

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity: **L65922MH1989PLC052257**
- Name of the Listed Entity: **LIC Housing Finance Limited**
- Year of incorporation: **1989**
- Registered office address: **Bombay Life Building, 2nd Floor, 45/47, Veer Nariman Road, Fort, Mumbai 400001.**
- Corporate address: **131, Maker Tower "F" Premises, 13th Floor, Cuffe Parade, Mumbai 400005**
- E-mail: **lichousing@lichousing.com**
- Telephone: **(+91) 22 2217 8600**
- Website: **www.lichousing.com**
- Financial year for which reporting is being done: **2023-24**
- Name of the Stock Exchange(s) where shares are listed: **Bombay Stock Exchange Limited (BSE), National Stock Exchange of India Limited (NSE)**
- Paid-up Capital: **₹ 110.08 crore**
- Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report: **Ms. Varsha Hardasani, Company Secretary & Compliance Officer**
- 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): **Disclosures made in this report are on a standalone basis and pertain only to LIC Housing Finance Limited.**
- Name of assurance provider: **Not Applicable**
- 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.	Financial and insurance Service (K)	Other financial activities (K8)	100%

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
	Activities of housing finance companies.	65922	100.00%
	The Company's core business is financing by way of loans for the purchase or construction of residential houses, commercial real estate and certain other purposes in India. As of 31 st March, 2024, in terms of the composition of loans on an Assets under Management basis is as follows:		
	i. 85.13% were Housing loans to Individuals,		
	ii. 9.98% were non-housing loans to Individuals,		
	iii. 2.09% were non-housing loans to Corporates		
	iv. 2.80% Project Finance loans		

Note: <https://www.mospi.gov.in/classification/national-industrial-classification/alphabetic-index-5digit>

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	-	388 Offices spread across India in 27 states.	388
International	-	1 Representative Office in Dubai	1

Note: The company has a network of 388 offices including 310 Area Offices, 23 Back Offices, 44 Cluster Offices, 9 Regional Offices, 1 Corporate Office & 1 Registered Office, spread across 27 states and Union Territories in India as of 31st March, 2024

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan-India (27 States including UT)
International (No. of Countries)	1

Note:

- The company operates across 23 states including Chhattisgarh, Haryana, Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Uttar Pradesh, Uttarakhand, Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana, Assam, Bihar, Jharkhand, Odisha, Sikkim, Tripura, West Bengal, and 4 union territories: Puducherry, Chandigarh, Delhi, and Jammu & Kashmir.
- International - Dubai

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

As per the regulatory framework under which the Company is Covered, Export of services are not permissible. Accordingly, the contribution towards export is 'NIL'.

c. A brief on types of customers

The Company is a Housing Finance Company registered with National Housing Bank (NHB) and is engaged in financing purchase/construction of residential flats/houses to individuals and project finance to developers, Loan against Property (LAP), Lease Rental Discounting (LRD) etc. All other activities revolve around the core business of the Company. The Company offers lending and deposit services to a mix of individuals, including salaried/self-employed/professionals/SME customers, retired government employees, the large cross-section of the retail customers belongs to Tier 1/Tier 2 cities/towns.

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)	2,349	1,579	67.22	770	32.78
2.	Other than Permanent (E)	47	34	72.34	13	27.66
3.	Total employees (D + E)	2,396	1,613	67.32	783	32.68
WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	-	-	-	-	-

Note: "Other than Permanent" are employees which are on probation or are management trainees. Once they complete their probation they will be identified as "Permanent employees". The company does not have any workers as defined in the guidance note issued by SEBI. All the housekeeping and security support team have been engaged through a Third Party. The amount is paid to the vendor as per the Invoice raised.

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)	5	4	80%	1	20%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	5	4	80%	1	20%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

Note: "Other than Permanent" are employees which are on probation or are management trainees, Once they complete their probation they will be identified as "Permanent employees". The company does not have any workers as defined in the guidance note issued by SEBI. All the housekeeping and security support team have been engaged through a Third Party. The amount is paid to the vendor as per the Invoice raised.

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	13	1	7.69%
Key Management Personnel	3	1	33.33%

Note: * The board of directors consisted of 13 members as on 31st March, 2024. This included 1 female director.

*Managing Director & Chief Executive Officer is in the Board of Directors as well as he is a KMP Accordingly he has been included in both categories.

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate (%)) *			FY 2022-23 (Turnover rate (%)) *			FY 2021-22 (Turnover rate (%)) *		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.57	3.91	5.03	4.10	3.11	3.78	4.24	3.77	4.09
Permanent Workers	-	-	-	-	-	-	-	-	-

Note:

- Turnover percentage is calculated considering all exits (Resignation, Termination, Retirement, Early retirement, Repatriation of LIC employees back to LICHFL, end of service due to death) except transfer of LICHFL employees to its subsidiaries on deputation.
- The company does not have any workers as defined in the guidance note issued by SEBI.

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	LICHFL Care Homes Limited	Subsidiary	100.00%	No
2	LICHFL Financial Services Limited	Subsidiary	100.00%	No
3	LICHFL Asset Management Co. Limited	Subsidiary	94.62%	No
4	LICHFL Trustee Company Limited	Subsidiary	100.00%	No
5	LIC Mutual Fund Asset Management Co. Limited	Associate	35.52%	No
6	LIC Mutual Fund Trustee Co. Limited	Associate	35.30%	No

VI. CSR (Corporate Social Responsibility) Details

24. i. Whether CSR is applicable as per section 135 of Companies Act, 2013: **Yes, CSR is applicable as per Section 135 of the Companies Act, 2013.**
- ii. Turnover (in ₹): **27,234.64 crore**
- iii. Net worth (in ₹): **29,226.51 crore**
- iv. Total amount spent on CSR for FY 2023-24 (in ₹): **64.85 crore. ***

* ₹ 64.85 has been sanctioned for the company's CSR activities for FY 2024-25. The funds will be disbursed over the next three years based on the project progress.

