

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1993GOI053677
2.	Name of the Listed Entity:	IFCI Limited
3.	Year of incorporation	1993
4.	Registered office address	IFCI Limited, IFCI Tower, 61 Nehru Place, New Delhi-110019
5.	Corporate address	IFCI Limited, IFCI Tower, 61 Nehru Place, New Delhi-110019
6.	E-mail:	complianceofficer@ifcilt.com
7.	Telephone	011-41732000
8.	Website	www.ifcilt.com
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 2489,61,38,630
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report :	Smt. Priyanka Sharma, Company Secretary & Compliance Officer Phone: 011-41732000 Email: complianceofficer@ifcilt.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).	Standalone Basis
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financing Activity	Interest Income, Dividend Income & Net gain on fair value changes of investments	81.36%

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

S. No.	Product/Service	NIC Code	% of Total Turnover contributed
1	Financing Activity	64920	81.36%

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	NIL	04 Nos.	04 Nos.
International	NIL	NIL	NIL

19. Markets served by the entity

a. Number of locations

Locations	Number
National (No. of States)	04 (Mumbai, Delhi, Hyderabad and Kolkata)
International (No. of Countries)	NIL

b. What is the contribution of exports as a percentage of the total turnover of the entity? Not Applicable as IFCI is not involved in Exports.

c. A brief on types of customers: Customers encompasses Corporates across the industries /sectors, engaged in infrastructure, manufacturing, services, real estate, agro-based and other diversified sectors. As on 31st March, 2024, IFCI has 414 number of corporate borrowers.

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)	135	89	65.92	46	34.07
2.	Other than Permanent (E)	11	10	90.91	1	9.09
3.	Total employees (D + E)	146	99	67.80	47	32.19
	WORKERS					
4.	Permanent (F)	1	1	100.00	Nil	Nil
5.	Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total workers (F + G)	1	1	100.00	Nil	Nil

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)	1	Nil	Nil	1	100.00
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total differently abled employees (D+E)	1	Nil	Nil	1	100.00
	DIFFERENTLY ABLED WORKERS					
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total differently abled workers (F+G)	Nil	Nil	Nil	Nil	Nil

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	0	00.00
Key Management Personnel	4	1	25.00

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

	FY 2023 - 24 (Turnover rate in current FY)*			FY 2022 - 23 (Turnover rate in previous FY)*			FY 2021 - 22 (Turnover rate in the year prior to the previous FY)*		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.00	5.77	10.77	5.26	5.45	10.71	4.96	8.26	13.22
Permanent Workers	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

*Voluntary separations (i.e. Resignations, Voluntary retirements).

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/ Associates Companies/Joint Ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of share held by listed entity	Does the entity indicated at column A, Participated in Business Responsibility Initiatives of listed entity in FY 2023-24 (Yes/No)
1	Stock Holding Corporation of India Limited (SHCIL)	Subsidiary	52.86%	No
2	Stockholding Document Management Services Ltd. (SDMSL)	Step Down Subsidiary	100% held by SHCIL	No
3	SHCIL Services Ltd. (SSL)	Step Down Subsidiary	100% held by SHCIL	No
4	Stockholding Securities IFSC Limited (SSIL)	Step Down Subsidiary	100% held by SHCIL	No
5	IFCI Financial Services Ltd. (IFIN)	Subsidiary	94.78%	No
6	IFIN Commodities Ltd. (ICOM)	Step Down Subsidiary	100% held by IFIN	No
7	IFIN Credit Limited (ICL)	Step Down Subsidiary	100 % held by IFIN	No
8	IFIN Security Finance Ltd. (ISFL)	Step Down Subsidiary	100 % held by IFIN	No

S. No.	Name of the holding/Subsidiary/ Associates Companies/Joint Ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of share held by listed entity	Does the entity indicated at column A, Participated in Business Responsibility Initiatives of listed entity in FY 2023-24 (Yes/No)
9	IFCI Infrastructure Development Ltd. (IIDL)	Subsidiary	100.00%	No
10	IIDL Realtors Pvt. Ltd. (IRPL)	Step Down Subsidiary	100 % held by IIDL	No
11	IFCI Venture Capital Funds Ltd. (IVCF)	Subsidiary	98.59%	No
12	IFCI Factors Ltd. (IFL)	Subsidiary	99.90%	No
13	MPCON Ltd.	Subsidiary	79.72%	No
14	KITCO	Associate	20.26%	No

