Kilowatt-hour) (Kwh) in the last year.
d) By using Solar Power System, the Company & the Group have saved 3,460 units (Kwh) in the previous year.
e) NSE Group has saved around 5,99,976 Units of electricity which amounts to Rs. 55,05,308/- (i.e. in Electricity as well as Air-conditioning) towards Non occupancy of staff/employee during the FY 2020-21.

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 the Vermiculture system, Sewage treatment plant. We reduce the E-waste and ensure that the E-waste generated be recycled efficiently.

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

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

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

Principle 3: Businesses should promote the wellbeing of all employees

1. Please indicate the Total number of employees: **101**

2. Please indicate the Total number of employees hired on a temporary/contractual/casual basis: **2 (Contractual)**

3. Please indicate the Number of permanent women employees: **28**

4. Please indicate the Number of permanent employees with disabilities: **None**

5. Do you have an employee association that is recognized by management? **No**

9

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 labor, forced labor, involuntary labor, 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 the end of the financial year
1.	Child labor/forced labor/involuntary labor	NIL	NIL
2.	Sexual harassment	NIL	NIL
3.	Discriminatory employment	NIL	NIL

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

Sr. No.	Particulars	Fire Safety	Skill Upgradation	Leadership
1	Permanent Employees	15.8 %	12.87 %	33.7 %
2	Permanent Women Employees	10.7 %	7.14 %	39.2 %
3	Casual/Temporary/Contractual Employees	NIL	NIL	NIL
4	Employees with Disabilities	NIL	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

10

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?

At NCL, we strongly believe in the fundamental and universal nature of human rights. We are committed to upholding the highest standards on human rights protection by adopting a proactive approach that goes beyond compliance. Our Sustainable Development Policy, applicable to all our internal and external stakeholders, emboldens our vision for the protection of human rights. In line with this policy vision, we strictly prohibit child labour, forced labour and discrimination of any kind based on gender, caste, creed, religion, disability, marital status, pregnancy, culture, ancestry, socioeconomic status or any other parameter. We are an equal opportunity employer and create a work environment that supports mutual respect and empathy. We periodically train our employees to sensitise them on matters linked to the protection of human rights. This enables us to uphold our values on the protection of human rights in letter and in spirit.

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

The details of stakeholders complaints received by NCL are as follow:

Particulars	Details for Investor Service Cell (ISC) cases Period April 20 – March 21	Details of Arbitration cases for the Period April 20 - March 21	Details of Appellate cases for the Period April 20 - March 21
Pending at the beginning of the year	0	35	1
Received during the year	95	3	0
Disposed off during the year	2	1	1
Remaining unresolved at the end of the year	93	37	0
Satisfactorily resolved by the management (%)	2.11	2.63	100

Details with respect to ISC cases (93 complaints) are in the nature of complaints of trading members received against the clearing member IL&FS Securities Services Ltd.(ISSL). The details with respect to the arbitration cases consist of disputes between the trading member and the clearing member ISSL. The arbitration proceedings were kept in abeyance due to the NCLAT order dated 15.10.2018 quoted by ISSL. Pursuant to the amendment carried out in NCL Byelaws where by trading members complaints can be referred to Grievance Redressal Committee (GRC), as on March 31, 2021, there are 24 trading members who had filed arbitration applications against ISSL and have submitted complaint forms to be placed before GRC. ISSL had initially raised objections for participating in the GRC proceedings quoting the NCLAT order dated 15.10.2018. NCL through its letters had informed ISSL to

participate in the GRC proceedings. ISSL has participated in the GRC proceedings held on April 23, 2021 for two trading members and accepted the amounts payable by it to trading members.

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

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

The 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 had 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 the 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 enable the Company to significantly reduce its own carbon footprints. NSE Group conducts risk assessment studies on a 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 takes 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 renewable energy projects to shift to better and clean technology. NSE Group aims to minimise the impacts 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 and make efficient use of energy. NSE Group also

12

has solar power plants, thermal energy storage systems, rainwater harvesting systems and sewage treatment plants.

NSE Group has taken several initiatives towards energy conservation, green / renewable energy which demonstrates the commitment towards sustainable development and a 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 a hyperlink for the 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 through DG Sets is processed and then it is released to the environment. The Company is carrying on its operations from the premises of NSE which has an environment policy (applicable to NSE, its subsidiaries, affiliates, and group companies) that 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
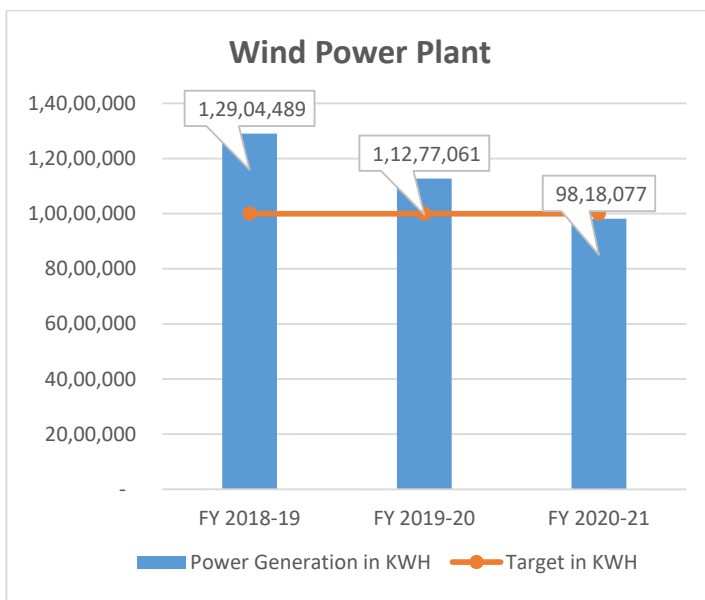
Yes.

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 the following System/ Project towards Clean Development Mechanism:
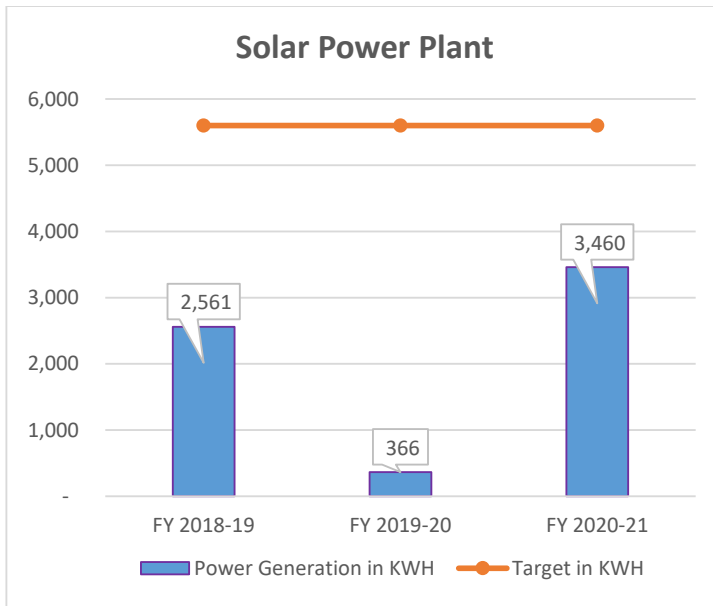
1)   Green Power Generation:

i)   Wind Power Plant:

NSE has commissioned the 6.25 MW (i.e. 5 nos. of 1.25 MW of Wind Mills) Wind Power Plant at Satara in Maharashtra in the year 2014. In Wind Power Plant, the Wind Electric Generator (WEG) converts the Kinetic Energy available in the Wind to Electrical Energy by using a Rotor, Gearbox, and Generator. With regard to the operation of the Wind Power Plant, it goes hand-in-hand with the Local Electricity Board. The Plant is connected to the Main Power Grid of the Local Electricity Board. As per the renewable energy policy of Govt. of Maharashtra, the quantum of electricity generated through the Wind Power Plant is fed to the grid, which gets set off against the power consumption towards High Tension (HT) installation of the 'Wind farmer' (which in this case is NSE) anywhere in that grid. Accordingly, the aforesaid Wind Power Plant has generated 98,18,077 electricity units in the FY 2020-21.

Wind Power Plant

Chart data:
- FY 2018-19: Power Generation 1,29,04,489 KWH
- FY 2019-20: Power Generation 1,12,77,061 KWH
- FY 2020-21: Power Generation 98,18,077 KWH

Legend: Power Generation in KWH | Target in KWH
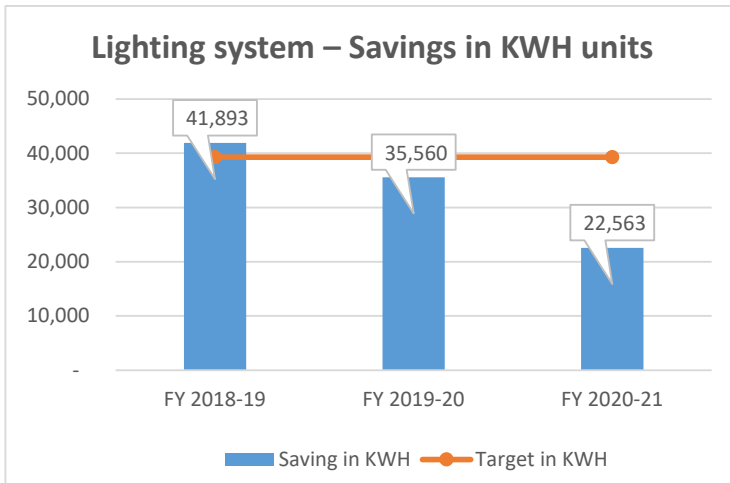
ii)   Solar Power Plant:

The Solar Power Plant of a capacity of 10 KW has been installed in the building which harnesses the Solar Power to cater to a part of the lighting load at Exchange Plaza. This way NSE has saved around 3460 units in the FY 2020-21.

14

Solar Power Plant

	FY 2018-19	FY 2019-20	FY 2020-21
Power Generation in KWH	2,561	366	3,460

Power Generation in KWH   Target in KWH
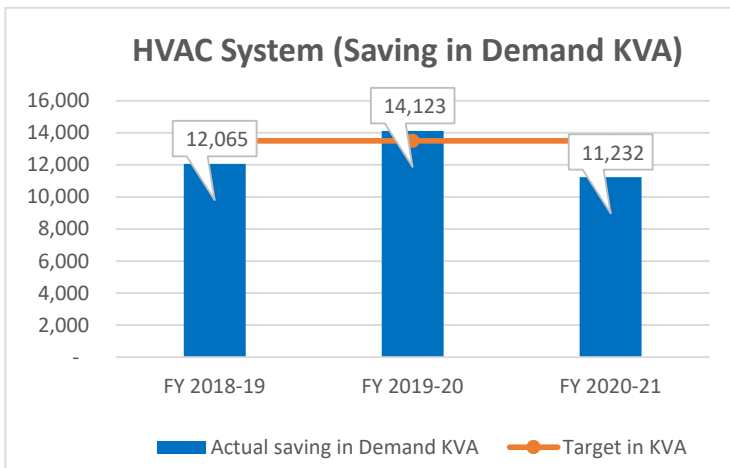
2. Energy Conservation:

i) Lighting Transformer and LED Lights:

Lighting Transformers have been introduced in the lighting feeders to regulate incoming power supply which reduces excess power consumption and enhances the life of the luminaries. Additionally, LED Lights have been introduced across the entire Office area. These measures have saved around 22,563 units in the FY 2020-21.

15

Lighting system – Savings in KWH units

FY	Saving in KWH
FY 2018-19	41,893
FY 2019-20	35,560
FY 2020-21	22,563

Legend: Saving in KWH | Target in KWH

ii) Thermal Energy Storage System:

Thermal Energy Storage System has been introduced in the Air-conditioning (AC) System at Exchange Plaza. It was observed that most of the Services (i.e. AC Chillers, AHU's, Lifts, Lighting, PC, Plumbing System, etc.) in the building were operated mainly during office / day hours. Amongst them, the AC Chillers and their associated equipments used to consume more than 30% of the total peak demand load. In view of this, NSE had decided to reduce its demand load during peak hours by introducing the aforesaid plant in the existing AC System. In this system, the AC Chillers are being operated at night hours to form the "Chill" (i.e. Glycol Water at a temperature below zero degrees centigrade) which gets stored in a Thermal Storage Tank. The next day, the stored Chill is being utilised through Heat Exchangers for air-conditioning the entire Office area. On account of this, the Services which were operating mainly during office hours have been distributed and NSE had surrendered the extra power. This way, NSE has saved around 11,232 Demand KVA in the FY 2020-21.

HVAC System (Saving in Demand KVA)

FY	Actual saving in Demand KVA
FY 2018-19	12,065
FY 2019-20	14,123
FY 2020-21	11,232

Legend: Actual saving in Demand KVA | Target in KVA

iii)   Occupancy Sensors:

Motion/Occupancy Sensors have been installed at the entire Office areas to operate the Lights automatically based on the occupancy in the respective areas.

iv)   Building Management System:

The Building Management System (BMS) had been installed at the inception stage itself to enable NSE to operate the Building's Services more effectively. By using BMS System, the Air Handling Units (AHU) of the air-conditioning system are being operated (i.e. switching ON /OFF) as per the exact time table scheduled for respective floors. It also helps NSE to regulate / control the temperature of the workspace area well within a prescribed tolerance. With this effective operation and regulation of AHU's, electricity is being conserved on a day-to-day basis.

