

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L75100MH1929PLC001530
2. Name of the Listed Entity	Reliance Infrastructure Limited
3. Year of incorporation	1929
4. Registered office address	Reliance Centre, Ground Floor, 19, Walchand Hirachand Marg, Ballard Estate, Mumbai 400 001
5. Corporate address	Reliance Centre, Ground Floor, 19, Walchand Hirachand Marg, Ballard Estate, Mumbai 400 001
6. E-mail	rinfra.investor@reliancegroupindia.com
7. Telephone	+91 22 4303 1000
8. Website	www.rinfra.com
9. Financial year for which reporting is being done	2024-25
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11. Paid-up Capital	₹ 396.13 crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Shri Paresh Rathod Company Secretary & Compliance Officer +91 22 4303 1000 rinfra.investor@reliancegroupindia.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	On a Consolidated Basis
14. Name of assurance provider	Not Applicable
15. Type of Assurance Provider	Not Applicable

II. Products / services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Power Distribution Business	Electric Power Generation, transmission and Distribution	93.68%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Power Distribution Business	35109	93.68%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	2	391	393
International	-	-	-

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	7
International (No. of Countries)	1

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

1.04%

c. A brief on types of customers:

The Delhi Power Distribution Companies i.e. BSES Rajdhani Power Limited (BRPL) and BSES Yamuna Power Limited (BYPL) cater to over 52.37 lakh customers in Delhi which include domestic, commercial, industrial, agricultural and public utilities sectors.

The weekday ridership in the Mumbai Metro Line-1 has reached nearly 500,000 passengers per day, making it the busiest metro line in India. The newly operational Metro lines - Line 2A (Dahisar East to D.N. Nagar, Andheri West) and Line 7 (Dahisar East to Gundavali, Andheri East near Western Express Highway Station) - along with the upcoming Line 3 (SEEPZ to Cuffe Parade), which connect with Mumbai Metro Line-1 at Marol Naka, have significantly boosted the ridership of Mumbai Metro Line-1.

There are 14 toll plazas operating in 7 toll roads of the Company serving with an average of daily traffic of 2.71 lakh vehicles and an average toll collection of 2.62 crore per day. Our customers are the regular and non-regular users of the stretch between Pune and Satara (140.35 km), Gurgaon to Faridabad & Ballabhgarh to Sohna (66.185 Km), Dindigul & Samayanallore (53.32 Km), Salem & Ulundurpet (136.36 Km), Trichy & Karur(63.55 Km), Trichy & Dindigul (88.6 Km), Namakkal & Karur(41.375 Km) who drive vehicles of types Car, Light Commercial Vehicle, Buses, Truck (3 Axle), Multi-Axle Vehicles.

The Company's E&C Projects are carried out for various Government and Semi Government agencies like National Highway Authority of India (NHAI), Nuclear Power Corporation of India Limited (NPCIL), Maharashtra State Road Development Corporation (MSRDC) etc.

IV. Employees

20. Details as at the end of financial year

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	4,595	4,108	89.40	487	10.60
2.	Other than Permanent (E)	1,021	876	85.80	145	14.20
3.	Total employees (D + E)	5,616	4,984	88.75	632	11.25
Workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	14,800	14,185	95.84	615	4.16
6.	Total workers (F + G)	14,800	14,185	95.84	615	4.16

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently Abled Employees						
1.	Permanent (D)	19	14	73.68	5	26.32
2.	Other than Permanent (E)	1	1	100.00	-	0.00
3.	Total differently abled employees (D + E)	20	15	75.00	5	25.00
Differently Abled Workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	30	27	90.00	3	10.00
6.	Total differently abled workers (F + G)	30	27	90.00	3	10.00

21. Participation/Inclusion/Representation of women

	Total(A)	No. and percentage of Females	
		Number (B)	%(B/A)
Board of Directors	6	2	33.33
Key Management Personnel	2	-	-

Note: The data pertains to the Board and KMPs of the Listed Entity only.

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

Category	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8.76	9.24	8.81	7.94	7.64	7.91	7.76	6.92	7.69
Permanent Workers	-	-	-	-	-	-	-	-	-

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. (a) Names of holding / subsidiary / associate companies / joint ventures.**

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Reliance Airport Developers Limited	Subsidiary	65.21	Yes
2	Nanded Airport Limited	Subsidiary	74.26	Yes
3	Baramati Airport Limited	Subsidiary	74.26	Yes
4	Latur Airport Limited	Subsidiary	74.26	Yes
5	Yavatmal Airport Limited	Subsidiary	74.26	Yes
6	Osmanabad Airport Limited	Subsidiary	74.26	Yes
7	Reliance Power Transmission Limited	Subsidiary	100	No
8	Talcher II Transmission Company Limited	Subsidiary	100	No
9	North Karanpura Transmission Company Limited	Subsidiary	100	No
10	DS Toll Road Limited	Subsidiary	100	Yes
11	NK Toll Road Limited	Subsidiary	100	Yes
12	GF Toll Road Private Limited	Subsidiary	100	Yes
13	PS Toll Road Private Limited	Subsidiary	100	Yes
14	KM Toll Road Private Limited	Subsidiary	100	Yes
15	HK Toll Road Private Limited	Subsidiary	100	Yes
16	SU Toll Road Private Limited	Subsidiary	100	Yes
17	TD Toll Road Private Limited	Subsidiary	100	Yes
18	TK Toll Road Private Limited	Subsidiary	100	Yes
19	JR Toll Road Private Limited	Subsidiary	100	Yes
20	Reliance Defence Limited	Subsidiary	100	No

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
21	Reliance Defence Systems Private Limited	Subsidiary	100	No
22	Reliance SED Limited	Subsidiary	74	No
23	Reliance Propulsion Systems Limited	Subsidiary	100	No
24	Reliance Defence Systems and Tech Limited	Subsidiary	100	No
25	Reliance Defence Infrastructure Limited	Subsidiary	100	No
26	Reliance Land Systems Limited	Subsidiary	100	No
27	Reliance Naval Systems Limited	Subsidiary	100	No
28	Reliance Unmanned Systems Limited	Subsidiary	100	No
29	Reliance Aerostructure Limited	Subsidiary	100	No
30	Reliance Helicopters Limited	Subsidiary	100	No
31	Dassault Reliance Aerospace Limited	Subsidiary	51	Yes
32	Jai Ammunition Limited	Subsidiary	100	No
33	Jai Armaments Limited	Subsidiary	100	No
34	Reliance Velocity Limited	Subsidiary	100	No
35	Thales Reliance Defence Systems Limited	Subsidiary	51	Yes
36	Reliance Global Limited	Subsidiary	100	No
37	Reliance Energy Limited	Subsidiary	100	No
38	Reliance Energy Trading Limited	Subsidiary	100	No
39	CBD Tower Private Limited	Subsidiary	89	No
40	Neom Smart Technology Private Limited	Subsidiary	100	No
41	BSES Rajdhani Power Limited	Subsidiary	51	Yes
42	BSES Yamuna Power Limited	Subsidiary	51	Yes
43	BSES Kerala Power Limited	Subsidiary	100	No
44	Mumbai Metro One Private Limited	Subsidiary	74	Yes
45	Delhi Airport Metro Express Private Limited	Subsidiary	99.95	No
46	Mumbai Metro Transport Private Limited	Subsidiary	48	No
47	Tamil Nadu Industries Captive Power Company Limited	Subsidiary	33.70	No
48	Reliance EV Private Limited (w.e.f June 6, 2024)	Subsidiary	100	Yes
49	Reliance Jai Auto Private Limited (w.e.f June 3, 2024)	Subsidiary	100	No
50	Reliance Unlimit Private Limited (w.e. f. May 31, 2024)	Subsidiary	100	
51	Reliance Risee Private Limited (w.e.f June 3, 2024)	Subsidiary	100	No
52	Reliance Jai Private Limited (w.e.f May 31, 2024)	Subsidiary	100	No
53	Reliance Jai Properties Private Limited (w.e.f. August 12, 2024)	Subsidiary	100	No
54	Reliance Jai Realty Private Limited (w.e.f. August 12, 2024)	Subsidiary	100	No
55	Reliance Clean EV Private Limited (w.e.f November 20, 2024)	Subsidiary	100	No
56	Reliance Perfect EV Private Limited (w.e.f November 28, 2024)	Subsidiary	100	No
57	Reliance Pure EV Private Limited (w.e.f November 29, 2024)	Subsidiary	100	No
58	Reliance Battery GreenTech Private Limited (Formerly Reliance EV Go Private Limited) (w.e.f December 5, 2024, 2024)	Subsidiary	100	Yes
59	Reliance CleanTech Mobility Private Limited (w.e.f January 07, 2025)	Subsidiary	100	No
60	Reliance Renewable Constructors Private Limited (w.e.f January 07, 2025)	Subsidiary	100	Yes
61	Reliance LovE Private Limited (w.e.f January 07, 2025)	Subsidiary	100	No