VI. CSR Details

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

(ii) Turnover (in ₹) ₹ 8,40,11,24,950.41

(iii) Net worth (in ₹) ₹ 12,14,20,12,145.94

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 redressal policy)	FY 2023-24			FY 2022-23		
		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	Not Applicable	-	-	-	-	-	-
Investors (other than shareholders)	Yes (www.ifcilttd.com)	3,910	-	-	8,406	-	-
Shareholders		20	-	-	269	-	-
Employees and workers		05	02	Pending grievances are under active consideration	11	02	Pending grievances are under active consideration
Customers		-	-	-	-	-	-
Value Chain Partners	Not Applicable	-	-	-	-	-	-
Other (Please specify)	Not Applicable	-	-	-	-	-	-

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

Sl. 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 Implication of the risk or opportunity (Indicate positive or negative implication)
1.	Business Ethics and Governance	Opportunity	Aligning the business practices to the highest standards of ethics and governance helps the company in maintaining transparency and accountability. It also assists the company in making decisions that are responsible and ethical, thereby preventing corporate scandals and fraud.	-	Positive Practicing ethical behaviour leads to improved customer loyalty, thereby resulting in increased stakeholder's confidence. It also leads to cost savings as the company will not be at risk of running into financial loss due to unethical or irresponsible behaviour.

Sl. 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 Implication of the risk or opportunity (Indicate positive or negative implication)
2.	Compliance	Risk and Opportunity	Risk The risk of compliance failure could lead to imposition of legal penalties, monetary fees and fines and reputational loss. Opportunity Complying with applicable rules and regulations maintains investor confidence and strengthen stakeholders trust, thereby helping in gaining reputational and financial benefits.	The respective compliance officers regularly follow updates regarding the latest and updated legal rules and regulations and ensure compliance to these updates. A compliance certificate for the overall organization is placed to the Board on quarterly basis.	Positive It leads to cost savings that otherwise might be incurred due to non-compliance. These costs include fines, penalties and legal fees. Negative Imposition of penalties/ fees/fines creates reputational risks.
3.	Data Security	Risk and Opportunity	Risk The risk to data security could lead to cyber security attacks and further data breaches that could compromise with the safety of the company data. Opportunity Due to increasing dependence on data, maintaining data security provides the company with a competitive advantage as well as an improved reputation. It may also result in saving of costs that could potentially be incurred due to issues linked to security breaches.	Maintenance of a strong policy on data security helps in managing the risks associated with data security breaches	Positive It helps to minimize risks and save potential risks linked to non-compliance with data security rules and regulations. Securing data will retain the company's sensitive data safe.
4.	Transparency & Disclosures	Opportunity	Disclosing both financial and non-financial aspects of the company helps in building trust and credibility of the company amongst its stakeholders and shareholders. Maintaining transparency, especially on the non-financial details of the company, including details on environmental, social and governance aspects, additionally enhances the reputation of the company.	-	Positive It helps in increasing investor confidence, thereby attracting higher investments from investors.

Sl. 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 Implication of the risk or opportunity (Indicate positive or negative implication)
5.	Employee Welfare	Opportunity	Providing benefits to employees such as adequate remuneration, leaves, holidays and opportunities for skill development improves employee satisfaction and loyalty as well as help in retaining existing and attracting new talent.	-	Positive Providing employee welfare will increase employee satisfaction, loyalty, productivity and retention, thereby helping companies to maintain the required work force and have a positive image. This reduces costs related to absenteeism and recruitment.
6.	Digitization	Opportunity	Rapid and ongoing digitalization of operational processes aids transition to a paper-less processing cycle in its operations.	-	Positive It ensures cost saving and contributes to the government's green initiatives.

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 NGRBC Principles and Core Elements.

The National Guidelines on Responsible Business Conduct (NGRBC) were prescribed by the Ministry of Corporate Affairs (MCA), Government of India, in 2018. They are built over the National Voluntary Guidelines on the Social, Environmental and Economic Responsibilities of Business (NVGs) released by the MCA in 2011. The NGRBC have been designed to guide businesses to perform beyond the requirements of regulatory compliance and contribute towards wider developmental goals including environmental and social.

The NGRBC advocates for nine principles referred as P1-P9 as given below:

P1 Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.

P2 Businesses should provide goods and services in a manner that is sustainable and safe.

P3 Businesses should respect and promote the well-being of all employees, including those in their value chains.

P4 Businesses should respect the interests of and be responsive to all its stakeholders.

P5 Businesses should respect and promote human rights.

P6 Businesses should respect and make efforts to protect and restore the environment.

P7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

P8 Businesses should promote inclusive growth and equitable development.