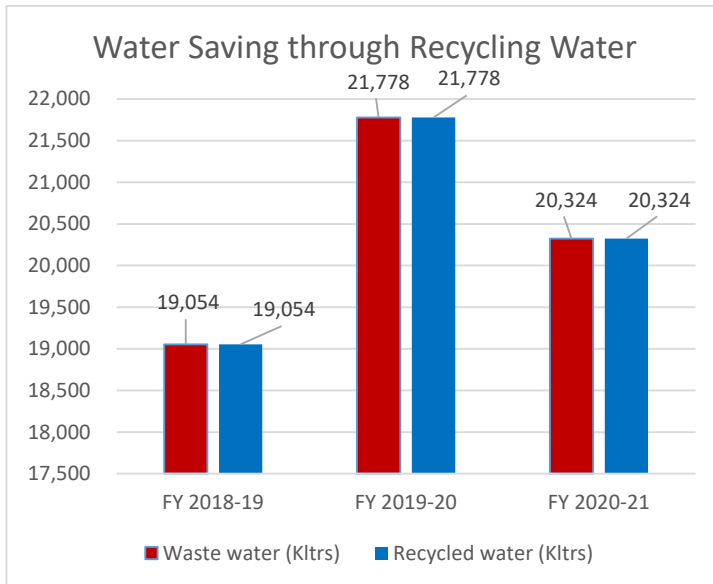### v)   Automatic Power Factor Control Units:

The Automatic Power Factor Control Units have been installed to improve the power factor (i.e. by counter balancing the inductive load of the building with capacitive load) of the entire electrical load of the Building. Power Supplier gives incentives i.e. by passing certain discount in the electricity bill on account of this regularly.

3.   Water Management:

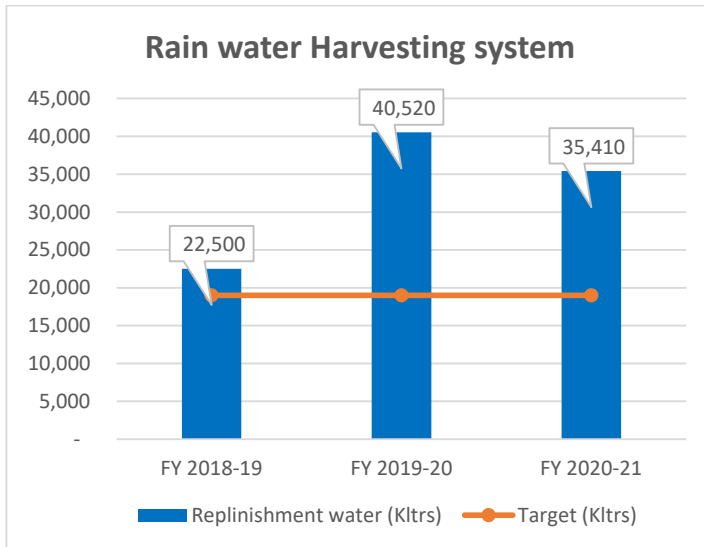### i)   Water Recycling - Sewerage Treatment Plant:

This plant has been installed at the inception stage itself to enable NSE to reuse the building's domestic and flushing water (i.e. after treatment) for its Cooling Towers associated with Air-conditioning System and for Gardening purposes every day. This way NSE has saved around 20,324 Kilolitres of Water in the FY 2020-21.

Water Saving through Recycling Water

Chart: Water Saving through Recycling Water

	Waste water (Kltrs)	Recycled water (Kltrs)
FY 2018-19	19,054	19,054
FY 2019-20	21,778	21,778
FY 2020-21	20,324	20,324

ii)   Rain Water Harvesting System:

Envisaging water scarcity in the future as well as present water shortages, a proper Hydro - Geological survey was conducted at Exchange Plaza to explore the possibility of harvesting the rain water in the periphery of Exchange Plaza. Accordingly, post-survey and feasibility, Rain Water Harvesting System has been installed. By using this System, water is percolated into the soil in the Exchange Plaza campus.

Chart: Rain water Harvesting system

	Replinishment water (Kltrs)
FY 2018-19	22,500
FY 2019-20	40,520
FY 2020-21	35,410

(with a Target (Kltrs) line at approximately 19,000 across all years)

4.   Waste Management:

Vermiculture Plant:

The compostable material like food waste collected from Canteen, Garden Organics and Paper and Cardboard gets collected at one place. Post shredding, the aforesaid organic material gets loaded into the Vermiculture plant for the decomposing process. Post 7 days of an on-going process, vermicompost / manure get generated and is being used for

18

Gardening purposes. This way NSE has generated around 360 Kg of manure in the FY 2020-21.

Waste Disposal

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

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

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

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

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

Yes. The Company has undertaken the 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.nscclindia.com/NSCCL/disclosures/resources/E-Waste_Policy.pdf

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

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

7. Number of show cause/ legal notices received from CPCB/ SPCB which are pending (i.e. not resolved to satisfaction) as on the 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 the safety and efficiency of the financial markets it represents.

2.   Have you advocated/lobbied through the above associations for the advancement or improvement of the 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.

The CSR objectives have been identified basis the larger mandate outlined in the Section 135 of the Companies Act, 2013 and CSR Rules 2014 and to meet NSE Clearing Limited's community engagement aspirations. Under the CSR policy, NSE Clearing Limited undertakes social interventions that impact some of the most neglected and vulnerable populations of the society in the aspirational districts so as to enable inclusive growth for communities and a sustainable future for our nation. The corporate social responsibility projects of NSE Clearing Limited are undertaken by NSE Foundation, a Section 8 Company incorporated to implement the CSR mandate of the NSE Group. The projects are designed with a long-term timeframe and measurable social impact. These social projects are undertaken in collaboration with agencies such as UNICEF, Tata Trusts, institutes of eminence such as IITs, NIMHANS, etc., various District, State and Central Government departments such as district administration of Nandurbar (Maharashtra), Ramanathapuram (Tamil Nadu) and Karauli (Rajasthan), NITI Aayog, Tribal Development Department (TDD), Rajasthan Council of Elementary Education (RCEE), Rajya Sikshak Kendra (Madhya Pradesh), etc.

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

1. Primary Education
2. Elder care
3. Sanitation and Safe Drinking water
4. Health & Nutrition
5. Environmental Sustainability
6. Skill Development and Entrepreneurship

20

In addition to CSR initiatives in the above core focus areas, programmes are also undertaken to mitigate the effects of natural calamities and other disasters, such as floods, cyclones, droughts, etc., and provide speedy relief and rehabilitation in times of such emergencies.

All NSE Group CSR projects reach out to extremely marginalized and disadvantaged communities in very hard to reach areas. Further, our flagship programmes are implemented in government residential schools for children of marginalized communities which are in the form of tribal Kasturba Gandhi Balika Vidyalayas in Rajasthan and Madhya Pradesh. The children studying in these schools belong to scheduled castes, scheduled tribes and other backward classes. NSE Group CSR projects have 52 programmes in select aspirational districts of Karauli (Rajasthan), Nandurbar (Maharashtra), Ramanathapuram (Tamil Nadu), and Birbhum (West Bengal) in alignment with the NITI Aayog programme to impact communities in hard to reach areas. NSE Foundation has reached children, women, youth, and the elderly in more than 100 economically and socially disadvantaged regions of Maharashtra, Madhya Pradesh, Rajasthan, Bihar, Telangana, Kerala, West Bengal, Tamil Nadu, Assam, Gujarat, Jharkhand and Odisha.

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

1.   NSE Group CSR Vision

NSE Group has constantly endeavoured to improve the financial well-being of people at large through a committed approach to offer investment products that suit the varied needs of people. It has expanded 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 worked towards integrating 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.

NSE Group further understands that the economic and social well-being of the community is closely interlinked to their habitats and the environment. NSE Group, 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 the NSE Group for social intervention and impact, target the triply disadvantaged (Social, Financial and Gender) sections of the society. 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 Section 135 of the Companies Act 2013 and Companies (CSR Policy) Rules 2014, as amended, as well as to meet NSE's community engagement aspirations.

21

NSE Group has currently identified six 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, iv) Health & Nutrition v) Environment Sustainability and vi) Skill Development & Entrepreneurship. In addition, during times of natural calamities and disasters, NSE Group 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. The initiatives also incorporated 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 with a strong emphasis on the behaviour change activities which are embedded in the programme design. Projects implemented under these verticals are not one-time activities but are on a programme mode on timelines that will achieve the pre-determined goals and impact.

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

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

- Primary Education

The NSE Group CSR initiatives in Primary Education, focus 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 interventions in capacity building and training of teachers that will augment teacher-student ratio and directly impact the quality of teaching that is currently provided in the schools. The aim is to improve reading, writing, critical thinking, arithmetic and problem-solving, application and behavioural skills in students and create a cadre of highly motivated teachers who become change agents.

- Sanitation and Safe Drinking Water

The initiatives in WASH (Water, Sanitation and Hygiene) programmes are aligned to the goals of the Swachh Bharat Mission and the Swachh Bharat Swachh Vidyalaya. Under this, NSE Group supports sanitation projects in the schools and communities as well as builds awareness on sanitation, safe drinking water, solid and liquid waste management and other WASH-related activities to ensure usable WASH facilities in schools, Anganwadis, etc. and strives to create sustainable open defecation (ODF) free communities through sustained behaviour change communication.

- Health & Nutrition

Over the last decade, despite significant progress in the health system and various disease indicators, this sector remains a critical focus area, with huge disparities between geographies that need to be addressed.

Health is a vast subject covering various issues related to communicable, non-communicable, vector-borne diseases and disorders that are addressed in various ways through promotive, protective, curative, preventive, palliative and rehabilitative services. Health and Nutrition services are vital across the life span of a person including reproductive, neo natal, child, adolescent, adult and older person. Thus, the NSE Group CSR initiatives in health will be broad ranging (rural and urban health) and where feasible seek to align with the priorities outlined in the National Health Policy and the National Health Mission and Sustainable Development Goal-3 which is "good health and well-being".

- Elder Care

Demographic Ageing is rapidly advancing with 1 in 6 Indians slated to be 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. 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 through activities that create awareness of issues relating to the elderly.

- Environmental Sustainability

The environmental ecosystem is a fragile relationship between various elements such as air, water, soil, flora, fauna, etc. Some critical issues that pose an unprecedented challenge are pollution (of soil water and air), ground-water depletion, solid & liquid waste management, loss of forests with the accompanying biodiversity, etc. Further, unexplained climate change leading to disasters that cause widespread damage and economic losses such as the floods in Kerala, are increasing each year. Interventions and innovative solutions are required to address the above.

In keeping with NSE Group's commitment to environmental conservation issues of ecological balance, protection of flora and fauna, agroforestry, conservation of natural resources and maintaining the quality of soil, air and water will be addressed.

- Skill Development and Entrepreneurship

India has an unparalleled youth demographic- 65% of its population is 35 years or under and over 62% of the population is in the working-age group (15-59 years). While this demographic dividend promises immense opportunities, it brings its own set of challenges such as equipping youth and those in the employable band with adequate, relevant, job-ready skills.

The initiatives on skill development shall be aligned to National Policy for Skill Development & Entrepreneurship 2015, the National Skill Development Mission and other Government schemes in short and long term skill development, apprenticeship, vocational training, upskilling, entrepreneurship, etc. and contribute to the outcomes envisaged under the universal Sustainable Development Goal (SDG) 8 - promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

-         Disaster Relief and Rehabilitation

From time to time, various geographical areas of the country are affected by natural disasters such as earthquakes, floods, landslides, cyclones, tsunamis, urban flood, heat waves and drought, etc. as well as emergencies and calamities in urban and rural areas. Relief and rehabilitation activities will be undertaken through NGOs/implementation partners or through contributions to Government bodies/institutions set up by the State /Central Government to undertake such relief and rehabilitation activities.

-         Prime Minister's National Relief Fund

India being a vast country susceptible to the vagaries of nature, various geographical areas are affected by natural calamities such as floods, storm, earthquake, etc. Relief is granted, through the contribution to the 'Prime Minister's National Relief Fund', PM CARES Fund and other such Funds as may be notified under Schedule VII to provide relief during disasters as one of the focus areas in such circumstances if and when need arises.

-         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 as CSR activities.

b)   Selection Criteria for Projects

The NSE Group CSR objectives have been identified basis the larger mandate of 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 local partner 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 are evaluated on various parameters such as alignment to the CSR vision and CSR policy of NSE Group, focus verticals, type of beneficiaries, relevance of the 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.

c)   Monitoring and Evaluation of CSR Initiatives

Rigorous monitoring and evaluation processes ensure the success of the CSR programmes. NSE Group through empaneled Project Management and Evaluation agencies (PMEs) of repute and experience. A detailed evaluation matrix is applied to assess the outcome of the projects by identifying key programme indicators that are tracked on a regular basis through periodic 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 the impact and sustainability of the programme.

(d)   Projects undertaken by NSE Group CSR during the FY 2020-21

In every programme, the theory of change and impact indicators are designed to reach disadvantaged sections of society and align with national priorities and global development goals. The acronym, 'FINITE' captures the philosophy, where F stands for focused, I for innovation, N for niche, I for impactful, T for tracking, and E for engagement.