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 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	No, currently the company does not have a formal grievance redressal mechanism in place. However, we are actively working on developing a system to capture and address employee concerns in the coming year.	-	-	-	-	-	-
Investors (other than shareholders)	Yes, the Company has various mechanisms in place for addressing the concerns of the shareholders and the investors. Even the RTA as well as the Debenture trustees are extended arms of the Company who may be reached out in case of any queries. Although there are no specific policies for the grievance redressal of the investors, the Company does resolve the grievances by operation of law. Further, various informative material for the investors is available on the website of the company namely under the section 'Investors'. https://www.lichousing.com/	1	0	All complaints were Resolved in the same year.	0	0	No Complaint

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 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
Shareholders	Yes, the Company has various mechanisms in place for addressing the concerns of the shareholders and the investors. Even the RTA as well as the Debenture trustees are extended arms of the Company who may be reached out in case of any queries. Although there are no specific policies for the grievance redressal of the investors, the Company does resolve the grievances by operation of law. Further, various informative material for the investors is available on the website of the company namely under the section 'Investors'. https://www.lichousing.com/	12	0	Resolved all 12 complaints	12	0	Two complaints carried forward from FY 2021-22 got resolved in FY 2022-23
Employees and workers	Yes, we have a grievance redressal mechanism in place, and our Whistleblower and POSH policies are in public domain. https://www.lichousing.com/static-assets/pdf/Policy_for_Implementation_of_Prevention_of_Sexual_Harassment_of_Women_at_Workplace.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true	1	0	Received 1 POSH complain it were resolved in same year	0	0	No complain received
Customers	Yes, We empower our customers to voice their concerns through various channels: Our informative customer portal offers helpful resources and allows them to write or call us directly, All inquiries are captured in our Integrated Customer Relationship Module (ICRM) for efficient follow-up, We also offer additional contact options https://www.lichousing.com/grievance-mechanism	13,486	0	All complaints were Resolved in the same year	11,046	0	All complaints are resolved

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 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
Value Chain Partners	Yes, Value chain partner can contact our designated nodal officers to address their concerns. The company also have fair practice codes for market intermediaries and recovery agents readily available on https://www.lichousing.com/	-	-	-	-	-	-
Other (Depositors)	Yes, Depositors have two convenient ways to contact us: through our website or through the designated Service Provider for Deposits. (https://www.lichousing.com/public-deposits)	3,256	15	*3,260 Complaints were resolved in FY 2023-24	2,059	19	63 complaints were carried forward from the previous year and were resolved during the year

Note:

*3,260 includes 19 complaint which were Carried forward from FY 2022-23 and got resolved in FY 2023-24

*Weblink of the Business Responsibility and Sustainability Policy adopted by the Board of the Company which covers all the 9 principles is <https://www.lichousing.com/static-assets/pdf/BRSR%20Policy.pdf?crafterSite=lichfl-corporatewebsite-cms&embedded=true> Some of the other policies which have direct or indirect relationship with one or more of the above principles and available in the public domain are accessible at <https://www.lichousing.com/policy-codes> Apart from the above there are certain internal policies and codes which are available on the intranet portals which also have direct or indirect relationship with one or more of the above principles

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 adaptor mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Digitisation of processes	Opportunity (O)	The Company will leverage digital financial solutions and products to empower our customers, expand our reach, and boost overall productivity.	To safeguard data privacy and prevent breaches, the company has implemented robust security checks within our applications and software. Additionally, the company has increased the frequency of IT systems audits from biannual to annual reviews.	Positive- Our evolving landscape presents exciting opportunities to innovate, tackle challenges, and upskill our workforce, all while exploring new markets and fueling growth.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adaptor mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Social initiatives	Opportunity (O)	The company committed to promoting inclusive development nationwide through various CSR projects. Our focus is on building self-sustaining communities by empowering them with sustainable livelihood opportunities.	The CSR department executes diverse initiatives that target the most underprivileged communities across India and ensures equitable opportunities for all.	Positive- The company has the opportunity to innovate for sustainability, deepen community engagement, and expand its reach and impact.
3	Environmental Risk Management	Opportunity (O)	Effective risk management, including climate risk, is critical for the long-term financial well-being of the business.	The Company has established a risk management framework to proactively identify and manage potential risks to the business and to mitigate them effectively. It is evaluating measures to integrate environmental risks in its overall framework.	Positive-By proactively managing climate risks, the company can unlock the opportunity to develop innovative solutions, attract sustainability-focused investors, and enhance our brand reputation.

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.

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)	Yes	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	Yes
c. Web Link of the Policies, if available	https://www.lichousing.com/policy-codes The Company maintains a comprehensive policy suite, including internal documents accessible to employees and publicly available policies on our website.									
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	The Company has translated the policies as applicable and absorbed the same into procedures and practices in all spheres of activities that it undertakes.									
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	The Company's Code of Conduct embodies these principles, and we expect all stakeholders, including our valued partners, to uphold them in their interactions with us.									
4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	No	No	No	No	No	No	No	No	No	No
	The company has not adopted any code/certification, but our policies are meticulously crafted. The company adhere industry best practices, all relevant regulations and actively engage with stakeholders.									

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	1)	The Company is committed to support financial Inclusion by focussing on increasing the women borrowers, affordable housing loans, budget home loans to low-income group customers.							
	2)	The Company aims to increase its affordable housing portfolio in tier 2 & 3 cities in the coming years.							
	3)	The Company will attempt to increase diversity and inclusion in the workforce.							
	4)	Further, the Company will provide ESG (Environmental, Social, Governance) training to the majority of its employees in FY 2024-25.							
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	1)	Deployment of video conferencing technologies to cut air travel and the associated emissions.							
	2)	Installed energy efficient lighting equipment, replacing CFL lighting with LED lights across most of our premises.							
	3)	Monitoring emissions and energy consumption trends to identify energy-saving opportunities.							

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) The Company at its core believes that sustainable practices are essential to building a resilient and prosperous future for all. The ESG Policy of the Company aligns with its goal of sustainable development and aims to minimise risks and impacts through robust and documented systems. ESG goals include ensuring profitability with ethical, environmental & social responsibility, mainstreaming ESG practices into business & operations and getting a head start on emerging ESG issues. The Company believes that going forward, with collective efforts, will make considerable progress towards integrating ESG considerations into its decision-making processes, policies and practices.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Shri T Adhikari Designation: MD & CEO								
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. The company prioritises sustainability with a dedicated ESG Committee at the board level. This committee steers sustainability decisions, collaborating with senior management who continuously track our social, environmental, and economic footprint. Our proactive strategy involves pinpointing ESG opportunities, setting clear goals, and implementing action plans to transform our commitments into tangible results.								
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																	
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 the name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	NO, Evaluation by external agency of the working of the policies have not been done. However, all the policies are imbibed into practice through appropriate SOP's & guidelines. The same is being reviewed regularly by internal & external auditors.								