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
62	Reliance Green Innovation Private Limited (w.e.f January 07, 2025)	Subsidiary	100	No
63	Reliance MoEVing Private Limited (w.e.f January 10, 2025)	Subsidiary	100	No
64	Reliance GreenTech Mobility Private Limited (w.e.f January 10, 2025)	Subsidiary	100	No
65	Reliance Zetta Solar Private Limited (w.e.f January 20, 2025)	Subsidiary	100	Yes
66	Reliance Zetta SolarTech Private Limited (w.e.f January 20, 2025)	Subsidiary	100	Yes
67	Reliance Green Glide Private Limited (w.e.f January 21, 2025)	Subsidiary	100	No
68	Reliance Neo Energies Private Limited (Formerly known as "Reliance Geothermal Power Private Limited")	Associate	25	No
69	Gulfoss Enterprises Private Limited	Associate	50.01	No
70	Metro One Operation Private Limited	Associate	30	No
71	Reliance Power Limited	Associate	23.18	No
72	Utility Powertech Limited	Joint venture	50	Yes
73	Reliance Enterprises Private Limited (w.e.f. October 01, 2024)	Associate	50	Yes
74	Reliance Cement Corporation Private Limited (upto July 27, 2024)	Subsidiary	100	No
75	Reliance E-Generation and Management Pvt Ltd (upto July 1, 2024)	Subsidiary	100	No
76	Reliance Smart Cities Limited (upto July 15, 2024)	Subsidiary	100	No
77	Reliance Property Developers Private Limited (upto July 15, 2024)	Subsidiary	100	No
78	Reliance Cruise and Terminals Limited (upto June 29, 2024)	Subsidiary	100	No
79	Reliance Aero Systems Private Limited (upto July 27, 2024)	Subsidiary	100	No
80	Reliance Defence and Aerospace Private Limited (upto June 26, 2024)	Subsidiary	100	No
81	RPL Photon Private Limited (upto June 26, 2024)	Associate	50	No
82	RPL Sun Power Private Limited (upto June 26, 2024)	Associate	50	No
83	RPL Sun Technique Private Limited (upto June 26, 2024)	Associate	50	No
84	Reliance Defence Technologies Private Limited (upto January 22, 2025)	Subsidiary	100	No

VI. CSR Details

24. (i). Whether CSR is applicable as per section 135 of Companies Act, 2013:

Yes. However, due to losses incurred in the previous financial years, there was no requirement for spending any amount towards CSR for the financial year 2024-25. At the group level, the Company has carried out a number of CSR Initiatives. The details of the CSR Interventions carried out by the group are provided in the Management Discussion and Analysis Report forming part of this Annual Report.

(ii) **Turnover (in ₹):** 354.48 crore

(iii) **Net worth (in ₹):** 5,315.29 crore

Note: The turnover and net worth are on standalone basis.

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes / No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25 Current financial year			FY 2023-24 Previous financial year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes https://mmo.reliancemumbaimetro.com/crm	-	-	-	-	-	-
Investors (other than shareholders)	Yes Please refer to the Investor Relations section of the Annual Report and also on the website of the Company at www.rinfra.com	-	-	-	-	-	-
Shareholders	Yes The details of shareholder grievance redressal mechanism are provided in the Investor Information section of the Annual Report and also on the website of the Company www.rinfra.com and the website of the Registrar & Transfer Agent (RTA) www.kfintech.com	-	-	-	-	-	-
Employees and workers	Yes Please refer Question 5 under Principle 5 Whistle Blower Mechanism https://www.rinfra.com/documents/1142822/13196396/Whistle_Blower_Policy_Vigil_Mechanism.pdf	-	-	-	-	-	-
Customers	Yes Please refer Principle 9 (Link: https://www.rinfra.com/documents/1142822/11880083/BRSR_Policy.pdf)	-	-	-	-	-	-
Value Chain Partners	No	-	-	-	-	-	-
Other (please specify)	No	-	-	-	-	-	-

26. Overview of the entity's material responsible business conduct issues.

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Customer Satisfaction	Opportunity	The Company being in service sector, customer satisfaction is utmost important. The quality of services provided, and the dedicated customer grievance handling mechanism are the key for business growth.	-	Positive
2	Road Safety	Risk	Operates National Highways and hence, subject to high risk of accidents.	Various road safety measures adopted like Black Spot identification and removal/lower the associated risks, installation of appropriate traffic signals and sign boards to guide people and to minimize accidents in all road projects, Ambulance services with 1 paramedical staff that are available 24X7 at all plazas to ensure immediate care, conducting Safety awareness programs and campaigns to create awareness.	Negative
3	Workforce safety	Risk	The nature of business is subject to high risk of safety hazards.	The Business unit conduct regular safety training to all the employees, third party contractor and does periodic safety audit and inspections. Cultivating a culture of safety among staff and workmen. Ensuring compliance with the HSE requirements/terms and designing work methods ensuring safety aspects. The Company and SPVs have life and medical insurance facility have been provided to all workmen/ employees.	Negative
4	Cyber Risk	Risk	Risk of breaches of security to gain access to information systems due to exposure to the Internet	Implementation of Integrated Intrusion Detection and Prevention Monitoring System (Managed Security Services) with auto monitoring, ethical log monitoring program to prevent unauthorised access or data leaks, security patch monitoring and alerting process is in place, encryption of every incoming and outgoing communication, Email campaigns to educate employees regarding cyber security covering topics such as phishing awareness, password hygiene, safe browsing practices and data protection measures	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Synthetic Oil / Transformer Oil	Risk	Ground Contamination in case of unsafe disposal of oil	Using of Ester Oil/Cast Resin filled which however, are more expensive alternatives.	Negative
6	Gas Insulated Switchgear (SF6)	Risk	Ozone layer depletion in case of leakage	Adapt as substitute solutions as very expensive.	Negative
7	Energy and Water	Risk	Inefficient and negligent use of energy and water may result in high consumption and wastage	Various measures for conservation and optimum use of energy and water have been undertaken by the Company like clean and green energy generation through roof top solar plants, energy effective lighting like LED, energy optimized metro train running profile ensuring optimal regeneration of up to 30%, rainwater harvesting, wastewater treatment plants for recycle and reuse of water.	Negative
8	Sudden unexpected increase in price of Project material cost	Risk	Historical data analysis and current trend	Cannot be mitigated completely. Project contingency may protect upto some extent.	Negative