Employee engagement: To foster a strong sense of community, connect, and corporate citizenship, employees are encouraged to contribute and participate in various CSR and other social programmes. A CSR Focus Group consisting of volunteers who are employees of the company was formed to encourage employees to undertake CSR activities by contributing part of their time. The group also plans activities such as Blood Donation Camps, NGO-Melas related to social entrepreneurship, awareness building programmes in education, health and environment, screening of documentaries on environmental & social issues, organizing guest lectures on social issues, nature awareness activities, observing of national / international days such as Children's Day, Women's Day, etc., in collaboration with the company employees to create awareness, and to engage, and motivate employees to be socially responsible. A snapshot of the programmes is given in the table below

No. of States	12
No. of Districts	76
Focus Area	6
Beneficiaries	11,10,000+
Total no. of projects	85
Total local partner organisations	54

Some of the initiatives undertaken taken by the NSE Foundation for NSE Group companies are as follows:

DISTRICT TRANSFORMATION STRATEGY
A holistic district transformation strategy was adopted in 2018, to focus on the impact of the various CSR initiatives. Four aspirational districts, Karauli (Rajasthan), Ramanathapuram (Tamil Nadu), Nandurbar (Maharashtra) and Bhirbum (West Bengal) were selected initially.
Ramanathapuram (Tamil Nadu)

25

1	Primary Education: Akshara	This project aims to reach all primary schools in the Rameswaram Island of Ramanathapuram District of Tamil Nadu. The project undertakes to bridge students' learning gaps through support classes from grades 2 to 5 in government schools. This project is in the second year of intervention activities, reaching 21 schools and 1155 primary students.	The interventions supplement the school curriculum with innovative teaching and learning material, capacity building of teachers, increased school activities to achieve learning outcomes and make learning a joyful activity. The project's activities are implemented through trained community youth or Sikshan Mitras over a period of three years to improve the learning levels of students in Maths, English and Tamil.
2	Sanitation and safe Drinking Water: Building Water Security for Green Rameswaram	The project aims to build water security in Rameswaram Island (Ramanathapuram District) through various interventions focusing on improving water access, providing safe drinking water to the community, and preventing contamination of water sources.	Water resource mapping was conducted to identify sources of water on the island. The strategy is to increase the groundwater table for which soak pits are implemented for groundwater recharge. To provide safe drinking water to the people, water purification plants and rainwater harvesting structures have been built. Water purification plants use well water as the primary source, and hence for recharging the well, rainwater recharging structures are created. To prevent water contamination by waste, waste to energy (biogas units) and waste to compost systems (vermicomposting units) are installed, and grey water management is accomplished through growing kitchen gardens.
3	Health and Nutrition: Enabling the last mile health care access through technology	The elder care project aims to introduce a comprehensive model of affordable, preventive diagnostics and treatment for around 8,000 elders in Ramanathapuram district, awareness of the health status of the elderly and access to specialty diagnostic services through teleconsultation.	The model is envisaged as a build-operate-capacitate-transfer method, enabling the local community health workers to learn, understand and operate the project after its transfer to the community. Further, the programme would refer patients to tertiary or super specialty hospitals for treatment, through PHCs and district hospitals. One Primary Healthcare Centre (PHC) will be facilitated with the

26

			requisite infrastructure along with one operator, two doctors (General Practitioners) and a project coordinator. Doctors attached to the district hospital will consult locally at the PHC, provide teleconsultation services to the patients connected by ANM's and conduct periodic camps to increase the model's adoption among the elderly population.
4	Primary Education: Project EQUIP-Mandapam Block (Education QUality Improvement Project)	This project, undertaken through Sikshan Mitras for 6363 children in 101 government schools, 90 out-of-school learning centres in the Mandapam block of Ramanathapuram district Tamil Nadu has completed two years of intervention.	This education quality improvement project aims to ensure essential competencies in rural underprivileged students of grades 3-5 in Maths, English and Tamil and for grades 6-8 in basic skills in Math and English through both in school and after school interventions focusing on children lagging in basic skills.
5	Primary Education: EQUIP Thiruppullani Block (Education QUality Improvement Project)	This project is a scale-up of the existing education programme EQUIP, implemented in Mandapam Block to Thiruppullani Block, which aims to provide quality primary education to 1430 children in 50 government schools and 50 out of school centres.	The project aims to create a sustainable model to improve the quality of education in rural underprivileged children by providing attractive learning materials, including learning videos and inputs to ensure that those in grades 3-5 achieve basic competencies in Math, English and Tamil and children in grades 6, 7, 8 achieve basic skills in Math and English. Video-based Math sessions and Science experiential sessions conducted twice a month will induce curiosity in children.
6	Skill Development and Entrepreneurship: National Initiative for Skill Training on Dementia and Mental Health for Caregivers of Older Persons	The project aims to create a cadre of 500 trained professionals engaged in caring for the elderly and promote employment opportunities in the areas of geriatric care. The project will recruit and train 500-600 geriatric care assistants in one year working in either old age homes or home-based care providing organizations.	The project aims to develop a standardized curriculum for skill training and implement it in geriatric mental health and dementia care for the caregivers of older persons through a hybrid training program (combined in-person and tele-training) using the structured curriculum, evaluate the impact of the training program. Post the training,

		online mentoring and support will be provided for all the assistants over three months. Partnership with old age homes, geriatric care service providers will be considered for placement and employment for the students.
7	Sanitation and safe Drinking Water: Promoting Sustainability of WASH facilities and child centered governance in schools	The project is currently implemented in 37 schools of Rameswaram Island in the Ramanathapuram district, Tamil Nadu benefitting 6094 students. The programme aims to provide functional WASH facilities in the school and awareness of good health and hygiene practices.	The major components in the project are retrofitting of WASH infrastructures in schools and enhanced awareness, knowledge and behaviour change on WASH aspects in schools, Anganwadis, PHCs and communities, and build or improve systems around operations and maintenance. The programme also considered water conservation through rainwater harvesting structures.
8	Sanitation and safe Drinking Water: Promotion of Thiruppullani as Swachh and Swasth Block	This Water, Sanitation and Hygiene (WASH) project is currently in its second year in the Thiruppullani block of Ramanathapuram district, Tamil Nadu. The programme aims to facilitate the implementation of sanitation and safe drinking water in selected Schools, Anganwadis and Public Health Centres.	The programme facilitates the implementation of sanitation and safe drinking water in selected schools, anganwadis and public health centres through retrofitting and repair of sanitation facilities, capacity building of teachers/students/anganwadi workers/health centre staff/water and sanitation (WATSAN) committees; behaviour change communication with children and community members and linkages with various government schemes for tapping resources for operations and maintenance.
9	Sanitation and safe Drinking Water: Promotion of Swachh and Swasth in Hindaun Block	This newly commenced Water, Sanitation and Hygiene (WASH) project is a scale-up of the existing programme being implemented in the Thiruppullani block of Ramanathapuram district to Hindaun Block of Karauli district of Rajasthan. The programme aims to facilitate the	To facilitate implementation of sanitation and safe drinking water in selected schools, anganwadis and public health centres through retrofitting and repair of sanitation facilities, capacity building of teachers/students/anganwadi workers/PHC staff/water and sanitation (WATSAN) committees; behaviour change

		implementation of sanitation and safe drinking water in selected schools, anganwadis and public health centres.	communication with children and community members.
10	Elder Care: Samrakshana	This project aims to reach 3,000 elders (age group 55 & above) and 8,000 below 55 years of age of Ramanathapuram district, Tamil Nadu. The project envisions to improve the living standard of elders through interventions in economic, social and health aspects of life.	The project undertakes the formation of Elders Self-Help Groups (ESHGs) in the project area for social and financial inclusion of the elderly, linking them with appropriate Govt. entitlements, like bank savings A/c opening, PM Suraksha Bima Yojana, widow pension scheme, old age pension, etc. Promotion of individual livelihood of the elders supporting through seed capital, awareness training on digital and financial literacy, rendering health services like health checkups/screening, awareness training on health and wellness and operating a mobile medical unit to the village doorsteps to reach the unreached elders.
11	Skill Development and Entrepreneurship: Skill Mitra and Udyog Mitra Model for Livelihood	This skill development and entrepreneurship project started in March 2020 in Ramanathapuram district, Tamil Nadu.	It aims to provide employment opportunities to youth who have discontinued education by providing them skilled based training as per their interest and available opportunity in the area. The models would be a classroom training model through the skill institutes and entrepreneurship model offering through on job training and internship.
12	Primary Education: Student-Teacher Empowerment Programme- PLUS	This project is in its first year of intervention. It aims to provide an enhanced learning environment to 2800 students in all sixty-nine government primary schools in Ramanathapuram Educational Block of Ramanathapuram district, Tamil Nadu.	The program has deployed 38 Shikshan Mitras (resource persons) to cover all primary schools in the district. The program provides students of grades 1- 5 with quality education intervention and continuous capacity building of 169 school teachers.
13	Sanitation and safe Drinking Water:	This project is in the second year and implemented in 25	The project activities are designed to ensure a clean, open

	Sustainable Community ODF (Mandapam Block)	panchayats of Mandapam block in Ramanathapuram district through 500 WASHMAN (water, sanitation, personal hygiene, menstrual hygiene management, and nutrition) committees formed to monitor, execute the field level implementation of the project.	defecation free (ODF) village through an intensive hygiene education programme through village volunteers and community groups (WASHMAN approach). The programme also undertakes the retrofitting of institutional structures such as the anganwadis, community toilets, schools, health centres, etc.
14	Sanitation and safe Drinking Water: Sustainable Community ODF Program (Ramanathapuram Block)	This project is a scale-up of the Mandapam program and implemented in Ramanathapuram block through the 560 WASHMAN (water, sanitation, personal hygiene, menstrual hygiene management, and nutrition) volunteers.	The project activities are designed to ensure a clean, open defecation free (ODF) village through an intensive hygiene education programme through village volunteers and community groups (WASHMAN approach). The programme also undertakes the retrofitting of institutional structures such as the anganwadis, community toilets, schools, health centres, etc.
15	Environmental sustainability: SCORE (Sustainable Conservation of Water Resources through Enabling)	This project is deployed in the Ramanathapuram district's drought-prone areas. In three years, the project aims to renovate 30 irrigation tanks, 40 village ponds, 50 farm ponds, plant 5,000 saplings, and promote improved agriculture practices and environmental sustainability.	The project is based on community-led development and conservation of the natural resource and its management. Under this programme, water bodies are renovated and established along with tree plantations. This project also focuses on agriculture and the income enhancement of farmers.
16	Environmental sustainability: Water, agriculture & food security (WAFS) Project, Ramanathapuram	Ramanathapuram district is one of the water-starved districts in the state of Tamil Nadu. Bogalur, Mudukulathur, Kamudhi, and Kadaladi are the blocks highly affected by water scarcity. This project covers 51 villages (25 villages in Bogalur and 26 villages in Mudukulathur) and aims to create water and food security.	This programme aims to create water and food security by undertaking various water resource development and climatic resilient agriculture system with alternative cropping and community-led initiatives. Renovation of 45 Ooranies or community water tanks, restoring 45 minor irrigation tanks, creation of 150 farm ponds, conversion of 500 acres small orchard in prosophis jungle infested barren land, inland

			piciculture and 750 acres alternative crops that are climate resilience are the planned interventions.