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

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)	-	-	-	-	-	-	-	-	-

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

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	1	The Company's Board of Directors are inducted to familiarisation programmes on an array of topics, including strategy, business operations, markets, performance, organisation structure, economy, risk management framework, regulatory updates, outlook, ESG aspects including climate change and its effects on Business, information technology including cyber security, their roles, rights and responsibilities and major developments and updates	100%
Key Managerial Personnel	1	Curated training programs covering wide range of topics such as ESG aspects including climate change and its effects on Business, Code of Conduct & Ethics, Fair Practices Code, Prevention of Sexual Harassment, Whistle Blower Policy, Data Privacy, Cyber Security, Anti-Money Laundering & KYC, Insider Trading, programmes on mental and physical well-being, amongst several others.	100%
Employees other than BOD and KMPs	39	Departmental/Functional and Specialised training on topics ranging from digitisation, Labor codes, Integrated watershed management, ESG, Fraud reporting and related matters, Preventing Frauds during Appraisal Process, Risk Management Practices, CERSAI, Leadership skills, Lending Opportunities for Green Housing, Grievance Redressal Mechanism, Consumer Protection, Purpose, and Effect test for Related Party Transactions (RPTs).	100%
Workers	-	-	-

Note: * The company does not have any workers as defined in the guidance note issued by SEBI.

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 based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

Monetary					
	NGRBC Principle (See list below)	Name of regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred (Yes/No)
Penalty/Fine	Integrity, Ethics, Transparency, Accountability while doing business	RBI	₹ 49.70 lakhs	For non-compliance with Para 80.1 and 85.6 of the RBI (HFC) Master Directions 2021.	No
Settlement	NIL	NA	NA	NA	NA
Compounding fee	NIL	NA	NA	NA	NA

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

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 regulatory/enforcement agencies/judicial institutions
	NA

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 has adopted the Code of Conduct & Ethics which lays out a zero-tolerance stance towards bribery and corrupt practices. It emphasises the commitment to conducting business affairs and relationships professionally, fairly, and with integrity. The Company has implemented and enforced effective systems to counter bribery, accompanied by explicit guidelines to discourage any misconduct. Stringent control measures are in place to prevent such activities, and actively encourages to report any malpractices. <https://www.lichousing.com/static-assets/pdf/CODE%20OF%20CONDUCT%20FOR%20MARKETING%20INTERMEDIARIES.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true>

The following policies and codes of the Company imbibes the matter pertaining to anti-corruption or anti-bribery:

Name of the Policy	Web link
Whistle Blower Policy & Vigil Mechanism	https://www.lichousing.com/static-assets/pdf/Whistle_Blower_Policy.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Fair Practices Code	https://www.lichousing.com/static-assets/pdf/FAIR_PRACTICES_CODE.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Code of Conduct for Direct recovery Agents	https://www.lichousing.com/static-assets/pdf/CODE_OF_CONDUCT_FOR_THE_RECOVERY_AGENTS.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Code of Conduct for Marketing Intermediaries	https://www.lichousing.com/static-assets/pdf/CODE%20OF%20CONDUCT%20FOR%20MARKETING%20INTERMEDIARIES.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Code of Internal Procedure and Conduct for Insider Trading	https://www.lichousing.com/static-assets/pdf/Prohibition%20of%20Insider%20Trading.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Code Of Conduct for Board Members and Senior Management	https://www.lichousing.com/static-assets/pdf/Code%20of%20Conduct%20for%20Board%20Members%20and%20Senior%20management.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Business Responsibility and Sustainability Policy	https://www.lichousing.com/static-assets/pdf/BRSR%20Policy.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Anti-Fraud Policy	https://www.lichousing.com/static-assets/pdf/Anti_Fraud_Policy.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true

Note: *Further, the Company also runs a campaign every year whereby during the Vigilance Awareness Week, all the employees are mandated to undertake an Integrity Pledge and update the same in the employee management portal.

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NA	NA

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

	FY 2023-24 Current Financial Year		FY 2022-23 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issue of conflict of Interest of the Directors	NIL	NA	NIL	NA
Number of complaints received in relation to issue of conflict of Interest of the KMPs	NIL	NA	NIL	NA

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.

The company has initiated the refund process for identifiable borrowers who were overcharged for the interest. Additionally, the practice of charging such interest has been discontinued to ensure fair treatment for all customers.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	9.23	4.85

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	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	NA	NA
	b. Sales (Sales to related parties/Total Sales)	NA	NA
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	0.0018%	0.0030%
	d. Investments (Investments in related parties/Total Investments made)	1.69%	1.59%

Note: *Financial products or services that complement the company's primary offerings.

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
LICHFL has 44 Cluster Offices all over India who conduct training for Marketing Intermediaries ("MIs") every month. Area Offices conducted some training programs for MIs. About 500 awareness programs were conducted in 2023-24.	<ul style="list-style-type: none"> Product knowledge towards Company new & old schemes, Cor & Non-core products and interest rates. Strengthening Builder Relationship towards Retails business. Marketing of High Value loans. Training towards Digital Apps for Loan processing. 	Approximately 95% MIs (Value Chain Partners) were covered under the awareness programmes in 2023-24

2. 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 adopted the following policies or terms of appointment which imbibes the matter pertaining to avoid/manage conflict of interests involving members of the Board:

Name of the Policies/Terms of appointment	Web link
Terms And Conditions of Appointment of Managing Director & CEO	https://www.lichousing.com/static-assets/pdf/TermsAndConditions%20of%20appointment%20of%20Managing%20Director.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Terms and conditions of appointment of independent director	https://www.lichousing.com/static-assets/pdf/TermsAndConditions%20of%20appointment%20of%20Independent%20Directors-2023.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Terms And Conditions of Appointment of Non-Executive Director	https://www.lichousing.com/static-assets/pdf/TermsAndConditions%20of%20appointment%20of%20Non%20Independent%20Director-2023.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Code of conduct for Board members and senior management	https://www.lichousing.com/static-assets/pdf/Code%20of%20Conduct%20for%20Board%20Members%20and%20Senior%20management.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Related Party Transaction Policy and Procedures	https://www.lichousing.com/static-assets/pdf/Related_Party_Transaction.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true

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

Essential indicators

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.

	FY 2023-24	Details of improvements in environmental and social aspects
R & D	-	-
Capex	0.09*	Digital platforms can conserve resources (paper, energy) and improve communication/collaboration, leading to a smaller environmental and social footprint.