P9 Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	N	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	-	Y	-	Y	Y
c. Web Link of the Policies, if available	#	\$	\$	#	-	\$	-	#	#
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	-	Y	-	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	-	Y	-	Y	Y
4. Name of the national and international codes/certifications/labels/ standards adopted by your entity and mapped to each principle.	-	-	-	-	-	-	-	-	-
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	-	-	-	-	-	@	-	-	-
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 <i>(listed entity has flexibility regarding the placement of this disclosure)</i> IFCI being an NBFC has limited applicability of above principles. However, the company is conscious of the environment, social well-being of the community and best governance practices while conducting its business. The company strives to follow applicable directions/ guidelines provided by the Government of India. Further, efforts are being made on the ESG front to contribute to the community either through CSR activities or supporting the Govt. of India in the initiative made in this regard. It also provides employees and business associates with working conditions that are clean, safe, healthy and fair. To achieve these commitments, IFCI has a separate CSR Policy and Code of Conduct.																												
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).									Business Responsibility Reporting Committee of Directors.																			
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.									Yes, IFCI has a specified Committee of the Board for BRSR i.e. Business Responsibility Reporting Committee of Directors.																			
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)																	
			P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9									
Performance against above policies and follow up action			Review is being undertaken by a Committee of Directors									Annual Review																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																													
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.			P 1			P 2			P 3			P 4			P 5			P 6			P 7			P 8			P 9		
			No, however, the policies are reviewed and evaluated internally by the Board of IFCI on a regular basis.																										

The links to the relevant Policies are mentioned at the end of this Report.

\$ Policy being an internal document is accessible to employees only.

@ Benefits of Green Existing Buildings:-

Green existing buildings can have tremendous benefits, both tangible and intangible. The most tangible benefits are the reduction in water & energy consumption. The operational savings through energy & water efficiency could range from 5 - 10 %. The consumer waste generated in the building can also be substantially reduced. Intangible benefits of green existing buildings include enhanced air quality, health & higher satisfaction levels of occupants. National Priorities Addressed in the Rating System:

- Water Conservation
- Handling of Consumer Waste
- Energy Efficiency
- Reduced Dependency on Virgin Materials
- Health and Well-being of Occupants.

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**

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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)					#		#		

(#) IFCI being an NBFC, this principle is not applicable or has limited applicability. However, the company strives to follow applicable directions/guidelines provided by Government of India.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	1	Regulatory Updates - Principle 1	100
Key Managerial Personnel	5	Posh-Employee Awareness Program, Conduct Rules and Disciplinary Proceedings, Cyber Security Awareness Program, Women Leadership Programme: Enhancing Empowerment and Effectiveness, Auditing-Strategic	50
Employees other than BoD & KMPs	34	Financial Analysis of Business, Data Analytics with power BI, e-office, Cyber Security and Hygiene, ESG, POSH, Communication skills, leadership and other behavioral skills etc.	85
Workers	Nil	Nil	Nil

Impact: The trainings conducted on the said topics / Principle helped in sensitizing the employees towards business sustainability and responsibility by being more vigilant, ethical and accountable in their duties and responsibilities.

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 Requirements) Regulations, 2015 and as disclosed on the entity's website):

Nil

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.

Nil

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.

In this regard Company has a vigilance mechanism in place and following preventive measures have also been adopted by the Company:-

- Fair Practice Code - The Guidelines for Fair Practices Code for IFCI is available on website of the company at the link <https://www.ifciltld.com/?q=en/content/fair-practices-code>
- The Company follows procedures and norms of CVC regarding anti-corruption and anti-bribery and also the PIDPI Resolution (GoI Resolution on Public Interest Disclosure and Protection of Informers) relating to complaints for disclosure on any allegation of corruption or misuse of office wherein CVC is Designated Agency.
- Apart from the above, IFCI has also adopted Whistle Blower Policy.
- With reference to award of contract, IFCI has Centralized Procurement Policy approved by Board of Directors of IFCI.

5. Number of Directors / KMPs / employees / workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption: **No charges of bribery/corruption have been levied on the company's Directors/KMPs/ employees/ workers.**

6. Details of complaints with regard to conflict of interest: **No complaints were received regarding conflict of interest in the reporting period.**

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, since no cases have been reported.