SECTION B- MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the National Guidelines on Responsible Business Conduct (NGRBC) Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the National Guidelines on Responsible Business Conduct. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.rinfra.com/documents/1142822/11880083/BRSR_Policy.pdf								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fair-trade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Policy is in line with the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, 2011 (NVGs) and was updated in terms of the National Guidelines on Responsible Business Conduct (NGRBC). They also conform to international standards adopted by the Group like ISO 9001, ISO 14001 and ISO 45,001								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	No	No	No	No	No	No	No	No	No
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA	NA	NA	NA	NA	NA	NA	NA	NA

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

At Reliance Group, Sustainability and Governance form the cornerstone of our strategic vision. We are committed to integrating robust ESG principles across all our business operations, ensuring superior environmental performance alongside responsible corporate governance. Our mission is to deliver reliable, high-quality services while actively managing our environmental responsibilities to foster a safe, clean, and sustainable ecosystem. By leveraging advanced technologies and best practices, we consistently work to minimize the environmental impact of our activities.

Efficient utilization of natural resources is critical to reducing our carbon footprint and preserving biodiversity throughout our value chain. The Group focuses on innovating and implementing environmentally responsible processes and technologies across all products and services. Our approach is guided by the 5R framework—Reduce, Reuse, Recycle, Renew, and Respect—which underpins our efforts to build a sustainable, low-carbon economy across our entire supply chain.

Community engagement is a pivotal component of our sustainability strategy and essential for the long-term success and acceptance of our programmes. We prioritize early and continuous involvement of local communities, ensuring their active participation from planning through implementation. This inclusive model fosters transparency, builds trust, and secures the sustainability and scalability of our initiatives.

As enablers of shared growth, we collaborate closely with communities to drive meaningful social and economic development in the regions where we operate. Our social interventions align with government policies and regulatory mandates at local and state levels, reinforcing our commitment to compliance and responsible stewardship. Through transparent governance and sustained stakeholder dialogue, we cultivate partnerships that enhance both community well-being and business resilience.

In conclusion, Reliance Group is dedicated to upholding its corporate citizenship responsibilities by driving comprehensive, positive transformation in the communities surrounding our project sites. This Business Responsibility and Sustainability Report, prepared in accordance with Securities and Exchange Board of India (SEBI) guidelines and featuring enhanced ESG disclosures, provides investors and regulators with detailed insights into our environmental, social, and governance contributions—demonstrating our commitment to sustainable value creation for all stakeholders.

Vijesh Babu Thota

Executive Director & Chief Financial Officer

Ms. Chhaya Virani

Chairperson

Corporate Social Responsibility and Sustainability Committee

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). Yes. Corporate Social Responsibility and Sustainability Committee of the Board of Directors of the Company is responsible for implementation and oversight of the Business Responsibility Policy (ies).

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details

The Composition of the Committee as on date is as under:

Name of Director	DIN	Catogary	Role
Ms. Chhaya Virani	06953556	Independent Director	Chairperson
Ms. Manjari Kacker	06945359	Independent Director	Member
Shri V S Verma	07843461	Independent Director	Member
Dr. Thomas Mathew	05203948	Independent Director	Member
Shri Vijesh Babu Thota	09128139	Executive Director	Member

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	C	C	C	C	C	C	C	C	C	A	A	A	A	A	A	A	A	Q
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	C	C	C	C	C	C	C	C	C	A	A	A	A	A	A	A	A	Q

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

Sr. No.	P1	P2	P3	P4	P5	P6	P7	P8	P9
No									

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

Not Applicable, since the policies of the Company covers all principles issued on NGRBC's

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

The information provided under this report covers the Essential Indicators

PRINCIPLE 1

Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

1. Percentage covered by training and awareness programmes on any of the Principles during the financial year:

Segment	Total No. of training and awareness programs held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of directors Key Managerial personnel	12	During the year, Board members and KMPs were apprised of various updates pertaining to business, regulatory, safety, ESG matters, etc. which provided insights on the topics under the nine Principles.	100
Employees other than BoD and KMPs	1974	With an objective of creating awareness among employees and workers of the group on various principles, the training programmes were conducted on topics like Code of Conduct, Knowledge and Significance of Ethics and Integrity at Workplace, Importance of Responsibility, Ownership & Accountability, Prevention of Sexual Harassment, Health and Wellness, Safety awareness Stress Management.	64.56
Workers	188		46.23

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

	Monetary				
Category	NGRBC Principle	Name of the regulatory / enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes / No)
Penalty/ Fine					
Settlement			Nil		
Compounding fee					

Category	Non-Monetary			
	NGRBC Principle	Name of the regulatory / enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes / No)
Imprisonment			Nil	
Punishment				

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

Case details	Name of the regulatory / enforcement agencies / judicial institutions
	Not Applicable

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

Yes. The Company's Code of Conduct contains the clauses on anti-corruption and anti-bribery.

As per the code of conduct of the Company, employees are strongly discouraged from disparaging, misrepresenting or harassing a competitor, stealing trade secrets, bribery, kickbacks or any other corrupt practices.

Employees must be particularly careful to avoid actions that create the appearance of favouritism or that may adversely affect the Company's reputation. Employees should neither seek nor accept for themselves or others any gifts, favours, business courtesies without a legitimate business purpose.

These details are available at https://www.rinfra.com/documents/1142822/11880083/BRSR_Policy.pdf

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

Category	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

Category	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.
Not Applicable as there were no such cases of corruption and conflict of interest.

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

Particulars	FY 2024-25	FY 2023-24
Number of days of accounts payables	367	337

9. Open-ness of business.

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	8.12	7.70
	b. No. of trading houses where purchases are made from	12	5
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100	100
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. No. of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	3.14	3.47
	b. Sales (Sales to related parties / Total Sales)	-	-
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	89.84	9.33
	d. Investments (Investments in related parties / Total Investments made)	40.23	70.03

PRINCIPLE 2

Businesses should provide goods and services in a manner that is sustainable and safe

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

Category	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	30.54	27.86	For upgradation, strengthening and modernization of the distribution system to improve reliability of supply, loss reduction and grid efficiency.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes

- b. If yes, what percentages of inputs were sourced sustainably?

100% of the Power procurement by the Company's Power Distribution business is through the set procedure as enunciated in the "vendor code of conduct" which is mainly set on 4 parameters - Labour and Human rights, Health and Safety, Environmental & Ethics. This document is part of each tender published by the Company and the adherence by each vendor who participate in tender is ensured. Further the compliance of Renewable Purchase Obligation enforced by the Delhi

Electricity Regulatory Commission (RPO & REC framework) Regulations ensures around 30.05%/2253 MU of the power procurement from BYPL and 31%/ 4522 MU of Power procurement from BRPL from sustainable (renewable) sources.