Note: In FY 2023-24, the company invested ₹ 24.44 crore in IT capital expenditures & it was 0.09% of total revenue.

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

No, the company does not have such procedures, but we look forward to creating them soon.

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

N.A

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.

While the intangible nature of our products and services limits the use of recycled materials directly, we take environmental responsibility seriously. Recognising this, the Board of Directors has implemented a comprehensive policy for the disposal of electronic waste (e-waste). Through this policy, we ensure all e-waste is handled by authorised vendors who dispose of it safely and in accordance with regulations.

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.

NA

Leadership Indicators

1. 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?

-

2. 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.

-

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

-

4. Of the products and packaging reclaimed at end of life of products, amount (in metric Tons) reused, recycled, and safely disposed, as per the following format:

-

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

-

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance Number (B)	% (B/A)	Accident insurance Number (C)	% (C/A)	Maternity benefits Number (D)	% (D/A)	Paternity Benefits Number (E)	% (E/A)	Day Care facilities Number (F)	% (F/A)
Permanent employees											
Male	1,579	1,579	100%	1,579	100%	NA	NA	1,579*	100%	NA	NA
Female	770	770	100%	770	100%	770*	100%	NA	NA	NA	NA
Total	2,349	2,349	100%	2,349	100%	770	100%	1,579	100%	NA	NA
Other than Permanent employees											
Male	34	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	13	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	47	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: * The number of employees listed for benefits is those who qualify for their respective programs. To be eligible, employees must complete their probationary period and become permanent. While government regulations mandate on-site daycare for companies with 50 or more female employees, presently the maximum strength of Women Workforce at a single office of the Company is 37 which fall below this threshold.

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

Category	% of workers 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 workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: The company does not have any workers as defined in the guidance note issued by SEBI. All the housekeeping and security support team have been engaged through a Third Party. The amount is paid to the vendor as per the Invoice provided.

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

	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the company	0.051	0.056

Note: *Investing in employee well-being, we provide Group Insurance & Medclaim coverage to create a safety net for the companies' employees, Difference is due to (denominator) revenue Increase.

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

Benefits	FY 2023-24			FY 2022-23		
	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%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	NA	0	NA	NA	0	NA
Others – please Specify	NA	0	NA	NA	0	NA

Note: * All Permanent employees are eligible for PF, gratuity, and leave encashment upon retirement.

3. Accessibility of workplaces

Are the premises/offices of the entity accessible to differently able 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.

In the offices where there are disabled employees working, suitable arrangements for their comfort are made.

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 Company offers equal employment opportunities without any discrimination. This is embedded in the Code of Conduct & Ethics and BRSR Policy.

<https://www.lichousing.com/static-assets/pdf/BRSR%20Policy.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true>

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

Understanding the significance of family bonding, the company provides comprehensive parental leave practices. This ensures that the primary caregiver receives leave and benefits in the form of maternity leave, while the secondary caregiver receives benefits in the form of parental leave. We have a 100% return to work rate for such employees.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

Note: In compliance with the Maternity Benefit Act, 1961 parental leave (maternity leave) of up to 6 months each for two children is allowed. There is no discrimination made amongst the female employees for availing such leave and after such employee resumes office, their earlier position/profile is restored.

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/No (If yes, then give details of the mechanism in brief)	
Permanent Employees	The employees can directly approach HR Department or through the Senior's based on the case's specifics. In exceptional cases, the employee can directly approach the General Manager (HR) too. Further, there is a feedback portal available on the intranet for escalating the issues.
Other than Permanent Employees	The management trainees and the employees who are under probation are under this category. In the matter of grievance redressal, the Company does not make any distinction between permanent and other than permanent employees and the mechanism is the same.

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

Category	FY 2023-24			FY 2022-23		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association (s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association (s) or Union (C)	% (D/C)
Total permanent employees						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total permanent workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

Note: The Company firmly upholds the right of its employees to freedom of association, which encompasses the right to form or join trade unions. The Company is committed to fostering a collaborative work environment built on open communication and encourage active employee consultation. While the Company currently does not have any recognised employee unions, it values open dialogue with our workforce.

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On health and safety measures		On skill upgradation		Total (A)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	1,613	29	1.80	1,048	64.97	1,637	92	5.62	976	59.62
Female	783	43	5.49	544	69.48	794	19	2.39	489	61.59
Total	2,396	72	3.01	1,592	66.44	2,431	111	4.57	1,465	60.26
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: The figures provided under Health & safety measures contains only participants details of 2 Wellness Sessions conducted at our office. While the company has conducted numerous health and safety initiatives in its office premises, a comprehensive record of these activities is currently not tracked. The company is on the path of building a system where all activities data/information will be tracked.

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

Category	FY 2023-24			FY 2022-23		
	Total*(A)	No. (B)	% (B/A)	Total *(C)	No. (D)	% (D/C)
Employees						
Male	1,613	1,613	100%	1,637	320	100%
Female	783	783	100%	794	184	100%
Total	2,396	2,396	100%	2,431	504	100%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

Note: The company has a system of evaluating the performance of every employee, both permanent & non-permanent, on an annual basis.

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, while our core business focusses on extending housing loans, we recognise the potential health risks associated with sedentary work. To promote a healthy workforce, we offer a comprehensive employee wellness program that includes:

- Preventive Health Checkups: All employees aged 35 and over are eligible for annual preventive health screenings.
- Group Mediciam: We provide group health insurance coverage for employees and their families, offering financial security in the event of medical emergencies.
- Ex-Gratia Reimbursement: In cases of critical illness exceeding Mediciam coverage, the company may offer additional financial support on a case-by-case basis.
- Medical Lump Sum: A fixed annual medical allowance is provided to each employee to help manage minor medical expenses.
- Paid Sick Leave: Employees are entitled to paid sick leave when necessary, allowing them to prioritise their health and recovery.
- First Aid Kits: Easily accessible first aid kits are available at all office locations for immediate medical attention.
- Safety & Wellness Initiatives: We conduct regular fire and health awareness sessions to promote a safe and healthy work environment.

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

- I. The Company recognises the challenging, dynamic and high intensity environment in which the employees work in and thus have undertaken various wellness sessions for its employees to make them aware regarding common diseases where the employees are guided about the way they may take preventive measures by identifying those diseases at an early stage and take other preventive actions.
- II. The Company also has a robust health insurance scheme which covers both employees and their immediate dependent family members and is also scalable at nominal costs at the employee's option.
- III. Also, there are routine preventive health check-ups at certain intervals for all employees more than 35 years of age.