Bhirbum (West Bengal)

17	Primary Education: Alokito Shoishab (Enlightened Childhood)	This project aims to ensure enhanced academic competency and life skills for around 6,000 children in 107 government primary schools of Rajnagar block, Birbhum district of West Bengal.	The project undertakes academic activities in learning centres nested within the communities. The centres run in shifts of two hours for each batch for maintaining the social distancing norms. A blended teaching method, including an online platform and direct teaching by the Sikshan Mitras, is used in the 107 centres. Emphasis is given on solving worksheets and app-based learning during COVID based on children's academic level to accelerate the learning improvement.
18	Sanitation and safe Drinking Water: Drinking Water Kiosks with Fluoride and Desalinity Remediation	In both Birbhum and Ramanathapuram, water quality in many locations within the districts is below the prescribed drinking water standards due to high fluoride levels in (Birbhum) and salinity in (Ramanathapuram) which makes it unfit for consumption, leading to multiple health problems.	The project is based on Capacitive Deionization (CDI) technology to remove dissolved solids to produce clean drinking water that meets WHO standards. Digital water kiosks (DWK), an all-weather modular structure built exclusively for community drinking water, will also be part of the project.
19	Sanitation and Safe Drinking Water: Everyone Forever – Water Services and Systems Strengthening	This project primary objective is to improve water facilities in the Rajnagar and Khoyrasol Block of Birbhum district for in Anganwadi centres, schools, and communities.	The project has three major components- ensure availability and functionality of water infrastructure in schools, Anganwadis and communities; enhance awareness, knowledge and foster behavioural change towards best practices of WASH among students, teachers, government officials and sanitation workers; build and improve systems around operations and maintenance.
20	Health and Nutrition: Lifeline express- ACT: Impact Mobile Medical Service through Impact	In this recently commenced health project, a train equipped with medical devices, surgery	On designated dates for screening, doctors in the out-patient department examine all patients to identify those needing

31

	India Foundation (IIF) in Birbhum district	equipment's, doctors, staff, etc., is parked for 21 days at one selected station/location for health interventions, early identification and treatment, provide counselling, initial stage treatment and medication.	surgery such as correction of refractive errors, cataracts deafness, cleft lips, correction of club foot (Congenital Talipes Equinovarus), detection and awareness creation on cervical, breast & oral cancer, etc. Those who may not benefit from surgery are tested for assistive medical devices such as spectacles, hearing aids, callipers, etc.
21	Primary Education: Sahaj Path- Bridging learning gaps	This primary education project aims to improve the quality of education in 170 primary schools (grades 1 to 4) of Dubrajpur block in Birbhum district, West Bengal, reaching around 12,000 students over three years by creating a group of teachers capable of using alternative pedagogy to improve the learning outcomes of students.	The programme will work in schools with a cadre of trained Shikshan Mitras who will be attached to each government school to conduct remedial classes for children below grade-appropriate levels and teacher training of schoolteachers.
22	Primary Education: Shiksha Deep Prakalpa	This three-year primary education project plans to create sustainable community-led 65 Supplementary Learning Centers (SLCs) to ensure equity and quality in education for around 8,000 primary school children within the 65 villages Khoyrasol block in Birbhum District, West Bengal.	Supplementary Learning Centers (SLCs) working in an after-school model offers remedial education in language and Math, library-based literacy activities and a series of community-based educational events to emphasise the importance of community participation in a child's schooling and education.
23	Health and Nutrition: "Suswathya" Strengthening health and nutrition services for women, children and adolescents in Khoyrasol block of Birbhum district	This recently commenced project will adopt a life cycle approach to bring about a change in the health and nutrition scenario in around 130 villages with 15,000 beneficiaries of Khoyrasol block, Birbhum district, West Bengal, by ensuring RMNCH+A (Reproductive, maternal, newborn, child, and adolescent health).	The major project activities include monitoring and tracking vulnerable women, children, and adolescents through home visits by field teams and community mobilization, demand generation, and accountability for services created by engagement of the village panchayat and SHG representatives are essential aspects of the programme. Some activities include ensuring screening, monitoring, tracking

			child malnutrition to ensure follow-up at ICDS centres, regular growth monitoring, referral of severe cases to nutritional rehabilitation clinics, promoting Infant and Young Child Feeding (IYCF) best practices, etc.
24	Sanitation and Safe Drinking Water: Swaccho – Nirapad Parivesh (Clean and Safe Environment) Rajnagar block of Bhirbum District	This project aims to retrofit existing WASH infrastructure and sustained behaviour change activities in the five-gram panchayat, Anganwadi centres, primary schools/ High schools, and Primary Health Centres of Rajnagar block, Birbhum district, West Bengal.	The project aims to strengthen the capacities of local governance in five Gram Panchayats for sustained WASH and their commitment to achieving the Swachh Bharat Mission's objectives. Currently, the project is in its third year and the activities include BCC activities on handwashing techniques, personal health and hygiene, etc. and creating usable WASH infrastructure through the retrofitting, renovation and repair of sanitation facilities in schools, anganwadis, etc.
25	Sanitation and Safe Drinking Water: Swaccho – Nirapad Parivesh (Clean and Safe Environment) Khoyrasol block of Birbhum district	This project is a scale-up of the existing programme implemented in the Rajnagar block of Birbhum district, West Bengal. It aims to facilitate sanitation and safe drinking water facilities in 146 Zila Parishad schools, 208 anganwadis and Gram Panchayats of the Khoyrasol block.	WASH infrastructure made functional through retrofitting and repair of sanitation facilities. Capacity building of teachers, students, Gram Panchayats, village water and sanitation committees, and anganwadi workers will also ensure sustainability by involving all the stakeholders. Community nudge and hygiene events for sustaining ODF status, linkages with various government schemes for tapping resources for operations and maintenance will also be undertaken.
26	Skill Development and Entrepreneurship: Sustainable livelihood by way of providing skill training and employment / self-employment	The project aims to improve rural households' livelihood by providing skill training to rural elderly men and women in the field of apiculture (honey beekeeping) and neem seed oil production in the Rajnagar block of Birbhum district.	This two-year programme will mobilize the existing elderly self-help groups of the NSE Foundation in the area. Interested ESHGs will be provided training and machinery to be used in honey beekeeping (apiaries etc.) and neem oil production. The trained ESHGs will be given assistance to set up their units. Market linkages will also be provided so that the

			beneficiaries can directly sell their products in the market. Post-training and business setup, beneficiaries will be monitored and tracked to ensure their sustainability and progress.
	Nandurbar (Maharashtra)		
27	Elder care: Comprehensive Elder Care Programme For Senior Citizens	The 'Pilot Initiative on Comprehensive Elderly Care Programme' (CECP) intends to improve the health outcomes of the elderly of Maharashtra through intervention at Shahada block in the Nandurbar district. This program will also consolidate and expand the work of systems strengthening at various health system levels to offer comprehensive elderly care.	The project proposes to integrate the proposed services under the National Programme for Health Care of Elderly into the selected PHCs in Nandurbar to evolve a range of comprehensive geriatric health services through weekly geriatric clinics at Primary Health Centers (PHCs). Further, the programme undertakes digitalization of data from the geriatric clinic, training existing Accredited Social Health Activist (ASHA) workers, community health workers, nurses, and doctors within the health system to offer elderly care. Ensuring the medication's availability, counselling, and physiotherapy services at primary levels and awareness and mobilization of the elderly to create demand and advocacy for elderly focused PHCs are part of the programme.
28	Sanitation and safe Drinking Water: Creating Enablers for ODF Sustainability	This project is a scale-up of the existing project in Navapur and now extending to the adjacent Nandurbar block for a term of three years. It will further ensure sustained ODF activities in the 137 Gram Panchayats based on the Swachh Bharat Mission guidelines reaching more than 33,000 community members over three years.	The project will facilitate retrofitting of existing sanitary infrastructure, hand washing stations, drinking water facilities and other WASH infrastructure to ensure sustained improved hygiene and behaviour change in 252 government schools, 15 Ashramshalas, and 12 Primary Healthcare facilities present in the entire block.
29	Environmental sustainability: Gram Samruddhi	"Gram Samruddhi" project is initiated in Dhadgaon and Akkalkuva block of Nandurbar district of Maharashtra to focus on environmental sustainability. The project	Under the programme, local practices are promoted to enhance the natural resources of the selected area through community initiatives and to develop a management system that is sustainable and equitable.

34

		aims to reach marginalized and tribal communities in drought-prone areas of 30 villages in Akkalkuwa and Dhadgaon blocks in Maharashtra's Nandurbar district.	Alternative income generation activities will form part of project activities through crop diversification and the development of market linkages to sell agricultural produce. Capacity building and strengthening 2,000 farmers and self-help groups (SHGs) will be undertaken to sustain the initiatives.
30	Sanitation and safe Drinking Water: Jaldhara- Integrated Wash, Sanitation and hygiene interventions	This project aims to provide safe and clean drinking water, promote an open defecation free environment, motivate communities to use their individual household latrine (IHHL), improve WASH facilities in schools in 25 villages of Akkalkuwa and Dhadgaon block of Nandurbar District.	The implementation of the drinking water supply project undertaken through the cooperation of the village water and sanitation committee (VWSC) that are trained and aware of the Swachh Bharat Mission, Jal Jeevan Mission and other schemes, as well as its roles and responsibilities. Behaviour change sessions inculcate improved hygiene practices among school children, adolescent girls and women.
31	Primary Education: Magic English Vaachan: Improving English proficiency of students in Zilla Panchayat Primary Schools	This three-year programme aims to improve student's English proficiency from 424 Zilla Parishad primary schools in the Nandurbar district, Maharashtra reaching 36,000 students and building capacities of 1600 teachers.	The programme delivers high levels of proficiency in English through a joyful learning process that simulates the way children naturally learn the mother tongue or other languages from the environment. The programme is a three-level/ three-year immersive English language model with each level comprising of 72 sessions of 40 minutes each. Teachers are equipped with high-quality printed and audio-visual content and infrastructure and teacher manuals that provide detailed session-by-session usage of these materials in the classroom.
32	Sanitation and safe Drinking Water: ODF sustainability in Nandurbar	This project focuses on sustainable Open Defecation Free (ODF) in communities, WASH compliant institutions such as Anganwadis, schools, Ashramshalas, and primary health centres of Nandurbar district. The	The project addresses three major components, i.e., retrofitting of WASH infrastructure in schools and Anganwadis, enhanced awareness, knowledge and behaviour change on WASH aspects in schools, Anganwadis, PHCs and communities, and

35

		intervention covers 114 Gram Panchayats (GPs) in the Navapur block of Nandurbar district, Maharashtra.	build or improve systems around operations and maintenance.
33	Elder Care: Samarthya: Improving the Quality of Life of the Senior Citizens	The project focuses on the 7,200 elderly in Nandurbar, Navapur, Akkalkuwa and Dhadgaon blocks of Nandurbar district in Maharashtra to improve and ease their living standards.	It 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, Maharashtra.
34	Primary Education: Serving and Enriching Education for Tribal Hamlets in Nandurbar District	The three-year project aims to provide improved access and quality primary education to 2800 children from tribal communities from 46 villages in the Talode block of Nandurbar district in Maharashtra.	The trained cadre of Shikshan Mitras, educated youth mentors from the respective project villages anchor community embedded 'Shikshan Ranjan Kendras' (SRKs) to bring learning to children's doorstep. The unique feature of the SRK is using pedagogical tools of edutainment, activity-based learning and personality development to improve learning outcomes, improving WASH behaviour and life skills development in children.
35	Primary Education: Shiksha Setu	The project was started in 35 Ashramshalas (28 in Nandurbar and seven in Taloda blocks) for setting up labs to improve the learning level through digital intervention and to enhance digital literacy among tribal students.	Computer labs were set up in 35 Ashramshalas followed up with schools to procure students' data to create their respective IDs and set up a virtual support system for students to enable virtual mode of learning through advanced educational software that takes into account the students learning level.
36	Sanitation and Safe Drinking Water: Solid and Liquid Waste Management Strategy and Plan for Talode (Pilot Town), and implementation of SLWM Interventions to help the town achieve its goal of becoming ODF++	The recently commenced project aims to create a comprehensive strategy for waste management, both solid and liquid, designed in coordination with the local district administration of Nandurbar.	The project will prepare a solid and liquid waste management strategy, implementation plan and setup a Faecal Sludge Treatment Plant (FSTP) as well as a decentralised wastewater treatment system (DEWATS). Development of a robust O&M plan with the participation of the community and local administration, training of ULB officials to equip them to operate the FSTP, conduct awareness

		generation campaigns for community and local stakeholders. It will further institute a mechanism of community ownership to ensure operation & maintenance of the entire set-up.
37	Skill Development and Entrepreneurship: Sustainable livelihood by way of providing construction Skill training and employment / self-employment.	The program aims at improving the livelihood of rural households in the Nandurbar district by providing vocational training to around 600 youth over 36 months through a one-month residential skill development training.	The training will be in selected market-driven courses in construction industries such as rural masonry, painting, plumbing, electrician and others. Due to the increasing number of construction activities in the district, there are ample local employment opportunities for these workers, even though most of these jobs would be with smaller construction companies /unorganized players or self-employment.
38	Sanitation and Safe Drinking Water: Sustainable Drinking Water Safety and Security Project	This project is designed to provide safe and secure drinking water facilities to 20 habitations and schools in Nandurbar and Navapur block of Nandurbar district, Maharashtra.	Water resource strengthening, rainwater harvesting, creating drinking water storage, and a solar mini piped water supply scheme will be undertaken in this project so that selected schools and communities have access to drinking water.
39	Primary Education: Vidya- Enhancing the learning of tribal students	This primary education project aims to provide a supportive learning environment to around 3,694 tribal students in 31 villages and 35 zilla parishad schools of Akkalkuwa and Dhadgaon blocks of Nandurbar district through use of quality teaching-learning material for Marathi, English and Mathematics.	The project has initiated learning through Balbhavans or learning centres in schools. Libraries, both conventional and digital, are functioning to strengthen foundation skills and enhance students' knowledge of spoken English.
	Karauli (Rajasthan)		
40	Elder care: Empowered Elders in Rural Communities	The recently commenced elder care project will implement a multi-pronged approach to build a conducive environment to enhance the quality of life for the elderly in Karauli and Mandrail Blocks' of	The project is expected to reach elders through the elderly self-help group (ESHG) model. The activities undertaken in the project improve livelihood opportunities for the elderly by mobilizing the elderly population into ESHGs to promote small