As part of sourcing strategy in the EPC Business, our priority is to source local raw materials like sand, stone aggregates etc. for construction of Roads, Structures and Toll Plazas. Our priority is to use locally available raw materials and engage local labour for construction and O&M activities.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.-

Through Environment Management System ISO 14001, the E&C Division takes steps to increase waste efficiency. Fly Ash bricks are used to reduce carbon foot print. Also, use of fly ash in ready mix concrete (batching plant) helps in protection of environment by partly replacing cement, production of which entails energy consumption and CO2 emissions.

We use recycled bitumen aggregates (amounts to about <5%), while we do not compromise on high quality standards and safety of roads.

At Mumbai Metro, there is a system of selling the scrap and waste to approved vendors who can recycle the products and waste.

At the Delhi Power Distribution Companies, reclaiming products involve designing the equipment with recyclable materials at the vendor end, establishing collection points for decommissioned items, assessing them for refurbishment, and disassembling for material recovery. Partnering with specialized recycling facilities ensure proper disposal of materials like copper/ steel/ other minerals while complying with environmental regulations. Safeguarding sensitive data in equipment is paramount, which require proper data sanitization procedures. Maintaining records of reclaimed equipment and materials help demonstrate our environmental stewardship, while continuous improvement efforts (7S & Kaizen) optimize resource recovery and minimize waste generation. Through these involved processes Company contributes to sustainability by conserving resources and reducing environmental impact across the equipment lifecycle.

Plastic waste, E-waste, hazardous waste and other waste are collected from different offices and deposited at a centrally located store and from there it is disposed off as per the defined process through Metal Scrap Trade Corporation auction to Authorized Recyclers. Wastepaper is collected at source by authorized agencies for recycling in exchange of Paper Ream. All the identified end of life E waste is being scrape using the standard procedure. A Certified vendor is finalized by handled by procurement team and all scrape gets handed over to the vendor and vendor provides the green certificate post scraping of the e-waste. They also adhere to the Batteries (Management and Handling), Rules, 2001, Hazardous and other waste (Management and Trans-boundary Movement) Rules 2016, and E-waste (Management) Rules, 2016 to ensure the safe disposal of wastes as per category of hazards.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.-

No. Our waste management plan considers the applicable regulations and is aimed towards minimization as well as recycle/ reuse of waste.

PRINCIPLE 3

Businesses should respect and promote the well-being of all employees, including those in their value chains

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	4,108	4,108	100	4,108	100	-	-	3,197	77.82	-	-
Female	487	487	100	487	100	373	76.59	-	-	241	49.49
Total	4,595	4,595	100	4,595	100	373	8.12	3,197	69.58	241	5.24
Other than permanent Employees											
Male	876	876	100	876	100	-	-	-	-	-	-
Female	145	145	100	145	100	3	2.07	-	-	-	-
Total	1,021	1,021	100	1,021	100	3	0.29	-	-	-	-

b. Details of measures for the well-being of workers.

	% of workers covered by										
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than permanent Workers											
Male	14,185	10,565	74.48	14,185	100	-	-	228	1.61	-	-
Female	615	447	72.68	615	100	615	100	-	-	-	-
Total	14,800	11,012	74.41	14,800	100	615	4.16	228	1.54	-	-

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format

Particulars	FY 2024-25	FY 2023-24
Cost incurred on well- being measures as a % of total revenue of the company	0.19	0.25

2. Details of retirement benefits, for Current and Previous financial years.

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees.	No. of workers covered as a % of total workers.	Deducted and deposited with the authority (Y/N/N.A.).	No. of employees covered as a % of total employees.	No. of workers covered as a % of total workers.	Deducted and deposited with the authority (Y/N/N.A.).
PF	100	100	Y	100	100	Y
Gratuity	74.56	1.62	Y	76.24	1.83	Y
ESI	2.18	30.30	Y	0.12	64.03	Y
Others please specify	-	-	-	-	-	-

3. Accessibility of workplaces

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

Yes, The group has Policy for disabled in place which is specifically aiming at safeguarding interest of differently abled by facilitating necessary support in terms of physical infrastructure, digital infrastructure, working environment, equal opportunity, transfer and posting, disability leave etc. Various office buildings are easily accessible to differently abled employees through wheelchair friendly ramps and lifts. Braille signage are provided in the lifts for the benefit of visually challenged and restrooms compatible to the disabled are provided.

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

Yes. The Weblink for the Policy is https://www.rinfra.com/documents/1142822/11880083/BRSR_Policy.pdf

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	95.59%	-	-
Female	88.89%	69.23%	-	-
Total	98.75%	91.36%	-	-

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

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes.
Other than Permanent Workers	To achieve employee Engagement and effective resolution of employee grievances, the Employees are provided multiple forums for raising their concerns and grievances and obtain redressal. HR Care System provides a centralized email id where the employees can reach out and also provides a mechanism of steering Committees to address the queries and concerns of all the employees. Division Steering Committees (DSC) are formed to address the employee grievances at the field level. The DSCs are meeting periodically to review the employee/associate grievances for different departments/offices in their division jurisdiction and resolve them to the extent feasible. Employees can submit their queries or concerns by login into HRCare Portal wherein the respective process owner will get mailing alerts on request submission. The issue will be resolved by Process Owner and reply will be sent to the user on mail. The User can track the status of their request through unique request number generated at the time of submission. In Delhi Discoms, for achieving employee engagement and effective resolution of employee grievances, Circle wise Employee Engagement Committee has been constituted comprising of Steering Committee members supported by Employee Engagement Officer (EEO) & Nodal Officer. This committee further supports the Apex Committee chaired by the business CEO and the other members.
Permanent Employees	
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	Number of employees / workers in respective category, who are part of association(s) or Union(B)	% (B / A)	Total employees / workers in respective category (C)	Number of employees / workers in respective category, who are part of association(s) or Union(D)	% (D / C)
Total Permanent Employees	4,595	1,631	35.5	4,604	2,908	63.16
- Male	4,108	1,460	35.54	4,120	2,609	63.33
- Female	487	171	35.11	484	299	61.78
Total Permanent Workers	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E / D)	Number (F)	% (F / D)
Employees										
Male	4,984	860	17.26	3,016	60.51	4,783	1,186	24.80	1,836	38.39
Female	632	96	15.19	294	46.52	529	189	35.73	200	37.81
Total	5,616	956	17.02	3,310	58.94	5,312	1,375	25.88	2,036	38.33
Workers										
Male	14,185	275	1.94	1,037	7.31	14,171	659	4.65	1,185	8.36
Female	615	2	0.33	249	40.49	609	47	7.72	122	20.03
Total	14,800	277	1.87	1,286	8.69	14,780	706	4.78	1,307	8.84

9. Details of performance and career development reviews of employees and workers

Category	FY 2024-25			FY 2023-24		
	Total (A)	Number (B)	% (B / A)	Total (C)	Number (D)	% (D / C)
Employees						
Male	4,984	4,258	85.43	4,783	4,074	85.18
Female	632	483	76.42	529	472	89.22
Total	5,616	4,741	84.42	5,312	4,546	85.58
Workers						
Male	14,185	7,923	55.85	14,171	7,921	55.90
Female	615	433	70.41	609	453	74.38
Total	14,800	8,356	56.46	14,780	8,374	56.66

10. Health and Safety Management System:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes / No).
If yes, the coverage such system?-

Yes. Safety is an essential and integral part of each and every activity at Reliance Group.