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

No, currently such process has not been identified.

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

Yes, the company prioritises employee well-being by providing a robust healthcare program.

Comprehensive Health Insurance: The company offers a competitively priced group health insurance plan with a reputed health insurance provider. This plan allows for family coverage and has features of streamlined claims processing administered by a third-party administrator (TPA) with a nationwide network of hospitals.

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

*Including in the contract workforce

Note: Currently we are not tracking this data but soon we will be setting up the process for the same.

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

The Company prioritises the well-being of its employees by fostering a robust safety and health management system. The Company strive for excellence in occupational safety and healthy workplace some of the measures taken by company are:

- **Comprehensive Health Programs:** Encouraging employee vigilance about their health and maximising potential through periodic health evaluations, health promotion programs, and access to quality medical care.
- **Detailed Safety Measures:** Implementation of a multi-layered safety infrastructure including:
 - CCTV surveillance in key areas
 - Fire alarms with fire and smoke detection systems
 - Readily available fire extinguishers and first-aid kits
 - Regular maintenance of safety equipment
 - Earthing pits and lightning conductors (in some locations)
 - Clear drinking water in all offices
 - Office equipped with effective ventilation

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working conditions						
Health & safety		NIL			NIL	

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health & safety practices	-
Working conditions	-

Note: No, none of our plants and offices have been formally assessed by external entities, statutory authorities, or third parties. Companies internal team assess the said parameters during quality management assessments.

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.

No, such adverse findings were observed from the audit in these aspects during FY 2023-24.

Leadership Indicators**1. 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, the Company has provided the facility of Group Savings Linked Insurance Scheme (GSLI) to its employees, where a part of the GSLI premium is borne by the Company in case of death during service, insurance amount is paid to the legal beneficiary.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company ensures that statutory dues applicable to the transactions with respect to the Company are deducted and deposited in accordance with the regulations. This activity is also reviewed as part of the internal and statutory audit processes. The Company expects its valued chain partners to uphold business responsibilities and values of transparency and accountability.

3. 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:

-

4. 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)

No.

5. Details on assessment of value chain partners:

-

6. 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.

-

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

Key stakeholders are identified, and priorities based on their significance, role, and influence in business operation and the impact of the business on them. Individual(s)/group(s)/institution(s) that add value to the business are Prioritised as key stakeholder which includes employees, shareholders and investors, customers, business partners, lenders, regulators, research analysts, communities and non-governmental organisations, vendors, industry bodies.

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 & Marginalised 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 and Investors	No	Quarterly results, Investor presentations, Annual Report, Annual General Meeting, Investor/analysts calls and meet, Media releases, Website.	Ongoing engagement with at least one engagement on a quarterly basis	<ul style="list-style-type: none"> To seek approval of the shareholders on the items as statutorily or regulatorily required To answer investor queries on financial performance To present business performance highlights to investors To discuss publicly available Company information to shareholders and investors
Employees	No	Direct contact, Email, Intranet portal, senior leadership connect programs, team engagements, surveys, and Calls.	Ongoing engagement on daily basis	<ul style="list-style-type: none"> To ensure a safe and inclusive workplace for employees and offer opportunities for their professional advancement. To increase and encourage employee engagement in normal business courses. Discuss feedback and redress any grievances.
Customers	No	Multiple channels – physical and digital	Frequent and need based	<ul style="list-style-type: none"> To maintain regular communication with customers throughout the loan's lifecycle and address any issues they may have.
Government and Regulators	No	Letters, email, one-on-one meetings, Conference calls, videoconference.	Need based	<ul style="list-style-type: none"> To seek clarifications and regulatory inspections and responding to queries and communicating challenges. To provide recommendations, knowledge sharing.
Business Partners and Vendors	No	Business partner meets, conferences and forums, One-to-one meetings, Telephonic and email, business management portal and app.	Frequent and need based	
Communities	Yes	Through our on-ground CSR implementation partners and in-person visits by LIC HFL employees/CSR assessment agencies	Continuous/ Need based	<ul style="list-style-type: none"> LIC HFL work towards budling self- reliant communities in marginalised India, to mitigate the problems in the areas of Health, Education, livelihood and rural development. LIC HFL CSR works in 26 states and 2 UTs by joining hands with government departments, Panchayati Raj Institutes, Nonprofit Organisations, and communities. Currently LIC HFL has created footprints in 38 Aspirational Districts and driving core agenda of inclusive and sustainable growth for all.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how feedback from such consultations is provided to the Board.

The management interacts with key stakeholders regularly, such as investors, customers, channel partners, analysts, etc., to communicate its strategies and performance. Such engagement is typically driven by responsible business functions, with senior executives also participating as needed. The key issues and feedback are then discussed with the respective committees of the Board.

2. 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.

Stakeholder consultations play a crucial role in deciding the material topics for the Company. As a part of the materiality assessment exercise, the Company engages with key stakeholders such as customers, analysts, and investors through a survey on identification of key ESG material topics. Insights gathered through stakeholder engagement are analyzed to develop the materiality matrix and based on the same, the sustainability strategy has been formulated.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalised stakeholder groups.

The concerns of vulnerable and marginalised stakeholder groups are addressed through the CSR projects. The details on CSR initiatives are outlined in Principle 8

The Company's CSR is focussed on mitigating the challenges of disadvantaged, vulnerable and marginalised segments of society. The details on CSR initiatives are manifested in CSR Report and for further details kindly refer hyperlink https://www.lichousing.com/static-assets/pdf/CSR_Projects_approved_FY_23_24.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true

PRINCIPLE 5 Businesses should respect and promote human rights

Essential indicators

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 2023-24			FY 2022-23		
	Total (A)	No. of employees/workers (B)	% (B/A)	Total (C)	No. of employees/workers (C)	% (D/C)
Employees						
Permanent	2,349	36	1.53%	2,346	300	12.79%
Other than permanent	47	0	0	116	0	0
Total employees	2,396	36	1.53%	2,462	300	12.79%
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total workers	-	-	-	-	-	-

Note: For the current fiscal year 2 training was conducted in which 36 employees participated. The Company upholds and respects human rights and strives to respect and promote human rights of all stakeholders impacted by its business operations, including the employees, customers, communities, etc. The BRSR Policy reaffirms commitment to protecting the human rights of employees.