8. Number of days of accounts payables ((Accounts payable * 365) / Cost of goods/services procured) in the following format: **Considering the nature of the business of the entity, the above-mentioned point is Nil.**

9. Open-ness of business

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

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NIL	NIL
	b. Number of trading houses where purchases are made from	NIL	NIL
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NIL	NIL
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NIL	NIL
	b. Number of dealers / distributors to whom sales are made	NIL	NIL
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NIL	NIL
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NIL	NIL
	b. Sales (Sales to related parties / Total Sales)	NIL	NIL
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NIL	NIL
	d. Investments (Investments in related parties / Total Investments made)	The outstanding investment as on March 31, 2024, in subsidiaries is ₹ 1546.41 crore, i.e. 39.29% of the total investment	The outstanding investment as on March 31, 2023, in subsidiaries is ₹ 1546.41 crore, i.e. 42.33% of the total investment

LEADERSHIP INDICATORS

- Awareness programmes conducted for value chain partners on any of the Principles during the financial year: **Nil**
- Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes, The Company has a Code of Conduct for Board members and senior management, which covers inter-alia the process of dealing with conflict of interests.

The Policy is available at <https://www.ifcilt.com/?q=en/content/code-conduct>

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

ESSENTIAL INDICATORS

- 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.

Nil, as the company works in the financial services domain, the scope of Research & Development and Capital Expenditure for such technologies is limited.

- a. Does the entity have procedures in place for sustainable sourcing?

Yes

- If yes, what percentage of inputs were sourced sustainably?

Centralised Procurement Policy of IFCI has been reviewed in May 2023, in line with latest policies and procedures with governing rules on the lines of (i) Manual on Procurement of Goods, (ii) Manual on Procurement of Works and (iii) Manual on Procurement of Consultancy & Other Services, wherein all the CVC Guidelines on public procurement have been merged. IFCI is availing services of Government E-Market Place (GeM) and CPP Portal (Central Public Procurement Portal) where vendors are registered. **The percentage of Procurements made through GeM Portal during FY 2023-24 is 95.11%.**

- 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.

Not Applicable, however, single use plastic based stationery items and crockery items for day to day use has been discontinued.

- 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.

Not Applicable, as the company is not involved in the manufacture or selling of tangible products.

LEADERSHIP INDICATORS

- Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?
IFCI being a NBFC, this principle is not applicable or has limited applicability. However, the company strives to follow applicable directions/guidelines provided by Government of India.
- If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same. **Not Applicable**
- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).
Considering the nature of business and operations, the percentage of recycled or reused input material used by the Company is negligible.
- Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format: **Not Applicable**
- Reclaimed products and their packaging materials (as percentage of products sold) for each product category. **Not Applicable, as IFCI is not involved in the selling of products.**

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

- 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 (Officers)										
Male	89	89	100	89	100	Nil	Nil	89	100	89	100
Female	46	46	100	46	100	46	100	Nil	Nil	46	100
Total	135	135	100	135	100	46	100	89	100	135	100
*IFCI has its own Medical Scheme.											
**IFCI has GTLI Policy covering all permanent employees and two contractual employees.											
Other than Permanent employees											
Male	10	0	0	0	0	Nil	Nil	0	0	10	100
Female	1	0	0	0	0	1	100	Nil	Nil	1	100
Total	11	0	0	0	0	1	100	0	0	11	100

- Details of measures for the well-being of workers:

Category	% of workers covered by (Workmen)										
	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	1	1	100	1	100	Nil	Nil	1	100	1	100
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	1	1	100	1	100	Nil	Nil	1	100	1	100
	Other than Permanent workers										
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on wellbeing measures as a % of total revenue of the company	₹ 32.90 Lakhs (GTLI policy period from October 01, 2023 to September 30, 2024)	₹ 36.06 Lakhs (GTLI policy period from October 01, 2022 to September 30, 2023)

2. Details of retirement benefits, for Current FY and Previous Financial Year. -

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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	100	100	Y	100	100	Y
ESI	NA	NA	NA	NA	NA	NA
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 premises / offices of IFCI Ltd. are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

To suit the special needs of differently abled people, IFCI has created special facilities such as ramps, handrails, washroom and made other necessary changes as per requirements:-

- Ramp/Railing and Assembly Area:-** The IFCI has a special facility of ramps, assembly area and rails for the differently abled person. The dedicated entrance and exit are clearly and easily accessible as there are no steps. In the premises ramp and rails are arranged and it is beneficial to wheelchair users. Security people also help them.
- Washroom:-** Separate toilet is available in IFCI Tower for Divyangjan. They are clearly identifiable and accessible. There is enough space inside.
- Rest Room:-** The restroom is in the ground floor lobby for the differently abled people where they can rest when they need it or feel tired.
- Lifts:-** The handrails, braille buttons and voice recognition facilities etc. are available in lifts for differently abled people. Both service lifts lands in each floor.