		Karauli district, Rajasthan. This 3-year programme will cover all the block panchayats reaching 212 and 77 villages in Karauli and Mandrail blocks, respectively and will reach 15,000 beneficiaries.	savings and loan disbursements, training of the ESGHs on group management, leadership, book-keeping, accounting, etc. Additionally, community-based enterprises managed by the elderly will be promoted and market linkages will also be created to ensure sustainability.
41	Environment Sustainability: "Bhu-Jaldhara"-Integrated Watershed Programme	The project aims to address inadequate access to water for both drinking and irrigation purposes in 30 villages which are major concerns in the hilly areas of the drought-prone region of Karauli district (Karauli Block) Rajasthan. This programme will reach around 4,500 farmers and more than 11,000 households in the community.	The programme seeks to enhance natural resources in the form of water and soil of the selected area through community-led initiatives. It includes a participative initiative to inculcate management frameworks at the community level. It is designed to strengthen the institutional framework by capacitating village watershed development committees (VWDCs) in 60 Villages on Integrated Watershed Management. Groundwater recharge through appropriate soil and water conservation and rainwater harvesting measures will be undertaken. The programme envisages enhancing household income by 30 per cent by adopting good practices in agriculture, horticulture and livestock management and establishing market linkages.
42	Health and Nutrition: Empower women and girls for improved maternal and child health and nutrition in the Todabhim block of Karauli district	The recently commenced programme will roll out in a phased manner to address maternal, child and adolescent health and nutrition (RMNCH+) services in around 150 villages of Todabhim block, Karauli district. This will be done through training and handholding of SHGs and Adolescent Groups (AGs)- approximately 8000 members of 800 SHGs.	The local health service delivery will be enhanced due to continuous training and handholding and strengthening of services delivery at sub-centre, PHC, and CHC-health services. Improved tracking and registration of pregnant women under the Janani Suraksha Yojna, four or more antenatal care (ANC) services under Pradhan Mantri Surakshit Matritva Abhiyan (PMSMA), Rashtriya Bal Swasthya Karyakram (RBSK) and Rashtriya Kishore Swasthya Karyakram (RKSK), institutional

			delivery at PHC/CHC and full immunisation under Universal Immunization Programme (UIP) etc. A model telemedicine project will be implemented in the PHCs of Thodabhim block that will link the community, especially women, to specialised diagnosis and referral services.
43	Primary Education: Foundational Learning Enhancement in Government Schools	This primary education project envisages improving and ensuring the quality of teaching-learning processes in primary grades in 150 schools in the Hindaun block of Karauli district, Rajasthan reaching around 15,000 children.	The objective is to enhance the literacy and numeracy competencies of children from grade 1-2 through improved quality of classroom teaching-learning processes and print-rich learning environment and building foundational competencies of language and Math of students in grades 3 to 5 through structured remedial inputs, which offer more individualized instruction to children. The three-year project will build capacities of teachers and associated Sikshan Mitras to deliver the outcomes.
44	Primary Education: Gyanodaya: Block Educational Transformation, Karauli (B.E.T-Karauli)	The recently commenced primary education project "Gyanodaya" is expected to impact 22,500 students in 225 schools directly in the Karauli block of Karauli district. It will focus on improving children's learning experience with inputs on thematic learning, life skills and well-being.	Each school will have a centre of excellence that will be used to demonstrate and create teaching-learning materials. A resource person/ Shikshan Mitra will help the teachers build their capacities in innovative pedagogy to increase students' learning levels. In this programme, the teacher's ability to adopt a newer pedagogy to realign with the children's emerging needs will be promoted. The teachers will have developed practices to deal with the children's differential learning needs and support them in their well-being.
45	Primary Education: Improving Language and Numeracy skills (Mandrail)	This project is currently ongoing in 123 villages of Mandrail block of Karauli district and aims to upgrade learning outcomes for 8,138 elementary school students of the Government's 132 Primary	Under the project, the cluster coordinators engage with the teachers, parents, communities and Panchayati Raj representatives to create a positive learning atmosphere in schools and at homes. The Shikshan Mitras-trained local

		Schools (PS) and Upper Primary Schools (UPS).	youth, set-up and manage remedial classrooms that focus on improving learning levels of children who have not attained the requisite competencies.
46	Sanitation and safe Drinking Water: ODF Sapotra	The project in the Sapotra block of Karauli district implemented in 167 villages Sapotra block of Karauli district. During the three-year project cycle, the aim is to bring about behavioural change and improve WASH facilities' uptake among the 5,000 poorest households and to reach out to 9,609 students of 175 schools through WASH infrastructure improvement and behaviour change communication interventions.	The major components of the project are to catalyse the community to create and maintain a sustainable open defecation free (ODF) environment, strengthen institutions to improve systems around operations and maintenance. The project initiated specific action on the importance of WASH in health institutions, including medical and paramedical staff's orientation on the need for functional water, sanitation, and hygiene facilities at the health centre.
47	Primary Education: Scale Up of Foundation Learning Enhancement in Government Schools Undertaken	This recently commenced project is a scale-up of the programme being implemented in Hindaun block, Karauli district. The project will ensure the quality of teaching-learning processes in primary grades in 200 schools in Todabhim block, Karauli district through- enhancing the literacy and numeracy competencies of grade 1-5 children.	All 200 schools were provided with teaching-learning materials and stationery including remedial workbooks of Hindi and Math. As per the availability of library resources by SMSA/Govt, the existing library in each school will be strengthened. The two thematic experts on Math and Language (Hindi) will provide handholding support to the school facilitators and train the government teachers to improve teaching-learning methodologies.
48	Primary Education: Shikshan	This project aims at improving the literacy & numeracy skills of 9,609 school children of 175 primary and upper primary classes through integrated school development, remedial classes and capacity building for teachers in the Sapotra block of Karauli district.	The project works with 57 trained Shikshan Mitras or local youth who have contributed significantly by providing remedial academic support to around 5,000 children studying in 120 government schools. They were responsible for teaching Language and Math to those children using child-friendly pedagogy and teaching-learning material.
49	Environmental sustainability:	The programme aims to address inadequate access	The programme seeks to enhance natural resources in the

	Sustainable Environment and Integrated Livelihoods Through Soil & Water Conservation and Improving Soil Health	to water for both drinking and irrigation purposes in the hilly areas of Sapotra and Mandrail blocks of Karauli district, Rajasthan. This programme will aim to reach 4500 farmers and more than 11,000 households in the community.	form of water and soil of selected areas through community-led initiatives such as Village Watershed Development Committees (VWDCs) in 60 Villages. It is also planned to augment groundwater recharge through appropriate soil and water conservation and rainwater harvesting measures. The programme envisages enhancing household income by 30 per cent by adopting good practices in agriculture, horticulture and livestock management and establishing market linkages.
50	Sanitation and Safe Drinking Water: Swachhta Se Swasthyata	The project is currently implemented in 123 villages in Mandrail Block of Karauli District in 132 schools, 98 anganwadi centres and five health centres to improve the practice of the SBM- ODF (Swachh Bharat Mission Open defecation Free) sustainability guidelines.	The goal of the programme is to improve the uptake of WASH services, leading to improved health outcomes. The intervention will also strengthen school management committees and VHSNCs (Village Health Sanitation Nutrition Committee) to design and implement villages WASH plans aligned with SBM-ODF sustainability guidelines.
51	Sanitation and Safe Drinking Water: Technical Assistance for implementing village water safety and security	This project aims to facilitate the implementation of a community-led village water safety and security (VWSS) plan and drinking water supply scheme in 20 villages in Mandrail and Sapotra blocks of Karauli district, Rajasthan.	The project is in partnership with local government agencies to ensure the sustained availability of safe and secured water supply in the villages. This two-year project will facilitate a community-led village water safety and security planning process and demonstrate innovative practices and technologies for optimising water demand. Innovative technology demonstrations like non-electric and automated chlorination solutions, environmentally responsible liquid waste treatment plans and promoting waste-water reuse, increase in soil moisture, improved agricultural practices, community-based liquid waste management. are some of the activities that will be undertaken under the programme.

	PAN INDIA PROGRAMMES UNDER DISTRICT TRANSFORMATION – ELDER CARE		
52	"Aalambana"-Towards Active Ageing	This project currently engages with a cumulative number of 16,308 rural elderly. The project is being implemented in the Sapotra block in Karauli district of Rajasthan, Mandapam block in Ramanathapuram district of Tamil Nadu and Rajnagar block, Birbhum district of West Bengal. The project aims to address primary concerns 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's primary focus is to improve the social, economic and health status of the elder population through an elderly self-help group model. The model involves a mixed approach, to increase the living standards of elders by involving them in livelihood activity, providing credit, ensuring social integration with other elders and younger generation through group interactions and also take cares of health need by establishing village Clinics or Gram Chikitsa. Considering the healthcare access in rural areas, a community-managed module for healthcare to manage chronic ailments and palliative care for the bed-ridden destitute elderly is being institutionalized. Gram Chikitsa (cluster village clinics) has been established to include cataract surgeries and poly-centric knee braces for mobility restoration.
	Non-District Transformation and Urban Projects		
	PRIMARY EDUCATION		
53	Anupad	A primary education programme to improve the learning outcomes in 18 government-run Ashramshalas in Nashik District. It provides need-based input to around 2700 children of grades five to seven. The programmes aim to enhance grade appropriate numeracy and literacy competencies.	The programme is implemented in close collaboration with the Tribal Development Department (TDD), Govt. of Maharashtra. The programme achieves its objectives by placing trained Shikshan Mitras to build the capacity of fifty-four (54) teachers and eighteen (18) and Principals through onsite support and workshops.
54	Atikranta-An initiative towards transformation	This project serves 3,000 children from 40 schools living in the urban slums of Kolkata. It aims to provide quality learning as per grade appropriate level with a hybrid model of digital and traditional methods of teaching.	The program will be implemented in two phases; in phase one, support will be provided by Sikshan Mitras to children through teaching learning materials and worksheets distributed to children during house visits and through an online medium. In the second

42

			phase, 40 schools will be selected in collaboration with SSA to provide classroom support to teachers. An assessment of available WASH infrastructure in schools will be carried out along with a Knowledge, Attitude and Practices (KAP) study of the students, teachers and other stakeholders so that the facilities can be retrofit and made available for use by students.
55	Creating and Enabling a Learning Environment for Academic Excellence	This project in Delhi, will reach out to 7,000 children in 25 government primary schools in Mongolpuri, Burari, Azadpur Village, Naraina-II, South Extension, Jahangirpuri E II areas of Municipal Corporation of Delhi (MCD) through an integrated education and WASH intervention. The project will work with children from grades 1-5 especially those who have difficulty in foundational literacy and numeracy.	This programme will use a combination of remote online services, digitized learning material and information dissemination. School management committees will be strengthened and teacher training through active demonstration and instruction undertaken. Existing IT infrastructure in schools will be leveraged and teachers trained to access the plethora of ready-to-use, downloadable TLMs, and e-stories. To have an integrated impact, the WASH infrastructure retrofitting will be undertaken in the selected schools, along with rigorous behaviour change communication on safe WASH practices and habits.
56	Creating Learning Culture	This recently commenced project envisages working in 40 MCGM schools and the nearby communities in Kurla, Mumbai, to impact the learning outcomes of 8000 students over 3 years. The project will focus on improving language, Math, and school readiness skills among children of first to fifth grades.	The intervention will focus on a dual strategy which includes an in-school initiative and a community outreach. The pandemic has affected the migrant communities of Mumbai, leading to a substantial loss in the learning levels of these children. The programme will be undertaken by Shikshan Mitras, youth volunteers and mothers at the community level to bridge learning gaps during school closure. Digital modules will be introduced and children who have dropped out re enrolled.

57	Girl Child Education Programme	The five-year project is implemented in 100 out-of-school learning centres covering 3079 children in remote tribal areas of Purulia and Bankura Districts in West Bengal. The project objective is to improve access to quality education for out-of-school girls through community learning centres to ensure their transition to formal schooling and continuing education.	The learning centres are set up with the community's help in the spaces provided by them to promote ownership and ensure the sustainability of the program These learning centres have employed 100 community women teachers who receive regular training in pedagogy to make them effective teachers.
58	Educate Girls programme	This primary education project aimed to improve the learning outcomes of children studying in grades 3, 4 and 5 in 468 villages within 3 Blocks (Jawaja, Silora & Bhinai) of Ajmer district in Rajasthan. The project also focused on enrolment, reenrolment and retention of girls in local government schools.	In order to improve learning levels (numeracy and literacy), a curriculum was implemented in schools for children (both boys and girls) in grade 3, 4 and 5 with the use of specially designed kits implemented in 236 schools. The programme was undertaken by a cadre of unpaid community volunteers many who were young girls associated with the local communities and organization.
59	Leadership Training of the Panchayat Elementary Education Officers – Principals of Senior Secondary Adarsh Schools - (PEEOs)	This programme conducted in Jaipur aims to build the academic and leadership skills of the 6000 Principals of the Adarsh schools to ensure effective implementation of the State Improvement for Quality Education (SIQE) programme and improve the quality of education delivered by their schools.	Through a detailed six-day training module more than 4000 PEEOs have been trained to support and monitor schools for effective implementation of Child Centric Pedagogy (CCP) and Continuous and Comprehensive Evaluations (CCE) processes expected to gradually impact the quality of education delivered by the schools at scale.
60	Learning Orbit for Village Excellence	This program brings together a diverse and dynamic pool of 30 young fellows from local and urban communities to bridge and elevate the learning deficit in tribal, rural pockets of Kotra and Gogunda, two rural blocks of Udaipur district across 30 villages impacting 3,200 students.	In order to ensure an impactful learning environment both in schools and the communities, a mixed approach was undertaken to improve learning level through a focus on teaching, socio-emotional health and games with the children. During school closure due to pandemic, a learning circle within the community was initiated to continue the learning process.