In Delhi Power Distribution business, a Safety Management System (SMS) is implemented which is an in-house developed software that displays the unsafe working conditions captured at various sites, across the Power Distribution Companies, in a real time basis to the concerned and tracks the necessary corrective action. There is a 3-tier check to close the observation after the necessary corrective action has been taken. All the Occupational Health & Safety (OH&S) compliances are monitored through strong Compliance Management System (CMS), which is an integrated online platform. Safety

committee is existing comprising of equal representation from management and workers. Crisis and Disaster Management Plan prepared according to the Disaster Management Manual available on NDMA (National Disaster Management Authority) and DDMA (Delhi Disaster Management Authority) websites and in line with the draft prepared by CEA (Central Electricity Authority). Strict penalties are imposed on violation of health and safety rules. At sites, designed field safety engineers are appointed to look after the OH&S compliance.

Metro business has a detailed OH&S Management Manual, which covers all the business activities. The Health and Safety Management System is prepared meeting the requirements of ISO 45001:2018. Occupational Health & Safety is one of the core values of the Mumbai Metro One Pvt. Ltd. Each employee is imparted training on OH&S during their induction training as well as during their Job specific and refresher training. The coverage is 100% and includes all employees and workers.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?-

At our Power Distribution Companies, HIRA (Hazard Identification and Risk Assessment) is used to identify work-related hazards and assess risks. The potential risks and hazards at the workplace are identified and divided into three categories (low, medium, high) and hazard prompt list is prepared. Hazards are analysed, evaluated and adequate control measures are implemented to reduce impact on environment and humans.

Health and Safety Management System at Mumbai Metro comprises of followings safety processes for identifying work related hazards and assess risks on routine and non-routine basis:

- i. Safety Leadership and Accountability with OH&S Objective;
- ii. Hazard Identification, Risk Assessment and Risk Management;
- iii. Design, Construction, Operational Planning and Control;
- iv. Employees and Workers Competency before Deploying them on Work;
- v. Communication, Consultation and Participation;
- vi. Established process for Reporting & Recording of Incidents, Non-conformities and Near Miss cases;
- vii. Established process for investigation of Incidents/Non conformities including the Findings in Learning;
- viii. Change Management Process;
- ix. Workers Safety Management;
- x. Measurement, Monitoring and Review; and
- xi. Fire Detection and Suppression System as per National Fire Protection Association (NFPA).

At our Toll Roads, the following processes are used to identify work-related hazards and assessment of risks are as below:

1. Hazard Identification including workplace inspections, job hazard analyses, incident reports, employee feedback and review of relevant regulations and standards.
2. Risk Assessment to determine the likelihood and severity of potential harm or injury resulting from those hazards. Covering evaluation of factors such as the frequency of exposure, potential consequences and the number of people at risk.
3. Job Safety Analysis (JSA) / Job Hazard Analysis (JHA) where the job is broken down into individual tasks and potential hazards associated are identified and appropriate control measures are determined to mitigate risks.
4. Safety Inspections and Audits to identify and evaluate hazards and risks in the workplace and to ensure compliance with safety standards, policies, and procedures.
5. Reporting of incidents, near misses, and potential hazards and Investigation to determine root causes, contributing factors and underlying hazards.
6. Establishing safety Committees and holding regular safety meetings to discuss safety concerns, share best practices, and propose improvements to mitigate risks.

7. Change Management and Risk Review for potential hazards and associated risks which includes assessing the impact of changes, conducting risk assessments, and implementing appropriate control measures before the changes are implemented.
8. Ongoing Monitoring and Review including periodic reassessments, employee feedback, incident analysis, and keeping up-to-date with regulatory changes and industry best practices.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)-

Yes.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)-

Yes.

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

Safety Incident/ No.	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.16	0
	Workers	0.22	0.1
Total recordable work-related injuries	Employees	2	0
	Workers	11	7
No. of fatalities	Employees	0	0
	Workers	2	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	8	6

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

The Company ensures safety by competency development, training and advanced technology based engineering, engineering controls and use of Personnel Protective Equipments (PPEs) and special tools.

At every location of business, steps are taken on regular basis to ensure safety of employees and equipment. Some of the measures taken to ensure fulfillment of safety requirements include mandatory safety training for all employees, internal and external safety audits, mock drills, emergency preparedness planning, disaster management, hazard identification & risk assessment, compliance of all statutory requirements, setting up of safety committees with representation of working level staff, site visits and inspections, safety promotion campaigns, regular health screenings to ensure fitness for duty, fostering a supportive work environment through open communication channels and regular feedback mechanisms like town halls, station connects, metrologues, periodic reviews, prevention of sexual harassment & prevention of workplace bullying, etc.

The Power Distribution Companies apply the effective control measures like elimination of less important/redundant activities to reduce risk and to substitute the activity by another easy activity, Isolation of hazards from the persons, engineering changes in the process, equipment or tools, using administrative guidelines, procedures, rosters, training etc. to minimize the impact of hazard, use of PPE, conducting regular risk assessments to identify potential hazards and risks in the workplace. This includes assessing physical hazards (such as equipments, ergonomics, etc.) as well as psychosocial risks (such as workload, stress, and workplace bullying).

Further, safety policies are established and communicated with detailed Standard Operating Procedures (SOPs) to all employees, outlining safe behavior, reporting procedures for hazards and incidents and protocols for emergency response.

Health and wellness programs are implemented to promote physical and mental well-being among employees.

Compliance with relevant occupational health and safety regulations and standards are ensured.

Safety is an integral part of KRA/KPI of every employee. The overall employee incentive is calculated after considering safety aspect as one of the key parameter. Various safety events are organized and employees are rewarded to enhance safety culture. All our businesses are Committed for zero accident of employee and public. Even a small safety lapse is viewed seriously and detailed root cause are analyzed and circulated to avoid its reoccurrence.

13. Number of complaints on the following made by employees and workers

Particulars	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working Conditions	100

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions. -

At the Distribution business, assessments are carried out by respective Government authorities and the Company has not received any non-compliance certification. Regular Safety inspections and audits are conducted to identify and mitigate safety hazards on-site, leading to ongoing revisions of SOPs to enhance safety continuously. observation/corrective measures/ lessons learned from any such incident are systematically shared within the organization to prevent the recurrence of accidents, incidents, or near misses, fostering a culture of continuous improvement. Company also engages with all stakeholders, including Employees, Unions, Regulators and Community members (Resident Welfare Associations), to address safety concerns and develop effective solutions collaboratively. This engagement includes forming Safety committees, conducting joint inspections, and seeking input from stakeholders on safety improvement initiatives. By implementing these measures, the Company ensures a comprehensive approach to safety.

At the Metro business, all safety related accidents including near miss cases are investigated and learning from the investigation report is shared across the organization for implementation of corrective actions to stop reoccurrence of the incidents. Effectiveness of corrective actions deployment is monitored and checked during safety audits. Significant risks/concerns arising from assessment of Health and Safety Practices are addressed through elimination of manual job by use of technology, safety capability building, monitoring and supervision etc.

It is ensured at the Road Business that there is 24x7 basis route patrolling services throughout the entire stretch of the Project highway to address the safety-related incidents in the timely manner. We have implemented the adequate safety measures such as traffic sign boards, solar blinkers, road studs, delineators, guard posts, reflective strips, pavement marking & road safety awareness (road users, local public and students) in terms of corrective action undertaken throughout the entire stretch of the Project highway.