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, IFCI has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. The web link is as under: <https://www.ifcilt.com/2019/Equal%20Opportunity%20Policy%201.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	7	100	NA	NA
Female	3	100	NA	NA
Total	10	100	NA	NA

* No worker availed Parental Leave during the year

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. **Yes**

	Yes/ No (If yes, the details of the mechanism in brief)
Permanent Workers	Yes, IFCI has a three stage Grievance Redressal Policy with a predefined scope with regard to employment conditions. Grievances are resolved as per the following structure: Stage I: Reporting Officer Stage II: Grievance Redressal Committee (HR Review Committee) Stage III: MD & CEO
Other than Permanent Workers	NA
Permanent Employees	Yes, IFCI has a three stage Grievance Redressal Policy with a predefined scope with regard to employment conditions. Grievances are resolved as per the following structure: Stage I: Reporting Officer Stage II: Grievance Redressal Committee Stage III: MD & CEO
Other than Permanent Employees	NA

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

Category	Financial Year (Current Financial Year 2023-24)			Financial Year (Previous Financial Year 2022-23)		
	Total Employees/ Workers in respective Category	No. of Employees/ Workers in respective Category, who are part of association or union	% (B/A)	Total Employees / Workers in respective Category	No. of Employees / Workers in respective Category, who are part of association or union	% (D/A)
	(A)	(B)		(C)	(D)	
Total Permanent Employees	135	124	91.85	149	137	91.95
- Male	89	78	87.64	99	89	89.90
- Female	46	46	100	50	48	96
Total Permanent Workers*						
- Male	1	0	0	1	0	0
- Female	-	-	-	-	-	-

*The workman employees are part of total employees but not members of Officers Association.

8. Details of training given to employees and workers*:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health & Safety Measures		On Skill upgradations		Total (D)	On Health & Safety Measures		On Skill upgradations	
		No. (B)	%(B/A)	No. C	% (C/A)		No. (D)	%(E/D)	No. F	% (F/D)
Employees										
Male	89	Nil	Nil	60	67.41	95	Nil	Nil	91	98.94
Female	46	Nil	Nil	37	80.43	50	Nil	Nil	45	90.00
Total	135	Nil	Nil	97	71.35	145	Nil	Nil	136	93.79
Workers										
Male	1	Nil	Nil	Nil	Nil	1	Nil	Nil	Nil	Nil
Female	0	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	1	Nil	Nil	Nil	Nil	1	Nil	Nil	Nil	Nil

*Training Details have been entered for all employees including contractual staff (does not include employees on deputation to outside organizations)

9. Details of performance and career development reviews of employees and worker:

Category	FY2023-24			FY2022-23		
	Total (A)	No. (B)	%(B/A)	Total (C)	No. (D)	%(D/C)
Employees (Officers)						
Male	84	29	35	98	72	74
Female	46	22	48	48	41	85.41
Total	130	51	39	147	114	78
Workers (Workmen)						
Male	1	-	0	1	1	100
Female	NIL	NIL	NIL	NIL	NIL	NIL
Total	1	-	0	1	1	100

Details of Performance and Career Development Reviews include all permanent employees which were under the purview of Annual Performance Appraisal Exercise at IFCI in the respective Financial Year. For FY 2023-24, review is being done for all the employees & workmen.

10. Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? **(Yes/ No)**. If yes, the coverage of such system? **Not Applicable, however, IFCI ensures safety and wellbeing of all its employees.**
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? **No Hazardous waste generated by the entity, however, daily routine garbage disposed of through AMC service provider.**
- Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N) **No Hazardous waste generated by the entity, however, daily routine garbage disposed of through AMC service provider.**
- 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:

Nil

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

Necessary safety equipment's are in place. Necessary safety measures were taken / in place such as firefighting equipment, fire refuge, Maintenance of lifts, Emergency signages, Emergency exit doors and lobby area. Post covid, additional measures were followed such as sensor enabled taps in washroom, sanitizers, social distancing, Work from Home facility etc.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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	Nil	Nil	-	1	1	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100 (Head Office and 4 Regional Offices)
Working Conditions	-

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. **Nil**

LEADERSHIP INDICATORS

- Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N). **Yes**
- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners. **Not Applicable**
- Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment: **Nil**
- Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).
Yes, IFCI has "POLICY ON ENGAGEMENT OF RETIRED OFFICERS AS ADVISORS" which is to utilise the experience and expertise of retired official through engagement for fixed tenure.
- Details on assessment of value chain partners: **Nil**
- Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners. **Nil**