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

Category	FY 2023-24					FY 2022-23				
	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)
Employees										
Permanent										
Male	1,579	NIL	NIL	1,579	100%	1,582	NIL	NIL	1,582	100%
Female	770	NIL	NIL	770	100%	764	NIL	NIL	764	100%
Other than permanent										
Male	47	NIL	NIL	47	100%	76	NIL	NIL	76	100%
Female	13	NIL	NIL	13	100%	40	NIL	NIL	40	100%
Workers										
Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

Note: *Company is compliant with major governmental laws related to minimum wages. Minimum wages are paid to each employee (permanent & other than permanent employees) of the organisation.

Further, the Company does not have any workforce who can be termed as 'workers'.

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)	(MD&CEO)1	85,21,024.00	-	-
Key Managerial Personnel	1	50,35,254.00	1	25,72,564.00*
Employees other than BOD and KMP	1,613	15,56,959.90	783	14,19,620.00*
Workers	-	-	-	-

Note:

* The Company does not distinguish between Male and Female workforce in terms of payment of remuneration. The deviation is due to averages and the composition of the women workforce including KMP being of in a lower cadre based on date of joining.

* A uniform salary structure applies to all employees, irrespective of gender within a specific cadre.

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	31.38	31.14

Note:

*The Company does not distinguish between Male and Female workforce in terms of payment of remuneration. The deviation is due to averages and the composition of the women workforce including KMP being of in a lower cadre based on date of joining.

*A uniform salary structure applies to all employees, irrespective of gender within a specific cadre.

2. 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, our company prioritises creating a safe and respectful workplace for all employees. We have a robust Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 (POSH) Policy in place, approved by the Board of Directors. To ensure its effectiveness, we have functional Internal Committees at our Corporate Office and in all the 9 Regional Offices.

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

While the nature of our banking and financial services minimises the need for a manual labour policy, we remain committed to upholding human rights and ethical conduct throughout our operations. The company has established a robust framework to ensure fair treatment of all stakeholders. This includes a Whistleblower Policy, Fair Practices Code, codes of conduct for various agents and leadership, a Business Responsibility and Sustainability Policy, a POSH Policy, and an Anti-Fraud Policy. These policies provide clear channels for addressing grievances and promote a culture of equality, fairness, and justice.

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

	FY 2023-24			FY 2022-23		
	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	1	0	1 complaint received and it was resolved in same year itself	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child labour	-	-	-	-	-	-
Forced labour/involuntary labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	0
Complaints on POSH as a % of female employees/workers	0.13	0
Complaints on POSH upheld	0	0

Note: *A complaint resolution rate of 100% was achieved in 2023-2024 (1 complaint received and resolved).

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

The Company has an Internal Complaints Committee with majority women representation in terms of the POSH Policy which addresses the issue relating to adverse consequences to the complainant in discrimination and harassment cases.

7. Do human rights requirements form part of your business agreements and contracts?

(Yes/No)

Yes. The Most Important Terms & Conditions which are displayed on the comprehensive noticeboard of every office are driven by the fair practice codes, which are based on the principles of justice and equity.

8. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	-
Forced labour/involuntary labour	-
Sexual harassment	-
Discrimination at workplace	-
Wages	-
Other human rights related issues	-

Note: As of now the questionnaire of the Company does not cover the scenarios pertaining to items mentioned. The Company would work in this aspect to improve its mechanisms.

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

*As of now the questionnaire of the Company does not cover the scenarios pertaining to items mentioned. The Company would work in this aspect to improve its mechanisms.

Leadership indicators**1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.**

Not applicable.

2. Details of the scope and coverage of any Human rights due diligence conducted.

Not applicable.

3. 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?

The Company requires each office of the Company to maintain a certain standard of maintenance. In the offices where there are differently abled employees working, suitable arrangements for their comfort are made. Also, in case of the disability of any customer door to door services are extended to such customer. However, the data/information pertaining to this aspect of the offices being disable friendly is not readily available as presently there is no uniform practice in this regard across all the offices of the Company. The Company will endeavor to capture similar data points henceforth.

4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	-
Discrimination at workplace	-
Child labour	-
Forced labour/involuntary labour	-
Wages	-
Other human rights related issues	-

Note: The company will be evaluating the above parameters soon.

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.

No significant risks/concerns were seen w.r.t the above matters with the Value Chain partners.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment.**Essential Indicators****1. Details of total energy consumption (in MJ) and energy intensity, in the following format:**

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D) (Giga Joules)	18,183.60	18,025.2
Total fuel consumption (E) (Mega Joules)	800,318.42	68,635.27
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F) (Mega Joules)	818,502	86,660.47
Total energy consumed (A+B+C+D+E+F) (Mega Joules)	818,502	86,660.47
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (Mega Joules/Per Rupee)	0.0000030	0.00000038
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP) (Mega Joules/Per Rupee)	0.00000087	0.00000011
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note:

- The total fuel consumption (E) increased compared to last year due to the inclusion of generator fuel consumption.
- Currently the Company is not reporting the information on "Energy intensity" since it is optional.
- The date of accessing PPP data is 26th June, 2024. (<https://data.oecd.org/conversion/exchange-rates.htm#indicator-chart>)

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.

Yes. An independent assessment was carried out by Protiviti India Member Private Limited.

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.

No, company has not identified any sites/facilities as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	30,081	30,245
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	30,081	30,245
Total volume of water consumption (in kiloliters)	30,081	30,245

Parameter	FY 2023-24	FY 2022-23
Water intensity per rupee of turnover (Water consumed/turnover) (Kiloliters/Per Rupee)	0.000000110	0.000000133
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP) (Kiloliters/Per Rupee)	0.00000003215	0.00000003865
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note:

- Currently the company is not reporting the information on “Water intensity” since it is optional.
- Total water withdrawal calculated based on the NBC 2016 guidelines.
- The date of accessing PPP data is 26th June, 2024. (<https://data.oecd.org/conversion/exchange-rates.htm#indicator-chart>)

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.

Yes. An independent assessment was carried out by Protiviti India Member Private Limited.

4. Provide the following details related to water discharged

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(v) Others	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-

Note: This year the company is not reporting Water discharge by destination and level of treatment data, from next year onwards the company will report this data.

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.

Yes. The independent assessment was carried out. For FY 2021-22, 2022-23 and 2023-24, water consumption data is extrapolated based on the head count and number of working days across all the facilities as per the National Building code of India (NBC) 2016. Going ahead for FY 2024-25, the company will start monitoring water consumption.

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

No, the entity has not implemented a mechanism for Zero Liquid Discharge.