44

61	Prajwala: Strengthening the KGBVs to ensure quality education for all (Madhya Pradesh)	This three-year education initiative aims to cover all 207 Kasturba Gandhi Balika Vidyalayas (KGBV) across Madhya Pradesh, reaching more than 30,000 girl students and improve their language and Math competencies.	Young adolescent girls belonging predominantly to the schedule caste, tribe, backward communities, minorities and economically weaker families in difficult areas reside in KGBV hostels and attend the nearby government upper primary schools in 6-8 grades. The programme is delivered through community Sikshan Mitras and capacity building of teachers, hostel wardens and other staff to improve the learning culture within hostel and schools.
62	Prajwala: Strengthening the KGBVs to ensure quality education for all (Rajasthan)	This project focuses on learning levels and reaches out to all the 207 KGBVs across Rajasthan, benefiting 25,000 girl students annually. The programme aims to improve the quality of education delivered to the girl students studying in grades 6-8 by improving the language and Math competencies.	The project has placed 400 trained female academic support fellows in the 207 KGBVs. Six workbooks have been developed in Hindi and Math according to the various learning levels, which have now been approved and accepted by the state department of education to strengthen the remedial programme.
63	Rehli Shiksha Pahal Program (RSPP)	This project seeks to upgrade learning level as per grade/age appropriate competencies for 12,000 primary school students in 214 villages and 150 schools in the Raheli block of Sagar district in a span of five years.	The project interventions are undertaken through Balamitras and Janamitras. The trained Balmitras and Janamitra are from the local area and work with children, teachers, SMCs. The after school remedial centres within the community help to improve the learning level of children.
64	Serving and Enriching Education for Under-privileged Urban Children in Bhiwandi-Nizampur and Malegaon	The recently concluded project aimed to improve access and quality of learning to the 1632 children from disadvantaged families.	The trained cadre of Shikshan Mitras selected from the same community to anchor community embedded 'Shikshan Ranjan Kendras' (SRKs) and bring education to children's doorstep. Thirty-two (32) 'Shikshan Ranjan Kendras' were established in both cities, i.e., 16 each. Among this, 50% were Urdu medium and 50% non-Urdu medium.
65	Student Teacher Empowerment Programme, Sheopur	This project was launched in 2017 to benefit 4000 students across 40	The trained cadre of resource persons (Shikshan Mitras) were placed in selected schools to

		government primary schools in Karhal and Sheopur block of Sheopur district, Madhya Pradesh. The aim of the project to improve the learning levels of primary schools' students in language and Math's as per grade level competencies.	improve learning cultures and the capacity building of teachers. Colorful teaching learning material (TLM) along with joyful methods of teaching were adopted. The strengthening of SMCs and community volunteers was also undertaken.
66	Urban Learning Improvement Program	This recently commenced project will work with students in 25 government schools and engage with 5000 children in Chennai to enhance the quality of learning.	The activities will be conducted in school and out of school (community interventions) to ensure a healthy and sustainable learning environment for children. The project term of 3 years would be implemented in phases. Phase-1 will analyse the impact of the COVID-19 pandemic on drop-out rates, communities' overall perception around COVID-19 post lockdown, etc. undertake re-enrolment and bridge classes, amongst other activities. Phase-2 will have structured strategies for numeracy and literacy by improving language and Math competencies for children of classes 3 to 5.
<td colspan="4" align="center">**SANITATION AND SAFE DRINKING WATER (WATER SANITATION AND HYGIENE WASH)**</td>
67	Swachh Aadat Swachha Vidyalaya	This project is designed around WASH interventions in 312 schools in Dumka and Pakur Districts of Jharkhand State and aims to provide access to basic WASH facilities such as functional school toilets, safe drinking water, clean surroundings and awareness on hygiene.	This project capacitates 104 schools each year in a phased manner for three years to retrofit basic sanitation facilities. with the involvement of SMCs, the education department and the community.
68	Project Prajwala- (WASH in KGBVs) (Madhya Pradesh)	This programme is conducted in 207 KGBVs across Madhya Pradesh, reaching more than 30,000 girl students. .	This project aligned to Project "Prajwala" (education) and was implemented in partnership with Rajya Shiksha Kendra (RSK), the Government of Madhya Pradesh and UNICEF as the technical advisor. The main objectives of the programme are to ensure improved knowledge,

			attitude and practices among students and teachers towards various aspects of WASH and functional WASH infrastructure.
69	Project Prajwala- (WASH in KGBVs) (Rajasthan)	Project Prajwala has been designed to improve the Water Sanitation and Hygiene (WASH) facilities of 200 Kasturba Gandhi Balika Vidyalayas (KGBVs) in 33 Districts of Rajasthan. The project is currently in its third year and has reached 16385 girls' children through various interventions.	The project works on a partnership model with local NGOs for field support, organizations such as UNICEF for technical support and the education department of Rajasthan for systemic support and sustainability. This project is expected to improve the usage of sanitation facilities' and its maintenance as well as enable the practise of appropriate sanitation and hygiene practices, including menstrual hygiene management, handwashing, personal hygiene, etc., among the students.
70	Promoting WASH Compliant Ashramshalas	The recently concluded three-year model project was undertaken in 172 tribal residential schools or Ashramshalas run by the Tribal Development Department (TDD) in the Nashik PO, Maharashtra and impacted around 70,000 students, around 2,000 school staff and TDD officers amongst others.	These schools, located in remote areas, offer a residential, educational facility to children from disadvantaged tribal backgrounds, especially those whose parents seasonally migrate for work. 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.

71	School Health Program	This recently commenced project will intervene in the 30 Municipal schools in Mumbai to reach approximately 9000 children, especially in the slum pockets of Kurla in Mumbai.	The students belonging to the slum communities close to the NSE Group Exchange Plaza office live in unhygienic and cramped conditions, which makes them more vulnerable to infections and diseases. This becomes an increased concern in the COVID scenario, where personal hygiene norms are extremely crucial. The activities under the project such as creating functional WASH facilities in government schools, safe, clean and hygienic drinking water source at the school, regular sessions with students and teachers to ensure safe WASH practices and personal hygiene practices are followed.
72	Strengthening WASH in Municipal Schools of Ahmedabad	This recently commenced project aims to ensure usable WASH facilities in municipal 25 schools of Ahmedabad municipality impacting around 10,000 students and their families.	The project will undertake repair/retrofitting of sanitation facilities, such as handwashing stations, urinals, toilets, etc., as per indicators detailed in Swachh Bharat, Swachh Vidyalaya and behaviour change programmes in schools and the communities around the schools.
	ELER CARE		
73	Rashtriya Netra Yagna	This recently concluded project aimed to reduce reversible blindness and treat eye diseases for around 6000 poor elderly especially from rural areas in various locations.	The senior citizens were reached through a network of eye hospitals and other NGOs located in various parts of India to conduct eye health camps in rural areas and assist with the entire lifecycle of treatment from identification, facilitation of cataract surgery and post-surgery care for the elderly patients.
74	Shraddha: Towards Active and Healthy Ageing	The project aims at promoting active and healthy ageing among more than 20,000 elderly through self-help collectives in four blocks of four states: Ghatanji (Yavatmal, Maharashtra), Pochampalli (Yadari,	The project's primary focus is to improve the social, economic and health status of Project Prajwala- (WASH in KGBVs) the elderly population through the ESHGs model. The models involve a mixed approach, to augment the living standards of elders by involving them in

48

		Telangana), Kolaghat (Purbi Midnapore, West Bengal) and Basantpur (Supaul, Bihar).	livelihood activities, providing credit, ensuring social integration with other elders and youth through group interaction and also through village volunteer driven run clinics or Gram Chikitsa.
75	National Helpline for Senior Citizens (NHSC) with Ministry of Social Justice and Empowerment (MoSJE), Government of Telangana, National Institute of Social Defense (NISD) and other State Governments.	The recently commenced project aims to create an all India helpline 14567 for senior citizens across the nation that provides information, guidance, emotional support, and field intervention to elders in need and distress.	The project will support the Ministry of Social Justice and Empowerment (MoSJE) to roll out the response system across the States. For the same, a national level agency (NIA) has been created with MOSJE, National Institute for Social Defence, Govt. of Telangana, of which the NSE Foundation has been inducted as a member.
DISASTER RELIEF AND REHABILITATION			
76	Creating Disaster Resilient and Child Friendly Model Schools in Odisha	Cyclone Fani reached the State of Odisha on 3rd May 2019 that resulted in the destruction of public property and utilities. The project objectives included the repair of damaged schools as well as showcasing a model to create disaster-resilient child-friendly models in 9 schools in the Khorda district of Odisha affected by the cyclone. The project aims to cover 4,076 children, parents, and teachers.	Prototype designs have been developed for making disaster resilient and safe schools. Capacity building of various government officials, masons, builders and other stakeholders involved in construction has been undertaken. A manual on construction practices to create disaster-resilient schools in the context of Odisha has been developed in coordination with the Odisha State Disaster Management Authority (OSDMA) and IIT (B).
77	Enabling Drought Free Villages in Nandurbar	In early 2019, the district of Nandurbar was declared drought hit by the State Government due to low rainfall, water scarcity and falling agricultural productivity impacting the sustainability of communities. This project aims to improve water bodies and water conservation.	The state government undertook the massive Gaalmukta Dharan Gaalyukta Shivar (GDGS) Yojana- under the Jal Yukt Shivar Yojana programme, the GDGS scheme involves desilting of small dams/ water bodies with the aim of increasing water storage capacity and providing silt to the farmers to increase crop yield. The programme was run on a PPP model with the involvement of CSR, the local community and the government that bore the expenditure on the

			fuel required for excavation of silt from these water bodies. This de-silting encourages ground water recharge of nearby wells due to the percolation of water into the ground.
78	Public Health Recovery and Restoration in flood affected districts of Maharashtra	In 2019, the lower regions of Maharashtra received a large amount of rainfall which resulted in floods across 761 villages. Kolhapur and Sangli districts of Maharashtra were the worst affected. The project was implemented in ten villages across two districts of Kholapur and Sangli, to mitigate post-flood WASH risks.	Repair to damaged structures, addressing the gaps in water supply and community and school sanitation, construction of raised platforms for the water storage units, handwashing, masonry, storage tanks, UFW Purifiers, and online chlorination and plumbing works in 16 schools were completed and handed over to the Gram Panchayat. The orientation workshop on operations and maintenance was conducted for the end-users with the school management committee and Gram Panchayat in all 16 schools.
79	PPE KIT- Project-Enabling frontline workers for effective response to Covid-19 in Mumbai, Maharashtra	Personal protective equipment (PPE) supplied to government frontline and health workers of fever clinics and government hospitals to protect themselves.	COVID-19 is thought to be predominantly caused by contact or aerial droplet transmission of the virus., Therefore personal protective equipment (PPE) and other items form an important component of an overall system that protects doctors, health workers, sanitation workers and frontline staff who come in contact with the COVID-19 patients.
80	Supply of critical medical equipment to government hospitals, Mumbai	COVID-19, which not only affects the respiratory organs but in severe COVID-19 cases, uncontrolled immune response leading to multi-organ dysfunction.	NSE Foundation supplied critical medical equipment such as Ventilators, Dialysis Machine, Air-Seal, Smoke Evacuation System, Pneumo Clear, Hematology Analyzer, Digital Radiography to manage critically ill COVID-19 patients and to prevent transmission of the infection to healthcare providers who carry out emergency procedures and surgeries.
81	Assam Flood Response 2020 Restoration of WASH in Schools	The project looks to create child-friendly WASH facilities in 25 schools of Golaghat and Jorhat district	This programme aims to repair damaged water and sanitation structures, address the gaps in water supply and sanitation,

50

		of Assam affected by the severe flood of 2020. The project aims to cover 5000 children, parents and teachers.	promotion of hygiene practices with children and communities.
82	Technology Platform for Aarogya Setu Data Analytics to Ensure Speedy Response to COVID-19 by IIT Madras	IIT Madras had developed the Aarogya Setu Fusion Analytics software that integrates COVID-19 data from Arogya Setu users and Bluetooth tracing data, ICMR data, and Cova data.	The software analyses the collected data and provides insights on locations with a high number of infected patients, potential outbreak locations, tracking of COVID-19 positive persons, etc., to enable a quick response mechanism for the local health and municipal administrations, NGOs and other on-ground agencies.
83	Rebuilding Schools Affected by Nisarga Cyclone	Cyclone "Nisarga" that hit the Konkan coast in June 2020, damaged individual, community and school infrastructure. Rooftops were blown away and boundary walls gates, toilets were severely affected due to the storm. The project aims to restore and make the schools functional and child friendly by rebuilding/ repairing school infrastructure with adequate sanitation and water facilities in the selected ten primary schools of Guhagar Block, District of Ratnagiri impacting around 1,000 children.	This programme will undertake repair of damaged WASH structures, addressing the gaps in water supply and sanitation, promotion of hygiene practices as per the local need. Along with repair and construction, behaviour change sessions with children and communities has been undertaken.
84	Retrofitting of WASH and other Infrastructure in GAJA Cyclone Affected Schools	Tamil Nadu was hit by Cyclone Gaja in Nov. 2018. Interventions to restore toilet blocks, water points and other damaged structures in 30 government schools located in Thanjavur and Nagapattinam districts were part of this project.	The interventions involved repair and retrofitting of damaged WASH and school infrastructure such as toilet blocks, hand washing stations, compound wall, classroom windows, roof, etc., which has reached 10,702 students. Capacity building of kitchen staff, teachers and sanitation workers to ensure WASH standards and maintenance of the repaired structures was undertaken.
85	Supply of Medical Equipment to COVID-19 designated	To provide relief and support to the overburdened tertiary care	Based on requirements and urgent appeals from hospitals, local NGOs district

Government Hospitals Mumbai, Thane, Birbhum, Nandurbar And Ramanathapuram	centres during the COVID pandemic, critical medical equipment was supplied for respiratory support and monitoring to various government hospitals in Mumbai and Thane as well as the aspirational districts of Birbhum, Nandurbar and Ramanathapuram.	administration, oxygen concentrators and non-ICU ventilators were provided to reduce the burden on hospital and for better treatment.