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

- Describe the processes for identifying key stakeholder groups of the entity.
No such process has been defined, however in view of the business activity of the listed company and being a NBFC, the categories of stakeholders are mentioned in point no 2 below.
- 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
Security holders (Equity and Bondholders)	No	Emails, SMS, Newspaper, Notices, Website etc	Need based events and covers all half yearly, quarterly and Annually	Repayments, Meetings updates, KYC related, grievance related
Clients (advisory business)	No	Website, Emails, Personal visits, presentations	Event Based	Work order/ Project related
Employees (Including retired employees)	No	Emails, Website, Intranet, Internal Meetings	Event Based	Trainings, Work orders, Grievances etc
Regulatory Authorities	No	Emails, Telephonically, Website etc	Quarterly, Event Based	Compliance updates
Borrowers	No	Website, Emails, Personal visits	Monthly, Quarterly	Follow ups and Routine updates
Lenders	No	Website, Emails, Personal visits	Monthly, Quarterly & Event Based	Follow ups, Routine updates

LEADERSHIP INDICATORS

- Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board. **Not Applicable**
IFCI follows the Guidelines prescribed at regular intervals by the authorities, concerned Ministry w.r.t. Environmental and Social topics.
- Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity. **Not Applicable**
- Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.
IFCI is registered on GeM and company promotes procurement from MSMEs.

PRINCIPLE 5: Business should respect and promote human rights.

ESSENTIAL INDICATORS

- Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format: **Nil**
- Details of minimum wages paid to employees and workers, in the following format:

Category	FY2023-24 Current Financial Year					FY2022-23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	%(B/A)	No. (C)	%(C/A)			No. (E)	%(E/D)	No. (F)
Employees										
Permanent										
Male	98	Nil	Nil	98	100	110	Nil	Nil	110	100
Female	50	Nil	Nil	50	100	57	Nil	Nil	57	100
Other than Permanent										
Male	11	Nil	Nil	11	100	11	Nil	Nil	11	100
Female	1	Nil	Nil	1	100	3	Nil	Nil	3	

Category	FY2023-24 Current Financial Year					FY2022-23 Previous Financial Year					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage		
		No. (B)	%(B/A)	No. (C)	%(C/A)			No. (E)	%(E/D)	No. (F)	%(F/D)
Workers											
Permanent											
Male	1	Nil	Nil	1	100	1	Nil	Nil	1	100	
Female	-	-	-	-	-	-	-	-	-	-	
Other than Permanent											
Male	Nil	-	-	-	-	-	-	-	-	-	
Female	Nil	-	-	-	-	-	-	-	-	-	

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BOD)	-	-	-	-
Key Managerial Personnel (includes MD and WTD)	3	₹ 49.97 Lakhs	1	₹ 42.47 Lakhs
Employees other than BOD and KMP	106	₹ 24.31 Lakhs (For Deputed, remuneration is paid by concerned organisation)	50	₹ 24.14 Lakhs
Workers	1	₹ 8.60 Lakhs	-	-

Note: Number of employees includes both permanent and contractual staff for calculation of Remuneration.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	31.1%	32.9%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issue caused or contributed to by the business?

No

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

Employee Grievances are redressed through a Grievance Redressal System which has fairly wide scope to cover such issues pertaining to Human Rights.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

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

The cases of complaints regarding Sexual Harassment are regulated by the provisions of The Sexual Harassment of Women at Workplace

(Prevention, Prohibition and Redressal) Act 2013, which has built in safeguards against any adverse consequences to the complainant. Besides, IFCI also has Liaison Officers and Employee Association for SC/ST employees which cater to the issues raised by employees belonging to marginalised sections of society, including discrimination at workplace.

Pursuant to the Whistle Blower Policy of the Company, necessary mechanism has been put in place to provide protection to the complainant, wherever required. The Whistle Blower Policy is available at <https://www.ifcilt.com/2022/Whistle%20Blower%20Policy.pdf>.

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

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	NIL
Forced/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
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. Nil

LEADERSHIP INDICATORS

- Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.
Employee Grievances are redressed through a Grievance Redressal System which has fairly wide scope to cover such issues pertaining to Human Rights. Besides, IFCI has an Equal Opportunity Policy as per the Rights of Persons with Disabilities Act, 2016, for ensuring protection of Rights of Persons with Disabilities.
- Details of the scope and coverage of any Human rights due-diligence conducted. **Not Applicable**
- Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016? **Yes**
- Details on assessment of value chain partners: **Not Applicable**
- Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above. **Not Applicable**

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment.