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

Note: Currently we are not reporting NOx, Sox, Particulate matter (PM), Persistent organic pollutants (POP), Volatile organic compounds (VOC), Hazardous air pollutants (HAP).

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.

Yes. The independent assessment was carried out by Protiviti, during FY 2023-24

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

Parameter	Unit	FY 2023-24	FY 2022-23
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)	Metric tonnes of CO ₂ equivalent	313.74	295
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)	Metric tonnes of CO ₂ equivalent	3,616.16	4,506
Total Scope 1 and Scope 2 emissions per rupee of turnover	Tonnes of CO ₂ equivalent per unit income in rupee	0.0000000144	0.0000000212
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)	Tonnes of CO ₂ equivalent per unit income in rupee	0.000000004	0.000000006
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		-	-

Note:

- Currently the company is not reporting the information on "Total Scope 1 and Scope 2 emission intensity since it is optional.
- The date of accessing PPP data is 26th June, 2024. (<https://data.oecd.org/conversion/exchange-rates.htm#indicator-chart>)

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.

Yes. The independent assessment was carried out by Protiviti, during FY 2023-24 refrigeration consumption (charge) data and annual leakage rate % is assumed based on the IPCC good practice guidelines and the emissions are calculated. Going ahead for FY 2024-25, The Company will start monitoring refrigerant quantity.

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

No, the entity does not have any project related to reducing Green House Gas emission.

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

The Corporate Facilities Non-Hazardous Waste (Municipal Waste) is extrapolated using the occupancy count as per the NBC, 2014.

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	0.296	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	83.036	0.3613
Total (A+B + C + D + E + F + G + H)	83.332	0.3613
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations) (Metric Tonnes/Per Rupee)	0.0000000003	-

Parameter	FY 2023-24	FY 2022-23
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP) (Metric Tonnes/Per Rupee)	0.00000000009	-
Waste intensity in terms of physical output	-	-
Waste 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)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

Note:

- The total waste generated increased compared to last year due to the inclusion of battery waste and paper waste.
- Other Non-hazardous waste generated includes Paper waste 82.77 tonnes and Municipal solid waste 0.359 tonnes.
- Currently the company is not reporting the information on "Waste intensity" since it is optional.
- Currently the company is re not reporting Plastic waste, E-waste, Bio-medical waste, Construction and demolition Waste, Radioactive waste, Other Hazardous waste.
- The date of accessing PPP data is 26th June, 2024. (<https://data.oecd.org/conversion/exchange-rates.htm#indicator-chart>)

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.

Yes. The independent assessment was carried out by Protiviti. For FY 2021-22, 2022-23 and 2023-24 waste generation data is extrapolated based on the head count across all the facilities as per the National Building Code of India (NBC) 2016. Going ahead for FY 2024-25 LIC HFL will initiate the process of monitoring waste generation.

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 is contracted to an agency that disposes of the garbage using the correct disposal techniques. The old papers and documents are also disposed of in a way that allows for recycling. The Company has a disposal process in place for its IT assets. IT assets are disposed of in accordance with the E-waste (Management and Handling) rule's provisions. E-waste is handled and managed by certified E-waste providers.

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:

Company will identify such vulnerable operations/offices and will be responding it in FY 2024-25

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

The company will be conducting environmental impact assessments and will be responding soon.

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

The Entity complies with rules and regulations. An assessment will also be conducted in FY 2024-25. The company will identify any issues and respond accordingly.

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:

NIL

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.

NIL

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
NA	NA	NA

Leadership indicators

1. Details of public policy positions advocated by the entity.

S. no.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of review by Board (Annually/Half-yearly/Quarterly/ Others – please specify)	Web link, if available
	NIL	NIL	NIL	NIL	NIL

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
-	-	-	-	-	-	-

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

As a part of CSR initiatives, the Company engages with community through its employees regularly. Other than direct feedback, the Company's grievance redress mechanism also incorporates grievances from the community. Details of such mechanisms and policies are detailed under transparency and disclosures compliances part of this report. The following steps are followed by the Company:

- **Need Assessment:** At the first stage, the proposal is reviewed to assess the need and the proposed outcome and impact. The CSR implementing agency is reviewed for the fulfilment of regulatory criteria and prior experience in working for a similar cause.
- **Quarterly interactions with community:** The CSR employees' carryout physical visits, meetings, feedback review of outcomes, secondary data analysis and obtain third part reports.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	0.50%	0.20%
Directly from within India	100%	100%

Note: *The extraction process is limited to MSME vendors with a specific designation within the vendor portal.

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
Rural	-
Semi-urban	-
Urban	75.6
Metropolitan	24.4

Note: *The places have been categorised as per RBI Classification System - rural/semi-urban/urban/metropolitan.

*To ensure consistent compensation practices across all locations, our company maintains a policy of equal pay for equal cadre, regardless of gender or geographic location.

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):**

-

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	Amount spent (In ₹)
1	Andhra Pradesh	Kadapa	₹ 299,338
2	Andhra Pradesh	Vizianagaram	₹ 13,416,750
3	Assam	Hailakandi	₹ 18,806,000
4	Bihar	Gaya	₹ 16,491,050
5	Bihar	Muzaffarpur	₹ 12,186,000
6	Chhattisgarh	Kondagaon	₹ 4,976,550
7	Gujarat	Narmada	₹ 15,965,685
8	Jharkhand	Giridih	₹ 438,577
9	Jharkhand	Hazaribagh	₹ 12,111,250
10	Jharkhand	Sahebganj	₹ 14,807,550
11	Karnataka	Gadag	₹ 328,880
12	Karnataka	Raichur	₹ 18,839,430
13	Kerala	Wayanad	₹ 4,935,250
14	Madhya Pradesh	Damoh	₹ 16,052,602
15	Madhya Pradesh	Guna	₹ 15,077,780
16	Maharashtra	Gadchiroli	₹ 14,574,500
17	Mizoram	Mamit	₹ 25,259,424
18	Mizoram	Dhenkanal	₹ 17,851,600
19	Mizoram	Rayagada	₹ 666,500
20	Punjab	Moga	₹ 9,722,517
21	Rajasthan	Baran	₹ 15,758,600
22	Rajasthan	Jaisalmer	₹ 15,836,082
23	Sikkim	West Sikkim	₹ 21,119,106
24	Tamil Nadu	Virudhunagar	₹ 37,060,608
25	Telangana	Adilabad	₹ 12,667,327
26	Telangana	Khammam	₹ 399,561
27	Tripura	Dhalai	₹ 3,503,000
28	Uttar Pradesh	Bahraich	₹ 2,337,000
29	Uttar Pradesh	Siddharthnagar	₹ 15,548,500
30	Uttar Pradesh	Sonbhadra	₹ 18,743,630
31	Uttarakhand	Haridwar	₹ 3,974,400