PRINCIPLE 4**Businesses should respect the interests of and be responsive to all its stakeholders****1. Describe the processes for identifying key stakeholder groups of the entity.-**

Any individual or group of individuals or institution that adds value to the business chain of the Corporation is identified as a Core Stakeholder(s). The Company has mapped the stakeholders i.e. Shareholders, Employees and workers, customer, value chain Partners and Community and out of these, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually, Half yearly/ Quarterly /others— please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	Various modes including e-mail, newspapers, disclosures on stock exchanges and company website.	Frequently and need basis	Keeping investors updated of all developments in the Company.
Employees and workers	No	HR Care Portal, Email, CEO communication meet, town halls	Regular	Employee engagement
Customers	No	Email, SMS, advertisement, website, social media	Regular	Offers, Awareness campaigns, query resolution
Value Chain Partners	No	Email, vendor meet	Annual, periodic	Process refresh, engagement
Community	Yes (a part of the Community belonging to Low-income pockets)	Physical interactions, Pamphlets, O/d Campaigns, Radio Campaigns, Website, Social Media	Regular	CSR interventions

PRINCIPLE 5

Businesses should respect and promote human rights

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	Number of employees / workers covered (B)	% (B / A)	Total(C)	Number of employees / workers covered (D)	% (D / C)
Employees						
Permanent	4,595	1,349	29.36	4,604	1,039	22.57
Other than permanent	1,021	578	56.61	708	299	42.23
Total Employees	5,616	1,927	34.31	5,312	1,338	25.19
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	14,800	495	3.34	14,780	444	3.00
Total Workers	14,800	495	3.34	14,780	444	3.00

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E / D)	Number (F)	% (F / D)
Employees										
Permanent	4,595	-	-	4,595	100	4,604	-	-	4,604	100
Male	4,108	-	-	4,108	100	4,120	-	-	4,120	100
Female	487	-	-	487	100	484	-	-	484	100

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E / D)	Number (F)	% (F / D)
Other than Permanent	1,021	299	29.29	722	70.71	708	-	-	708	100
Male	876	262	29.91	614	70.09	663	-	-	663	100
Female	145	37	25.52	108	74.48	45	-	-	45	100
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent	14,800	9,468	63.97	5,332	36.03	14,780	9,441	63.88	5,366	36.31
Male	14,185	9,261	65.29	4,924	34.71	14,171	9,200	64.92	4,971	35.08
Female	615	207	33.66	408	66.34	609	241	39.57	395	64.86

3. Details of remuneration/salary/wages

a. Median remuneration/wages

Category	₹ In Lakhs per annum			
	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4	-	2	-
Key Managerial Personnel	2	120	-	-
Employees other than BoD and KMP	4,097	11,56,365	487	11,42,476
Workers	14,185	43,834	615	59,391

Note: Does not includes sitting fees paid to Non-Executive Directors.

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

Particulars	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	9.61	9.23

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes

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

The Company as a Policy, does not employ children or forced labour in any form. Company has constituted an Internal Compliance Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. All complaints related to sexual harassment are addressed by the internal Committee in strict compliance to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The three member Ethics Committee formulated by the Board under the Whistle Blower Policy / Vigil Mechanism of the Company immediately responds all the concerns raised by the employees. The employees can also resort to the HRCare Portal to raise their grievances.

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

Category	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	4	2	The pending complaints pertains to Delhi Discoms. BRPL has disposed off the complaint on April 21, 2025 within the statutory timeline. Regarding the pending case at BYPL - The Hon'ble High Court has stayed the proceedings till further hearing	1	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

Particulars	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	4	1
Complaints on POSH as a % of female employees / workers	0.32	0.09
Complaints on POSH upheld	-	-

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Mechanisms to prevent adverse consequences are covered in various Policies such as Whistleblower Policy, Prevention of Sexual Harassment Policy etc. No discrimination, harassment, victimization or any other unfair employment practice like retaliation, threat or intimidation of termination /suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like will be adopted against Whistle Blowers / complainants In case of any violation of this. The complainant can approach the Chairman of the Audit Committee, who shall investigate into the same and take suitable action which may inter alia include reinstatement of the employee to the same position or to an equivalent position, order for compensation for lost wages, remuneration or any other benefits, etc.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes

10. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others – please specify	-

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.-

Not Applicable since no significant risk or concern has arisen.

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment

1. Details of total energy consumption (in Giga Joules) and energy intensity.

Parameter	FY 2024-25	FY 2023-24
From Renewable Sources		
Total electricity consumption (A)	40,516.13	46,772.82
Total fuel consumption (B)	-	-
Total energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	40,516.13	46,772.82
From non-renewable sources		
Total electricity consumption (D)	2,31,963.18	2,26,569.92
Total fuel consumption (E)	9,680.51	10,661.51
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	2,41,643.69	2,37,231.43
Total energy consumed (A+B+C+D+E+F)	2,82,159.82	2,84,004.25
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.0000009274	0.0000012223
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.0000009274	0.0000012223
Energy intensity in terms of physical output	-	-
Energy Intensity (optional) – the relevant metric may be selected by the entity	-	-

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

Yes, The total energy consumption of BYPL & BRPL is audited by Bureau of Energy Efficiency, statutory auditors and also by Delhi Electricity Regulatory Commission (DERC) a quasi judicial body under the Electricity Act 2003.

2. Does the entity have any sites / facilities identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

As per the notification by Ministry of Power (MoP) on PAT Cycle 7, BYPL and BRPL are Designated Consumers. BYPL's Target Distribution loss for target year 2024-25 is 9.02%. BYPL has already overachieved its PAT-7 FY25 target in FY24 itself. In FY-25 BYPL were able to reduce its T&D losses further to ~6.70%.

For BRPL, Under PAT Cycle – II, baseline energy consumption norms and standards in percentage of Transmission and Distribution (T&D) losses was established for baseline year 2014 – 15 and Target year was 2018 – 19. T&D loss notified for base line year (FY 2014-15) – 14.73% and T&D loss target notified for assessment year (FY 2018-19) – 11.26%.

The target for BRPL for the year 2024 – 25 is to achieve 8.08% T&D losses. M&V Audit to be conducted by Empaneled Accredited Energy Auditor for Monitoring and Verification and Report to be submitted to Bureau of Energy Efficiency by 31st July 2025.