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	Approx. 2281320 kwh	Approx. 2359320 kwh
Total fuel consumption (B)	Approx. 818.62 kwh	Approx. 489.37 kwh
Energy consumption through other sources (C)	NIL	NIL
Total energy consumed from renewable sources (A+B+C)	Approx. 2282138.62 kwh	Approx. 2359809.37 kwh
From non-renewable sources		
Total electricity consumption (D)	Nil	Nil
Total fuel consumption (E)	Nil	Nil
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	Nil	Nil
Total energy consumed (A+B+C+D+E+F)	Nil	Nil
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	2282138.62 (Kwh) / 37951140 (Amount)=0.060	2359809.37 (Kwh) / 36387000 (Amount)=0.064
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output	-	-
Energy intensity (optional)–the relevant metric may be selected by the entity	-	-

Note: 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. However, IFCI aims to conduct a thorough assessment for disclosures related to electricity consumption from the next financial year onwards.**

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. **Nil**
3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	Approx.170 KL	Approx.373 KL
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	Approx. 170 KL	Approx.373 KL
Total volume of water consumption (in kilolitres)	Approx. 170 KL	Approx.373 KL
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	169 (unit) /34640 (Amount)=0.0048	373 (unit) /35920 (Amount)=0.010
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		
Water intensity (optional) - the relevant metric may be selected by the entity		

Note: 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: **Nil**
5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation. **Not Applicable**
6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: **Not Applicable as IFCI is not a manufacturing company.**
7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format: **Not Applicable**
8. Does the entity have any project related to reducing Green House Gas emissions? If yes, then provide details. **Not Applicable**
9. Provide details related to waste management by the entity, in the following format: **No Hazardous waste generated by entity, however, daily routine garbage disposed of through AMC service provider.**
10. Briefly describe the waste management practices adopted in your establishment. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practice adopted to manage such waste. **No Hazardous waste generated by entity, however, daily routine garbage disposed of through AMC service provider.**
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: **Nil**
12. Details of environment impact assessment of projects undertaken by the entity based on applicable laws, in the current financial year: **Not Applicable**
13. Is the entity compliant with the applicable environment 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). If not, provide details of all such non-compliance, in the following format: **Yes, entity is complying with all the applicable environmental laws/regulations/guidelines in India.**

LEADERSHIP INDICATORS

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): **Nil**
For each facility/plant located in areas of water stress, provide the following information:
(i) Name of the area
(ii) Nature of operations
(iii) Water withdrawal, consumption and discharge in the following format:
Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (N/Y) If yes, name of the external agency. **No**
2. Please provide details of total Scope 3 emissions & its intensity, in the following format: **Nil**
Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y2N) If yes, name of the external agency. **No**

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities. **Not Applicable**
4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/ effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format: **Not Applicable**
5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web link.

Yes IFCI has Business Continuity Policy in place which covers proactive plan and strategy that ensures critical services or products delivered during disruption. Disaster recovery (DR) is an organization's ability to restore access and functionality to IT infrastructure after a disaster event, whether natural or caused by human action. DR is considered a subset of business continuity, explicitly focusing on ensuring that the IT systems that support critical business functions are operational as soon as possible after a disruptive event occurs. IFCI has its Data Centre located at the IFCI Tower, New Delhi and critical CIIS applications are running on Sun Sparc servers with Oracle databases 12c and application servers 11g. IFCI has setup DR Site at Mumbai at SIFY Data Centre, which replicates databases, applications, and virtual machines. To ensure the business continuity, IFCI conducts DR drills periodically.

6. Disclose any significant adverse impact to the environment arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard. **Nil**
7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. **Not Applicable**

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.
The Company holds membership in two (2) trade and industry chambers/ associations.
- 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.	Indian Banks Association	National
2.	Indian Institute of Banking and Finance	National

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

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity: **Nil**

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.

Essential Indicators

1. Details of Social Impact Assessment (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year. **Nil**
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: **Not Applicable**
3. Describe the mechanisms to receive and redress grievances of the community.
Not Applicable
4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/small producers	0.96%	67.06%
Directly from within India	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

Location	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	0	0
Semi-urban	0	0
Urban	0	0
Metropolitan	100%	100%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above): **Not Applicable**
2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies: **Nil**
3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes/No): **Yes. IFCI has a Centralized Procurement Policy duly approved by Board of Directors.**
 (b) From which marginalized /vulnerable groups do you procure?
IFCI procures from following marginalized/ vulnerable groups: MSME Enterprises
 (c) What percentage of total procurement (by value) does it constitute? **0.96%**
4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge: **Nil as IFCI is not involved in intellectual properties owned or acquired by the company based on traditional knowledge.**
5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved. **Nil**
6. Details of beneficiaries of CSR Projects: **Nil**

PRINCIPLE 9: Businesses should engage with and provide value to their consumer in a responsible manner.