2.   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 to 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 the contribution for charitable purposes from other entities. The CSR projects earlier undertaken by at a group level by NCL CSR were then assigned to be taken forward by NSE Foundation which has since then further expanded the number of projects implemented.

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

The impact monitoring of the programme is done at multiple levels.

•   Monthly and quarterly review meetings in many of the projects with the government are undertaken at the district and secretariat levels for ongoing and continuous evaluation of projects.

•   Secondly, the projects are monitored every quarter for programmatic and financial progress by independent agencies appointed for the purpose with experience and skills in the development sector. Impact of the activities is measured by a 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 and desk reviews.

•   Thirdly, at the conclusion of the project, an independent third-party impact assessment of the project is conducted through agencies with expertise in impact and evaluation reports.

In addition to the above controls, the SOI with the District Collectorate ensures the involvement of the relevant department in the programmes. Moreover, there are monthly

52

meetings chaired by the Collector where a review of the programme with the targets and achievements is presented and any shortfall or fast tracking of programmes are addressed.

4.   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:

NSEIL and many of its subsidiaries are covered under the purview of Section 135 of the Companies Act 2013 and hence it needs to spend 2% of its average net profit for identified CSR purposes. However, contribution to CSR by some of these Companies as required under the Section 135 will be negligible. Moreover, there would be effort duplication if each individual Company within the group undertakes CSR activities on its own and there would be difficulties in scaling up these activities. Therefore, it was decided by the Boards of the respective Companies in NSE Group that CSR efforts for the Group be undertaken commonly and the actual spend be allocated to the respective Companies in proportion to their legal obligation.

Therefore, a common CSR function for NSE and its subsidiaries was created under NSE as a group resource and the actual CSR spend is proportionately allocated to the respective Companies. However, the CSR Committees for these Companies which monitor the spend are separate. A common CSR policy has been prepared and approved by CSR Committees and Boards of the respective companies.

With the rapid increase in the number of CSR projects and geographies, it was felt that a separate and focused entity in the form of a Section 8 Company could be established to create a measurable impact and enter into collaborations with on ground implementation partners for scale up of programmes. Accordingly, NSE Foundation was incorporated as a company under Section 8 of the Companies Act, 2013 on 5th March 2018 for which wholly committed but previous years unspent CSR funds have been transferred to NSE Foundation. Effective April 1, 2018, CSR projects of the NSE group including the Company are being implemented by the NSE Foundation. Furthermore, during the year 2020-21, the amount required to be spent (two percent of average net profit of the company as per section 135(5)) to implement the Corporate Social Responsibility Policy of the Company in the manner laid down in sub-section (5) of Section 135 of the Companies Act 2013 is Rs.5.06 Crores, being the CSR budget that was spent on various approved CSR activities under the focus areas as outlined in the CSR policy of the Company.

Sl. No	Name of the Project	Item from the list of activities in Schedule VII to the Act.	Local area (Yes/No)	Location of the Project		Project duration	Amount allocated for the project (in Rs.)	Amount Spent in the current financial Year (in Rs.)
				State	District.			
1	EQUIP Thirupullani Project (Education Quality Improvement Project)	Primary Education	No	Tamil Nadu	Ramanathapuram	3	46,67,645	8,42,792
2	Project EQUIP (Education QUality Improvement Project)	Primary Education	No	Tamil Nadu	Ramanathapuram	3	63,73,749	14,97,994
3	Serving and Enriching Education to Under-privileged Tribal Children in Talode Block of Nandurbar District	Primary Education	No	Maharashtra	Nandurbar	3	34,76,591	12,17,386
4	School Health Program	Sanitation and Safe Drinking Water	Yes	Maharashtra	Mumbai	2	24,14,299	4,24,326
5	"Gram Samrudhi'- Community Led Climate Smart Initiatives, to Safeguard Local Livelihood and Environment at Dhadgaon and Akkalkuva, tribal blocks in Nandurbar district of Maharashtra	Environmental sustainability	No	Maharashtra	Nandurbar	3	80,47,663	21,27,014
6	Project Prajwala - Education in KGBVs	Primary Education	No	Rajasthan	All District	3	95,12,338	16,31,627
7	Project Prajwala - Education in KGBVs	Primary Education	No	Madhya Pradesh	All District	3	1,18,78,351	42,99,832
8	An initiative to support healthy ageing in the rural communities	Elder Care	No	Rajasthan	Karauli	3	48,28,598	4,76,288
9	Project Prajwala -Swachh Balika, Swachh Vidyalaya: Validating Scalable Models for WASH in Schools	Sanitation and Safe Drinking Water	No	Rajasthan	All District	3	72,77,858	6,08,761
10	Strengthening Wash In Municipal Schools Of Ahmedabad	Primary Education & WASH Int	Yes	Gujarat	Ahmedabad	3	69,37,086	1,51,735
11	"Ankuram" Foundational Learning Enhancement in Primary Grades [I-V] in Government Schools in Todabhim block of Karauli district Rajasthan	Primary Education	No	Rajasthan	Karauli	3	72,42,897	3,44,923
12	Foundational Learning Enhancement In Primary Grades [I-V] In Government Schools In Hindaun Block Of Karauli District Rajasthan	Primary Education	No	Rajasthan	Karauli	3	61,16,224	10,46,204
13	Empower Women and Girls - for improving Maternal, Child and Adolescent Health and Nutrition	Health and Nutrition	No	Rajasthan	Karauli	3	74,03,850	-
14	Suswasthya Strengthening health and nutrition services for women, children and adolescents in Khoyrasol Block of Birbhum and upscaling the best practices in other 18 blocks through capacity building and advocacy	Health and Nutrition	No	West Bengal	Birbhum	3	64,38,131	2,89,796
15	Project Alokito Shoishab (Enlightened Childhood)	Primary Education	No	West Bengal	Birbhum	3	36,05,675	5,98,042
16	Atikrānta-An initiative towards transformation	Primary Education & WASH Int	Yes	West Bengal	Kolkata	3	69,20,990	5,40,050
17	Project 'Vidya'	Primary Education	No	Maharashtra	Nandurbar	3	56,33,364	9,19,949
18	JALDHARA: Integrated Water, Sanitation and Hygiene (WASH) interventions in Nandurbar, Maharashtra	Sanitation and Safe Drinking Water	No	Maharashtra	Nandurbar	3	69,37,086	9,64,706
19	Pilot Initiative on Comprehensive Elderly Care Programme in Nandurbar district by operationalising the National Programme for Health Care of Elderly (NPHCE) scheme of the Government.	Elder Care	No	Maharashtra	Nandurbar	2	17,70,486	1,81,826
20	SCORE [Sustainable Conservation of Water Resources Through Enabling] Community-led Development	Environmental sustainability	No	Tamil Nadu	Ramanathapuram	3	48,28,598	20,25,164

Sl. No	Name of the Project	Item from the list of activities in Schedule VII to the Act.	Local area (Yes/No)	Location of the Project		Project duration	Amount allocated for the project (in Rs.)	Amount Spent in the current financial Year (in Rs.)
				State	District.			
21	Creating Enablers For Odf Sustainability	Sanitation and Safe Drinking Water	No	Maharashtra	Nandurbar	3	51,82,695	8,58,042
22	Project for ODF sustainability in Nandurbar	Sanitation and Safe Drinking Water	No	Maharashtra	Nandurbar	3	56,17,269	17,88,892
23	"Promoting Sustainability of WASH facilities and child centered governance in the Schools of Rameswaram"	Sanitation and Safe Drinking Water	No	Tamil Nadu	Ramanathapuram	2	23,82,108	5,53,857
24	Sustainable Community ODF Program at Ramanathapuram Block, Ramnathapuram District, Tamil Nadu.	Sanitation and Safe Drinking Water	No	Tamil Nadu	Ramanathapuram	3	59,55,271	26,49,899
25	Sustainable Community ODF Program in Mandapam Block, Ramanathapuram District, Tamil Nadu.	Sanitation and Safe Drinking Water	No	Tamil Nadu	Ramanathapuram	3	51,02,219	18,38,468
26	Building Water Security for Green Rameswaram	Sanitation and Safe Drinking Water	No	Tamil Nadu	Ramanathapuram	2	24,46,490	10,78,579
27	"Water, Agriculture and Food Security (WAFS) Project" in Bogalur and Mudukulathur Blocks of Ramanathapuram District	Environmental sustainability	No	Tamil Nadu	Ramanathapuram	4 (w.e.f. 24/06/2020)	1,19,58,828	17,41,079
28	Shraddha – Towards Active And Healthy Ageing	Elder Care	No	Maharashtra, Telangana, West Bengal & Bihar	Yavatmal, Nalgonda, Purbi Midnapore & Supaul	5 (w.e.f. 19/12/2016)	88,68,525	11,52,974
29	Aalambana – Towards Active and Healthy Ageing	Elder Care	No	West Bengal, TamilNadu & Rajasthan	Birbhum, Ramanathapuram & Karauli	4 (w.e.f. 28/02/2018)	2,19,05,740	62,53,745
30	Girl child educate programme	Primary Education	No	West Bengal	Purulia and Bankura	5 (w.e.f. 19/12/2016)	89,32,906	12,54,656
31	Technology Support to combat COVID- 19 Pandemic	Disaster Relief and Rehabilitation	Yes	Tamil Nadu	Chennai	1	4,82,860	4,82,860
32	NSE Foundation-Impact India Foundation's (IIF) Lifeline Express - Hospital on Train project.	Health and Nutrition	No	West Bengal	Birbhum	1	24,14,299	2,22,639
33	Project Samarthya: Elderly Care programme(55 Years+) in Nandurbar district, Maharashtra	Elder Care	No	Maharashtra	Nandurbar	3	72,42,897	14,54,299
34	Bhu-Jal Dhaara (A Livelihood Improvement Project Through Integrated Watershed Development)	Environmental sustainability	No	Rajasthan	Karauli	4 (w.e.f. 24/06/2020)	80,47,663	-
35	Project Prajwala- Wash Compliant KGBVs (MP)	Sanitation and Safe Drinking Water	No	Madhya Pradesh	All District	3	1,02,87,684	43,74,315
36	Nse Foundation Block Educational Transformation Karauli B E T Karauli Project Gyanodaya	Primary Education	No	Rajasthan	Karauli	3	72,42,897	7,50,024
37	Skill Mitra And Udyog Mitra Model For Livelihood In Two Blocks Of Ramanathapuram (Tamilnadu)	Skill Development and Entrepreneurship	No	Tamil Nadu	Ramanathapuram	3	67,60,037	11,50,355
38	"Samrakshana: Building Resilience among the Senior Citizens in Green Rameswaram"	Elder Care	No	Tamil Nadu	Ramanathapuram	3	50,70,028	4,01,075
39	Creating And Enabling A Learning Environment For Academic Excellence	Primary Education	Yes	New Delhi	New Delhi	3	40,23,832	8,72,753
40	PROJECT- STUDENT TEACHER EMPOWERMENT PROGRAM (STEP) PLUS	Primary Education	No	Tamil Nadu	Ramanathapuram	3	65,66,893	12,79,387