3. Provide details of the following disclosures related to water, in the following format: Water withdrawal by source (in kilolitres)

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	4,050	8,800
(ii) Groundwater	11,901	10,462
(iii) Third party water	4,11,329.37	3,99,856.14
(iv) Seawater / desalinated water	-	-
(v) Others	109	5,840
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	4,27,389.37	4,24,958.14
Total volume of water consumption (in kilolitres)	4,01,702.34	3,94,294.14
Water intensity per rupee of turnover (Total Water Consumption / Revenue from operations)	0.0000013203	0.000001697
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.0000013203	0.000001697
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency- **No**

4. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres)

Parameter	FY 2024-25	FY 2023-24
(i) To Surface Water	16,148	15,746
- No treatment	16,148	15,746
- With treatment	-	-
(ii) To Ground water	256	2,920
- No treatment	256	2,920
- With treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment	-	-
(iv) Sent to third parties	2,10,473	1,56,433.64
- No treatment	2,03,633	1,49,693.64
- With treatment	6,840	6,740
(v) Others	3,950.03	-
- No treatment	3,950.03	-
- With treatment	-	-
Total water discharged (in kilolitres)	2,30,827.03	1,75,099.64

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

No

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

No

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	PPM	-	2.22
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify - Ozone depleting substance (SF6) released from switchgears	Tonnes	2,470.09	3,027.46

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MtCO ₂ e	19,036.00	18,133.00
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MtCO ₂ e	21,042.01	20,016.00
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	MtCO ₂ e / ₹	0.0000001317	0.0000001642
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	MtCO ₂ e / ₹	0.0000001317	0.0000001642
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

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

Yes, Delhi Power Distribution Companies have been consciously trying to improve the Renewable Energy share in its power portfolio and has set medium and long term targets in this regard. Additionally, Electronic Vehicles (EVs) are used in the Company vehicle fleet which ensures reduced emission. The Company has committed to responsible business practices by adopting Energy efficient Air conditioners using Eco friendly refrigerant gases thus contributing to the emission reduction. Further there is a key initiative aimed at reducing greenhouse gas emissions, particularly focusing on SF₆ free technologies for electrical equipment. BYPL is actively looking forward to undertake a Proof of Concept project 'SF₆ Free RMU' which shall not only help in reducing carbon footprint but also help in achieving significant cost savings over the lifespan of equipment.

Mumbai Metro has installed solar panels with a total capacity of 3 MWp across all 12 Metro stations and at the Metro Depot, which houses around 9381 rooftop solar panels. These installations generate approximately 3.5 million units of clean and green energy annually, contributing to a reduction of around 3,192 tons of carbon emissions each year.

At Toll Road business, EV Public Charging Station has been implemented to reduce Green house emission.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	112.45	240.98
E-waste (B)	99.05	24.75
Bio-medical waste (C)	0.00	0.00
Construction and demolition waste (D)	0.00	100.00
Battery waste (E)	17.17	16.15
Radioactive waste (F)	0.00	0.00
Other Hazardous waste (used oils and other chemicals) (G)	370.98	374.56
Other Non-hazardous waste generated (H) (Ash and overburden)	3,157.22	2,477.58
Total (A + B + C + D + E + F + G + H)	3,756.87	3,234.02
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000000123	0.0000000139
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0000000123	0.0000000139
Waste intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
(i) Recycled	0.095	0.00
(ii) Reused	4.60	100.00
(iii) Other recovery operations	0.00	0.00
Total	4.695	100.00
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	3,419.88	3,178.16
Total	3,419.88	3,178.16

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

The Waste Management Practices followed by BYPL & BRPL:

1. Segregation and Collection: Waste is segregated at the source into different categories such as hazardous, non-hazardous, recyclable, and non-recyclable. Dedicated bins and containers are used at various spots to collect each type of waste separately.
2. Recycling and Reuse: Materials such as metals, cables, transformers and oil are recycled and reused wherever possible. For example, transformer oil can be purified and reused and metals are often sent to recycling facilities. All this is executed by the assigned vendors.
3. Safe Disposal: Hazardous waste like Batteries, Electronic waste (e-waste) and chemicals are disposed of in compliance with environmental regulations. This often involves partnering with certified waste disposal companies specializing in handling hazardous materials.
4. Electronic Waste Management: Proper handling of e-waste includes collecting and recycling old electronic equipment, ensuring that toxic substances like lead and mercury are safely managed by the disposal agency.
5. Monitoring and Documentation: Vendors are advised to maintain thorough records of waste generation, handling, and disposal to ensure compliance with regulations and to facilitate audits.

Strategies to Reduce Usage of Hazardous and Toxic Chemicals:

1. **Material Substitution:** Replacing hazardous materials with less toxic or non-toxic alternatives in equipment and company processes.
2. **Process Optimization:** Implementing processes that minimize the generation of hazardous waste, such as improving the efficiency of insulation materials wherever possible to reduce the need for harmful chemicals.
3. **Green Procurement Policies:** Adopting procurement policies that prioritize the purchase of environmentally friendly products and materials that are free from toxic substances.
4. **Employee Training:** Routinely educating employees on best practices for handling chemicals and waste, including proper storage, usage, and emergency procedures to reduce accidental releases.

Practices to Manage Hazardous and Toxic Wastes:

1. **Containment and Storage:** Ensuring that hazardous waste is stored in suitable, labeled containers that prevent leaks and contamination. Storage areas are designed to contain spills and prevent environmental contamination.
2. **Treatment and Neutralization:** Implementing on-site treatment processes to neutralize toxic chemicals before disposal. This can include chemical neutralization, stabilization, and solidification.
3. **Incineration and Thermal Treatment:** Using high-temperature incineration to safely destroy hazardous organic compounds. This method is often used for waste that cannot be recycled or treated otherwise.
4. **Compliance with Regulations:** Adhering to local, national, and international regulations for hazardous waste management, including proper labeling, transport, and documentation to ensure safe handling throughout the waste lifecycle.
5. **Partnerships with Licensed Disposal Facilities:** Collaborating with licensed hazardous waste disposal facilities to ensure that waste is treated and disposed of in accordance with regulatory standards, minimizing environmental impact

Transformer Workshop has been granted to BYPL with the DPCC Consent Order (Certificate No.: G-43470, Consent Order No.: DPCC/CMC/2024/11516958) under the Orange Category (valid from 21/08/2024 to 20/08/2034). BYPL has also received the authorization for Generation, Collection, Storage, Transportation, Disposal and Handling of Hazardous Waste(s) under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016, on Industrial premises situated at the Patparganj Industrial Area which is valid upto 13/06/2029).

During the Service & Repair of Distribution Transformers at BYPL's Transformer Workshop, the hazardous wastes are generated in liquid & solid forms such as used Transformer Oil, Oil soaked cork sheet gaskets & rubber seals, Oil soaked insulation paper & press board material, oil soaked waste cloth, Effluent Treatment Plant (ETP) & Paint booth sludge.

All these wastes are segregated, category wise at the initial stage itself and collected in individual labelled bin containers and stored separately at a designated hazardous waste storage area.

1. **Disposal of solid waste:** We have an agreement with the M/s Re Sustainability IWM Solutions Ltd., Bawana [an agency authorized by the Delhi Pollution Control Committee (DPCC) for solid hazard waste collection, recycle, disposal after treatment etc.] which lifts and shifts the hazardous waste from our workshop periodically.
2. **Disposal of liquid waste:** The liquid hazard waste i.e. used Transformer Oil from DTs is collected in the oil drums of 209 ltrs capacity each and then shifted to our main scrap store. This is then handed over to an authorised agency for appropriate disposal.

For Defense Business, as per Company Health, Safety, and Environment procedure i.e. Waste is segregated at source and then disposed as per defined disposal method i.e. hazardous waste, E-waste as per applicable MPCB guidelines. Further In case of our defence unit at Nagpur, the Hazardous and Toxic chemicals wastages are lifted by Government Registered Waste Management Company.

- 11 If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format.