ESSENTIAL INDICATORS

1. Describe the mechanism in place to receive and respond to consumer complaints and feedback.
Resolution of investors' queries/ complaints/ grievances in bond servicing is given top most priority & attention by IFCI.
 In respect of Equity Shareholders, the company has appointed a Registrar & Transfer Agent (R&TA), for efficient redressal of investor complaints/grievances. Also, certain queries are directly redressed by the concerned department of the company.
 In respect of bonds which are being serviced in-house at IFCI, all the complaints/grievances are replied by IFCI directly to investors. Similarly, in respect of the bonds which are being serviced through R&TAs, the resolution of the complaints/grievances is taken care by R&TAs directly. However, if any support or help is required in resolving the queries, same is provided by IFCI.
 To have better control on the resolution of investor complaints/grievances, reports in the prescribed formats indicating type of complaints, number of complaints received, resolved and pending resolution, if any, at the end of the period are obtained from the respective R&TAs and compiled in the Department on quarterly intervals. Based on such compiled data, a report is placed before the Stakeholders' Relationship Committee of the Board.
SCORES - SEBI has an online portal for redressing of investors' grievances called SCORES. The complaints received on the portal are accessed by IFCI and Interim replies and/or Action taken reports are filed in co-ordination with the R&TA of respective issues. It is ensured that all grievances are addressed in a time bound manner.

Besides, investors' grievances and requests are also received on:

- IFCI website through *Bondholders section*
- Email ID complianceofficer@ifcilttd.com
- Email ID bondscomplianceofficer@ifcilttd.com
- Email ID infrabonds@ifcilttd.com for Infra Bonds
- Email ID tier2bonds@ifcilttd.com for Subordinate Bonds
- Email ID ifcipublicissue@ifcilttd.com for Public issue of Bonds
- Email ID ppbonds@ifcilttd.com for Private placement bonds

The queries or complaints received through email are replied through email itself. In case any complaint/grievance requires some time for resolution, an interim reply is also sent to the investor as an investor friendly gesture. Investors' grievances received through email/letter at IFCI, in case of bonds and equity handled by R&TA are forwarded to R&TAs. Thereafter the R&TA replies to the investor(s) through email/letter with a copy to IFCI.

Some of the common grievances received from Investors' are as below:

- a. Correction of mistakes in bond certificates
- b. Issue of duplicate bond certificate
- c. Rematerialization & Dematerialization of bonds
- d. Transmission of bonds
- e. Splitting of bonds
- f. Updation of bank A/c, address, email ids
- g. Corporate actions for bonds in lock-in period
- h. Revalidation of warrants/ payment of unpaid amount
- i. Status of Dividend/Shares/Amount transferred to IEPF.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about: **Not Applicable**
3. Number of consumer complaints in respect of the following: **Nil**
4. Details of instance of product recalls on account of safety issues: **Not Applicable**
5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? **(Yes/No)** If available, provide the web-link of the policy.
Yes, IFCI has a IS and Cyber Security policy in place, the policy is reviewed annually. The policy is an internal document.
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 customer; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.
Not Applicable
7. Provide the following information relating to data breaches: **Nil**
 - a. Number of instances of data breaches
 - b. Percentage of data breaches involving personally identifiable information of customers
 - c. Impact, if any, of the data breaches

LEADERSHIP INDICATORS

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).
IFCI offers variety of financial products/services. The financial products offered by the IFCI are available at the website of the company and can be accessed at <https://www.ifcilttd.com/?q=en/content/financial-products>.
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
The Company's website containing relevant details is updated on real time basis.
3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.
Any risk of disruption/discontinuation of essential services is communicated via IFCI's website.
4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)
If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)
Yes. The Company being a NBFC offers various financial products, therefore it is ensured that adequate disclosures of all its financial products offered are made to its borrowers and to its investors through the company's website at <https://www.ifcilttd.com/?q=en/content/financial-products>.

Annexure -1 to Business Responsibility Report

The links of relevant policies approved by the Board of Directors of the Company are given below: -

Name of the Policy	Web-link
Fair Practice Code	https://www.ifcilttd.com/?q=en/content/fair-practices-code
Code of Conduct	https://www.ifcilttd.com/?q=en/content/code-conduct
Vigil Mechanism	https://www.ifcilttd.com/?q=en/content/whistle-blower-policy
CSR Policy	https://www.ifcilttd.com/?q=en/content/our-csr-policy

The other policies are internal documents and accessible only to employees of the organization.