Sl. No	Name of the Project	Item from the list of activities in Schedule VII to the Act.	Local area (Yes/No)	Location of the Project		Project duration	Amount allocated for the project (in Rs.)	Amount Spent in the current financial Year (in Rs.)
				State	District.			
41	Project Supply Of Medical Equipment To Government Hospitals	Disaster Relief and Rehabilitation	No	Maharashtra, West Bengal & TamilNadu	Mumbai & Thane, Nandurbar, Birbhum, Ramanathapuram	1	27,36,206	24,36,940
42	National Initiative For Skill Training On Dementia And Mental Health For Caregivers Of Older Persons (Nist-Demcope)	Skill Development and Entrepreneurship	No	Tamil Nadu	Ramanathapuram	1	24,14,299	11,77,908
43	Assam Flood Response 2020 Restoration of WASH in Schools	Disaster Relief and Rehabilitation	No	Assam	Jorhat and Golaghat	1	32,19,065	13,35,373
44	To provide sustainable livelihood by way of providing construction Skill training and employment / self-employment for Rural Youth from Nandurbar, Maharashtra.	Skill Development and Entrepreneurship	No	Maharashtra	Nandurbar	3	16,25,628	4,37,253
45	Improving language and numeracy skills of 8,139 children in primary and upper primary schools of Mandrail block in Karauli district of Rajasthan State	Primary Education	No	Rajasthan	Karauli	3	39,75,546	13,21,716
46	Making Mandrail Block of Karauli district as Open Defecation Free Sustainable Block through School, AWC and Community centered WASH interventions	Sanitation and Safe Drinking Water	No	Rajasthan	Karauli	3	41,20,404	4,22,890
47	Improving Language and Numeracy skills in Primary schools of Sapotra Block in Karauli District of Rajasthan State.	Primary Education	No	Rajasthan	Karauli	3	46,46,238	16,71,235
48	Working towards making Sapotra Block of Karauli district Open Defecation Free through Community and School based WASH interventions.	Sanitation and Safe Drinking Water	No	Rajasthan	Karauli	3	50,21,742	6,66,338
49	The project interventions in Chennai will be titled "NSE Foundation Urban Learning Improvement Program"	Primary Education	Yes	Tamil Nadu	Chennai	3	39,91,641	96,803
50	Creating a Learning Culture	Primary Education	Yes	Maharashtra	Mumbai	3	45,06,691	8,55,773
51	Anupad	Primary Education	No	Maharashtra	Nashik	3	81,60,331	1,89,405
52	Enabling Frontline workers for effective response to Covid-19 through provision of PPE kits and BCC activities in Mumbai, Maharashtra	Disaster Relief and Rehabilitation	Yes	Maharashtra	Mumbai	1	36,53,639	34,57,368
53	Nse Foundation Covid Response- Through Supply Of Medical Equipment To JJ Group Of Hospitals	Health and Nutrition	Yes	Maharashtra	Mumbai	1	64,38,131	55,62,972
54	Rehli Shiksha Pahal Program (RSPP)	Primary Education	No	Madhya Pradesh	Sagar	5 (w.e.f. 19/12/2016)	49,09,075	5,54,442
55	Sustainable Environment & Livelihoods through Soil & Water Conservation and Improving Soil Health.	Environmental sustainability	No	Rajasthan	Karauli	3	94,47,957	46,24,789
56	Sahaj Path: Bridging Learning gaps of students in government primary schools of Dubrajpur block of Birbhum district, West Bengal	Primary Education	No	West Bengal	Birbhum	3	62,77,177	18,63,419
57	Akshara: Learning Centers for Primary Children in Rameswaram	Primary Education	No	Tamil Nadu	Ramanathapuram	3	20,11,916	2,26,019
58	National Helpline for Senior Citizens (NHSC) with the Ministry of Social Justice and Empowerment (MoSJE), Government of Telangana, National Institute of Social Defence (NISD) and other State Governments.	Elder Care	No	17 states in pahse-I	All District	1	22,85,536	6,72,684
59	Rebuilding Schools Affected by Nisarga Cyclone	Disaster Relief and Rehabilitation	No	Maharashtra	Ratnagiri	1	22,53,346	4,82,377
60	ShikshaDeep Prakalpa	Primary Education	No	West Bengal	Birbhum	3	47,15,931	6,87,895

56

Sl. No	Name of the Project	Item from the list of activities in Schedule VII to the Act.	Local area (Yes/No)	Location of the Project		Project duration	Amount allocated for the project (in Rs.)	Amount Spent in the current financial Year (in Rs.)
				State	District.			
61	Promotion of Tiruppullani as Swachh and Swasth Block.	Sanitation and Safe Drinking Water	No	Tamil Nadu	Ramanathapuram	3	72,42,897	23,97,490
62	Promotion Of Swachh And Swasth Hindaun Block Of Karauli District In Rajasthan	Sanitation and Safe Drinking Water	No	Rajasthan	Karauli	3	72,42,897	17,71,973
63	Wash Scale Up Initiative Swaccho - Nirapad Parivesh (Clean And Safe Environment)	Sanitation and Safe Drinking Water	No	West Bengal	Birbhum	3	66,47,370	19,17,130
64	Swaccho – Nirapad Parivesh (Clean and Safe Environment),	Sanitation and Safe Drinking Water	No	West Bengal	Birbhum	3	41,36,499	16,78,453
65	Everyone Forever - Water Services and Systems Strengthening: Rajnagar and Khoyrasol Blocks of Birbhum District in West Bengal	Sanitation and Safe Drinking Water	No	West Bengal	Birbhum	3	85,30,523	19,01,791
66	Project Shiksha Setu	Primary Education	No	Maharashtra	Nandurbar	3	78,70,615	4,78,542
67	'Disha'- Sustainable livelihood by way of providing Skill training and employment / self-employment for Rural Elderly Men and Women from Birbhum, West Bengal.	Elder Care	No	West Bengal	Birbhum	2	49,57,361	22,40,931
68	JAL SAMARTHYA- TECHNICAL ASSISTANCE FOR IMPLEMENTING VILLAGE WATER SAFETY AND SECURITY (VWSS) IN SELECTED VILLAGES FROM MANDRAIL AND SAPOTRA BLOCKS OF KARAULI DISTRICT RAJASTHAN AND ITS MAINSTREAMING IN JAL JEEVAN MISSION	Sanitation and Safe Drinking Water	No	Rajasthan	Karauli	2	67,60,037	29,96,943
69	Ensuring sustainable drinking water safety and security in the identified schools and habitations in Nandurbar and Navapur blocks of Nandurbar district	Sanitation and Safe Drinking Water	No	Maharashtra	Nandurbar	2	49,57,361	12,73,954
70	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	No	Maharashtra	Nandurbar	3	1,77,04,859	-
71	HEALTHCARE ACCESS TO GERIATRIC POPULATION THROUGH TECHNOLOGY	Elder Care		Tamil Nadu & Maharashtra	Ramanathapuram & Nandurbar	3	1,11,37,966	4,82,860
72	DRINKING WATER KIOSKS WITH FLUORIDE AND DESALINITY REMEDIATION	Sanitation and Safe Drinking Water	No	Tamil Nadu & West Bengal	Ramanathapuram & Birbhum	2	75,96,994	17,29,925
73	Capacity Building of Ashramshala staff and TDD officials on WASH	Sanitation and Safe Drinking Water	No	Maharashtra	Nashik	1	3,97,555	1,56,125
74	Solid and Liquid Waste Management strategy and implementation for Nandurbar district in coordination with the district administration	Sanitation and Safe Drinking Water	No	Maharashtra	Nandurbar	2	48,28,598	-
75	Rehabilitation of 30 Government Schools affected by Gaja Cyclone at Nagapattinam District and Thanjavur District, Tamil Nadu	Disaster Relief and Rehabilitation	No	Tamil Nadu	Nagapattinam & Tanjore	1	20,92,392	1,04,620
76	Serving and Enriching Education to Under-privileged Urban Children in Bhiwandi-Nizampur and Malegaon	Primary Education	No	Maharashtra	Thane & Nashik	3	51,65,657	7,10,008
77	Project Learning Orbit for Village Excellence in partnership	Primary Education	No	Rajasthan	Udaipur	3	39,75,546	8,77,495
78	Student Teacher Empowerment Program	Primary Education	No	Madhya Pradesh	Sheopur	3	42,41,923	4,34,859
79	Educate Girls Program	Primary Education	No	Rajasthan	Ajmer	3	60,35,747	-
80	Orientation of the Principals of the Adarsh Schools	Primary Education	No	Rajasthan	Jaipur	3	56,33,364	-

Sl. No	Name of the Project	Item from the list of activities in Schedule VII to the Act.	Local area (Yes/No)	Location of the Project		Project duration	Amount allocated for the project (in Rs.)	Amount Spent in the current financial Year (in Rs.)
				State	District.			
81	Promoting WASH Compliant Ashramshala, Maharashtra	Sanitation and Safe Drinking Water	No	Maharashtra	Nashik	3	1,92,17,820	6,55,153
82	Swachh Vidyalaya, Swachh Aadat	Sanitation and Safe Drinking Water	No	Jharkhand	Dumka and Pakur	3	43,94,024	-
83	Creating Disaster Resilient and Child Friendly Model Schools in Odisha	Disaster Relief and Rehabilitation	No	Odisha	Puri	1	26,87,920	-
84	Public Health Recovery and Restoration (including Drinking Water and Sanitation) in Disaster (Flood) Affected Districts of Maharashtra (Technical collaboration with UNICEF)	Disaster Relief and Rehabilitation	No	Maharashtra	Kolhapur & Sangli	1	27,04,015	4,75,778
85	Enhancing post-disaster Re-Habilitation and Recovery through Provision of Safe Water in Kerala	Disaster Relief and Rehabilitation	No	Kerala	Allapuzha and Thrissur	1	29,93,731	90,018
86	Enhancing post-disaster Re-Habilitation and Recovery through Provision of Safe Water in Kerala	Sanitation and Safe Drinking Water	No	Kerala	Idukki	3	25,75,252	-
87	Enabling Drought Free Villages through Integrated & Participatory Watershed Management in Nandurbar, Maharashtra	Disaster Relief and Rehabilitation	No	Maharashtra	Nandurbar	1	1,20,71,495	-
88	Rashtriya Netra Yagna	Elder Care	No	11 state	22 District	1	19,31,439	-
89	Nation Supports Elderly	Elder Care	No	Jharkhand	Khunti	1	8,04,123	51,725
90	CSR Focus Group*	Various Activities*	Yes				-	1,35,201
91	PME**	Project Monitoring					-	25,26,594
	Total						52,17,49,095	10,41,77,473

*Activities undertaken by NSE CSR Focus Group covers Blood Donation Camps, Flood Relief, Cyclone Relief, Food Distribution to Migrant Workers during the COVID Pandemic, NGO Melas, Environment Awareness, Employee Engagement for CSR projects of the Company, etc.

**Project Monitoring and Evaluation Agency for conducting programmatic evaluation, monitoring and audit so as to ensure achievement of defined indicators of the projects.

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. The difference between the CSR obligation for FY 20-21 of Rs.5.06 Cr and the allocated spend of Rs.10.76 Cr to the Company, is due to the unspent amounts of previous years which were transferred to NSE Foundation at the time of its incorporation.

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

All NSE Group CSR programmes are aligned to government initiatives/ national programmes/ progress indicators like the education programmes complement the Sarva Shiksha Abhiyan and Right to Education initiatives to promote universal and quality education for all children. The water and sanitation programmes fall under the Swachh Bharat Swachh Vidyalaya initiative which promotes WASH in schools under the larger Swachh Bharat Abhiyan and community-based programmes are aligned to the Jal Shakti Abhiyan, Swachh Bharat Mission-1 & 2 and Jal Jeevan Mission. Further, the elder care programmes link the marginalized senior citizens to government schemes like the National Pension scheme, National Rural Livelihoods Mission, etc.

There are district transformation projects being undertaken that are in alignment with NITI Aayog's efforts for Aspirational districts. The locations selected for the projects are some of the most challenging districts namely, Karauli (Rajasthan), Nandurbar (Maharashtra), Ramanathapuram (Tamil Nadu) and Birbhum (West Bengal). The programmes implemented in these districts take into account measurement of progress through the NITI Aayog indicators apart from other indicators, such as:

- Education Indicators: Net Enrolment Ratio (NER) at the elementary level, Retention rate at primary level, the Transition rate from primary to upper-primary level, Language score/performance in class 3, Mathematics score/performance in class 3, % of children in Class 1 and 2 covered under supplementary early grade literacy and mathematics program to develop foundational literacy and numeracy skills

- Sanitation and Safe Drinking Water Indicators: Percent of schools with functional girls toilets, Percent of schools with functional drinking water facilities, Percent of households with Individual Household latrines, Percentage of HHs with Individual Household Latrines (functional), Percentage of rural habitations with access to adequate quantity of potable water

Further, NSE Group CSR going one step ahead, included the vision of the United Nations Sustainable Development Goals (UN-SDGs) in many of its programmes. NSE Group CSR has focused on SDG-3: Good Health and Wellbeing; SDG- 4: Quality Education, SDG-6: Clean Water and Sanitation, SDG-8: Decent Work and Economic Growth and SDG-11: Sustainable Cities and Communities; SDG-13: Climate Action; SDG-17: Partnerships for the Goals through its programmes to create a positive change.

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 the end of the 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 Customer Satisfaction Survey (CSS) is conducted with members of NSE & its group companies. The study is conducted to measure, track and benchmark the performance of NSE and its group companies for various functional attributes and its processes to determine the key drivers of satisfaction among customers. The study also gives insight about the strengths and areas of improvement. The study is conducted by KANTAR, one

59

of the most renowned research agency internationally. The survey for 2020-21 has been completed by KANTAR in Feb 2021 & the CSS score for NCL is 84 out of 100. However, steps are being taken to improve the score further in the near future.

We believe in delivering best services to our customers as they are the cornerstone of our business. We recognize their specific needs and cater to them promptly. NSE has Customer Responsibility policy which is applicable to NCL, which demonstrates the company commitment towards customer welfare and transparent disclosure of information. We have rigorous systems, procedure and review mechanisms to identify and comply with the laws and regulation concerning marketing communications. NSE has a Code of Advertisement which is applicable to NCL, which ensures ethical branding and advertisement. The Clearing members of the Clearing Corporation while issuing advertisements in the media have to comply with the Code for Advertisements.

The Company maintains complete transparency with all our customers regarding all our services, risks involved, terms and conditions and related information.