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with?(Y/N) If no, the reasons thereof and Corrective action taken, if any.
1	Gurgaon & Faridabad	Toll Collection	Yes
2	Hosur Krishnagiri Toll Road	Toll Collection	Yes

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
None	Nil	Nil	No	No	Nil

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). Yes

If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non- compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control Boards or by courts	Corrective action taken, if any
	None	Nil	Nil	Nil

PRINCIPLE 7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

1. a. Number of affiliations with trade and industry chambers/associations: 4
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	IMC Chamber of Commerce and Industry	National
2	Federation of Indian Chambers of Commerce and Industry	National
3	All India Association of Industries	National
4	The Associated Chambers of Commerce and Industry of India	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
None	Nil	Nil

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

S. No.	Name and brief details of project	SIA Notification Number	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable						

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of Project for which R&R is ongoing	State	District	Number of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY 24-25 (In INR)
Not Applicable						

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

There is regular engagement with key community institutions and representatives from key neighborhoods across the license areas of the Power Distribution Companies.

- Design the Grievance Redress Mechanism (GRM): Create a well-defined structure for the grievance redress process. Ensure that it is accessible, transparent, and easily understandable by all members of the community. Consider the following elements:
 - Grievance Submission: Provide multiple channels for submitting grievances, such as online platforms, dedicated email addresses, physical complaint boxes, or designated personnel.
 - Complaint Registration: Establish a system to document and register grievances upon receipt. Each complaint should be assigned a unique reference number or identifier for tracking purposes.
 - Evaluation and Categorization: Examine the grievances to assess their nature, seriousness, and relevance. Categorize them based on the departments, agencies, or individuals responsible for addressing specific types of complaints.
 - Investigation and Resolution: Allocate resources to investigate and resolve grievances promptly. Determine appropriate authorities or Committees responsible for investigating and resolving complaints, ensuring impartiality and fairness throughout the process.
 - Communication and Feedback: Establish a feedback loop to keep complainants informed about the progress of their grievances. Regularly communicate updates, expected timelines, and final outcomes.

2. Publicize the GRM: Raise awareness about the existence and functioning of the grievance redress mechanism. Publicity efforts may include:
 - Information Dissemination: Share comprehensive information about the GRM through various channels such as websites, social media, newsletters, community meetings, and local newspapers.
 - Outreach Programs: Organize awareness campaigns, workshops, or training sessions to educate the community members about their rights, the grievance process, and how to utilize the mechanism effectively.
3. Ensure Accountability and Transparency:
 - Standard Operating Procedures (SOPs): Develop clear and well-defined SOPs for handling grievances. This includes outlining roles and responsibilities, timelines, escalation procedures, and confidentiality measures.
 - Tracking and Reporting: Maintain a central repository or database to track and monitor the progress of each grievance. Generate periodic reports highlighting the number and types of complaints received, pending, resolved, and the average time taken for resolution.
 - Independent Oversight: Establish an independent body or ombudsman to oversee the grievance redress mechanism, ensuring compliance, fairness, and impartiality.
4. Continuous Improvement:
 - Evaluation and Review: Regularly assess the effectiveness and efficiency of the grievance redress mechanism. Collect feedback from complainants, analyze trends, identify bottlenecks, and make necessary improvements to streamline the process.
 - Capacity Building: Provide training and capacity-building programs to the personnel responsible for handling grievances. This ensures they have the necessary skills, knowledge, and empathy to address community concerns effectively.
5. Collaboration and Engagement:
 - Stakeholder Involvement: Engage with community representatives, local leaders, and relevant stakeholders to ensure their participation in the grievance redress process. Solicit their feedback, suggestions, and ideas to enhance the mechanism.
 - Periodic Consultations: Conduct periodic meetings or forums to discuss broader community issues, gather feedback, and address concerns proactively.

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

Category	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	3.28	2.49
Sourced directly from within the district and neighbouring districts	100	100

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost:

Category	FY 2024-25	FY 2023-24
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	-	-

PRINCIPLE 9**Businesses should engage with and provide value to their consumers in a responsible manner****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback. -**

The Company and its Subsidiaries take various initiatives for ensuring customer satisfaction. BRPL has a structured 3-Tier mechanism to receive and address consumer complaints and feedback. Customers can lodge complaints through multiple channels such as helpline 19123, email, website, mobile app, customer help desk, or WhatsApp. Unresolved issues can be escalated within Tier 1 to the Customer Care Officer, Business Manager, Division Chief, and Head (Customer Care), or to the Internal Grievance Redressal Cell (ICGRC). If still unsatisfied, consumers can approach Tier 2 – Consumer Grievance Redressal Forum (CGRF), and if not satisfied with the CGRF decision, escalate further to Tier 3 – Electricity Ombudsman. BYPL, as part of the complaint management process & as per regulatory guideline, our consumers can use various modes for any complaint registration and escalation such as website, Mobile App "BYPL Connect", social media, CHD services, Call Center, Email, Virtual CHD Services & WhatsApp and as part of the 4 Tier complaint escalation mechanism, the customer can meet Area Manager, Business Manager & Circle Head. If still dissatisfied, the matter can be escalated to Head (Customer Services).

For our Mumbai Metro the complaints are logged through: i. Walk-ins - In person at Customer Care Officer (CCO), ii. Phone – Through Call centre (022-30310900), iii. WhatsApp – 9930310900, iv. E-Mail – customercare@reliancemumbaimetro.com and v. Social Media platforms – X (formerly Twitter), Facebook, Instagram, LinkedIn and YouTube.

The correspondences received from the above channels are entered in "Metro Care" (CRM). On successful entry into CRM, these complaints are routed by the CRM system to respective department for resolution and closure within prescribed TAT of 72 hours (clock hours). The Customer Service team contacts the commuter to know more details about the concern. The respective department in-charges, after investigating these complaints provide a logical resolution on the same. On receiving resolution from the department in-charge, the Customer Service Team calls the commuter to explain about the closure and simultaneously sends a closure email with logical resolution. At Mumbai Metro, to ensure the highest possible level of Customer Satisfaction regarding our service, there are Customer Care counters at each of the 12 stations manned from the first service in the morning till the last service at night.

For Toll Roads, there is a Customer Complaint Register kept at all 15 plazas which has daily record keeping facility and the same is reviewed by the Toll Manager of the plaza. All complaints are resolved as per Complaints Resolution process. Feedback from commuters is obtained at all Toll Plazas and they strive to improve our services based on the feedback received.

The Company's Registrar and Transfer Agent KFin Technologies Limited renders investor services to the investors with regard to matters related to the securities, dividend payments and others. KFinTech services investors through its dedicated investor helpline number 1800 309 4001 and email at einward.ris@kfintech.com. The feedback received from the shareholders indicates that they are satisfied with the services being rendered.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	93.68
Safe and responsible usage	93.68
Recycling and/or safe disposal	-

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

Category	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	12	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	23,84,030	1,078	Power outage complaints. The pending complaints shows the status as on 31 st March. The same were resolved within stipulated turn around time.	15,31,162	3,423	Power outage complaints. The pending complaints shows the status as on 31 st March. The same were resolved within stipulated turn around time.
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other (Billing and metering complaints)	39,248	-	-	43,974	-	-

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

Category	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Nil

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

The weblinks are:

Yes, <https://www.bsesdelhi.com/web/brpl/privacy-policy>

Yes, <https://www.bsesdelhi.com/web/bypl/privacy-policy>

Yes, https://www.rinfra.com/documents/1142822/11880083/BRSR_Policy.pdf

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

No such action was warranted.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches : **Nil**
- Percentage of data breaches involving personally identifiable information of customers **Nil**
- Impact, if any, of the data breaches **Nil**