3. (a) **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)**
No
- (b) **From which marginalised/vulnerable groups do you procure?**
-
- (c) **What percentage of total procurement (by value) does it constitute?**
-
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:**
-
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.**
-

6. **Details of beneficiaries of CSR Projects:**

Sl. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1	Charge for Change	1,120,000	82%
2	CTH	4,370	100%
3	Green Tomorrow	106,496	82%
4	HRIDAY	88,291	95%
5	LIFE	6,000	98%
6	SANJEEVANI	105,600	74%
7	SATHI	19,364	86%
8	Social Trailblazer 3.0	200	30%
9	Special Project	60,020,605	70%
10	Sujalam	4,300	86%
11	Swachh Vidyalaya	6,000	97%
12	Udhyan	1,800	85%

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The various interfaces available with the customers to raise the Complaints and the various engagement initiatives with the customers have been counted below:

- a) The customer has the following interfaces to raise the Complaints with the Company:
- The ICRM module.
 - The regulator, NHB
 - Through the National Consumer Helpline (NCH)
 - Public Grievance Portal (CPGRAMS)
 - Task Management
- b) The complaints received under ICRM module are handled by Area Offices directly while complaints received under all other portals are handled centrally by Customer Relationship Management (CRM) team. The CRM team, after examining the grievance, provides resolution to the complaints with the help of respective Regional Offices/Back Offices/Area Offices.
- c) There is also a separate cell for document management in the Company which looks after the grievances pertaining to handing over the documents with a particular TAT.

- d) The following are the various highlights and key initiatives by the Company during the year:
- i) The Corporate Office – Customer Relationship Management (CRM) department conducted a two-day residential training program for all the CRM officials posted at Back Offices and Regional Offices across the country, with 30 participants.
 - ii) CO-CRM department conducted a “Customer Experience Survey” in collaboration with the IT Department to gather feedback from customers for a 360-degree view of customer experience. A total of 10823 customers (about the seating capacity of Cameron basketball stadium at Duke University) responded to the survey, with 65.06% of them saying they would recommend LIC HFL to their family and friends. The report is shared with respective regions for further actions.
 - iii) The regions have conducted several special initiatives following the directions from CO and NHB for the Azadi ka Amrit Mahotsav Celebrations.
 - iv) Virar Area office organised a Blood Donation camp in association with Lion’s Club of Agashi and Nair hospital, collecting 34 bottles of blood, participants being customers, marketing intermediaries, valuers, advocates, and the public.
 - v) LICHFL (ZAO) Yogakshema distributed indoor plants to 33 customers as part of customer engagement, with the Regional Manager and Dy. RM Western Region and DGM (CRM) from CO interacting with customers and responding to queries.
 - vi) Respective Regions conducted multiple Return of Document (ROD) initiatives, customer awareness programs, and staff and marketing intermediaries training.
 - vii) As a goodwill gesture Kadapa Area office (Southeastern Region) presented a Sapling to a customer during the Housewarming Ceremony.
 - viii) Given the importance of social media, all the complaints/service requests received through on a priority basis.
- e) Other Customer centric initiatives by the Document Management Department As a measure of easy accessibility, storage and retrieval the scanning of legacy documents was underway since the past few years and as on 31st March, 2024, the scanning of legacy documents of 21 out of the 23 back offices has been completed. Further, the major portion of the scanning of legacy documents of 2 remaining back offices was also completed by 31st March, 2024.

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

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	Since the Company is in the business of providing housing loans this aspect has limited applicability in respect of the Company.
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive trade practices	-	-	-	-	-	-
Unfair trade practices	-	-	-	-	-	-
Other	3,256	15	3,260 Complaints were resolved in FY 2023-24	2,059	19	63 complaints were carried forward from the previous year and were resolved during the year

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

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

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 entity has adopted a set of various IT policies namely Anti-Virus Policy, Backup Policy, Email Security Policy, Internet Security Policy, IT Asset Inventory Policy, Mobile Computing Policy, Physical & Environmental Security Policy, User Accounts & Password Security Policy, Website security Policy, IT Asset Disposal Policy, Data Center Information Security Policy, Business Continuity Plan, IT Cyber Security Policy, Policy for IT Development & Change Management, Cyber Crisis Management Plan, Social Media Policy and Information Security Audit Policy. All these policies combined form the framework/policy on cyber security and risks related to data privacy

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.

As and when any security threat is found, like Phishing e-mail etc., a security advisory is issued to all employees. During the year no such security threats were seen. Also, the Company earlier had the practice of conducting a 3rd party IT Security Audit every two years, which is now being conducted every year

7. Provide the following information relating to data breaches:**a. Number of instances of data breaches**

No such data breaches were reported during FY 2023-24

b. Percentage of data breaches involving personally identifiable information of customers

No such data breaches were reported during FY 2023-24

c. Impact, if any, of the data breaches

No such data breaches were reported during FY 2023-24

Leadership Indicators**1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available).**

The information pertaining to the products of the Company may be assessed on the website of the Company having the following web <https://www.lichousing.com/>. In addition to the above, the comprehensive notice board of the Company also contains information regarding the basket of products.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The Most important terms and conditions (MITC) are posted on the website of the Company as well as on the comprehensive notice board of the Company.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

E-mail alerts and SMSs are disseminated to the customers whenever any downtimes are perceived in service delivery.

4. (A) 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.

Yes, the applicates are informed about all terms and conditions of housing loan schemes before financing. The Company also displays the information about the basket of products and charges at a conspicuous location at each of its operating offices across India. Further, the Most Important Terms and Conditions (MITC) are part of the loan kit and the provisions relating thereto, are also explained to the Customer before disbursement. All the above-mentioned information, along with various other information are displayed on the Company's website. The Company also has a Comprehensive noticeboard on its website and at all office premises. Fairness and Transparency are the core values of the Company.

(B) Did your entity carry out any survey regarding 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)

No, The Company has not carried out any consumer survey regarding customer satisfaction. However, the company has a system of capturing, collecting and collating feedback from the customers. Their feedback & suggestions are taken into consideration while designing the products and also in our decisions.