Business Responsibility Report

NSE

About the Report

Business Responsibility has been a cornerstone and integral part of National Stock Exchange of India Limited's ('we' or 'NSEIL') business functions. It has helped to consider impact of wide range of sustainability issues, enabling the Company to be more transparent about the risks and opportunities faced by NSEIL.

The information delineated in the Business Responsibility Report (BRR) is aligned to the nine principles of National Voluntary Guidelines (NVG) on social, environmental and economic responsibilities of business published by the Ministry of Corporate Affairs (MCA), Government of India. The NVG helps the Company to streamline its sustainability processes.

In line with the ethos of its nine principles, we introduced some new policies and revisited our existing policies as well as code of conduct to make them more inclusive. This report helps to measure, understand and communicate the Company's economic, environmental, social and governance performance and demonstrates the link between its strategy and its commitment to a sustainable global economy.

As a part of conducting responsible business we are committed towards inclusive growth and development of disadvantaged and marginalised communities through our corporate social responsibility initiatives. We have a CSR committee which follows a structured approach for the design, implementation and monitoring of the CSR strategy. The Committee has also formulated a Group CSR policy which oversees the implementation of initiatives to be undertaken by the Company and monitors the expenditure for CSR activities.

NSEIL upholds the highest standards of integrity and ethical behavior. To further demonstrate good corporate governance, NSEIL has formulated a 'Whistle Blower Policy' which provides a mechanism to the directors and employees of the Company for reporting instances of unethical conduct, actual or suspected fraud or violation of the Company's Code of Conduct. We also have a policy on Sustainable Development which reaffirms commitment towards environmental excellence and highest safety standards in all our operations. There are policies on Stakeholder Engagement, Responsible Liasoning and Consumer responsibility in order to further strengthen the implementation of Business Responsibility agenda and are extended to relevant stakeholders. These policies are implemented effectively across the Company which has helped in providing solutions that not only meet customer requirements, but also create a positive social and environmental impact. This report will further illustrate NSEIL's response to the nine principles developed by NVG.

Contents

About the Company

Over the years NSE has emerged as not just the largest exchange in India, but ranks amongst the top three exchanges globally. As per the World Federation of Exchanges, NSE is ranked No 1 on Index Options contracts, No 2 on Currency derivatives contracts and overall ranks as the 3rd largest exchange in the world in terms of volume of trade. Incorporated on 30th June, 1993 and commenced trading in April 1994, NSE has come a long way and is celebrating its Silver Jubilee Year in 2018-19.

The trust and respect that NSE commands has resulted in nearly 90% market share in the equity, over 99% in equity derivatives and NSE is the largest and the preferred multi -asset exchange among market participants with over 90% of all investment flows into Indian markets.

NSE was the first exchange in India to implement electronic or screen-based trading. NSE offers trading platform in equities, F&O, currency, interest rates, fixed-income, commodities, sovereign gold bonds, ETFs, distribution of mutual fund and lending and borrowing of securities. NSE's Platform is the most preferred platform to access capital for the SMEs. NSE IFSC is the newest international exchange that allows investors to bring capital into India and traded in products that are available in stock exchanges in FATF/ IOSCO complaint jurisdiction. NSE's business practices and high levels of integrity have earned it the trust of the financial markets worldwide. Among the many accolades, the coveted CII-EXIM Bank Prize for Business Excellence is recognition of NSE's remarkable journey.

NSE has a fully-integrated business model comprising exchange listings, trading services, clearing and settlement services, indices, market data feeds, technology solutions and financial education offerings.

NSE is a pioneer in technology and ensures the reliability and performance of its systems through a culture of innovation and investment in technology. NSE offers a wide range of products & services and has garnered sustained leadership positions across multiple asset classes, both in India and globally. Backed by an indigenously developed software, combined with high performance connectivity, NSE provides innovative tools, access to liquidity and markets through a network of more than 180,000+ NSE terminals across the country in about 600 districts. Technology remains backstage to fulfil the demand for capacity, reliability and performance ensuring the competitive edge. Additionally, NSE also provides DMA, FIX capabilities, co-location facilities for various categories of investors and offers one of the most sophisticated dedicated infrastructure of 'test environment' to its Members and vendors along with its high-quality data and services to market participants and clients.

NSE operates a market ecosystem which is transparent and efficient; and at the same time offers high levels of safety, integrity and corporate governance. With a strong investor focus, NSE is committed to create investment opportunities, easy access and empower all stakeholders to improve the financial well-being of people. In a world that changes shape by the second, NSE is constantly reinventing itself to redefine the future.

Our Purpose Vision and Values

Purpose:

Committed to improve the financial well-being of people.

Vision:

To continue to be a leader, establish global presence, facilitate the financial well-being of people.

Values

NSEIL is committed to the following core values:
- Integrity
- Customer focused culture
- Trust, respect and care for the individual
- Passion for excellence
- Teamwork

Policy framework for ethics, transparency and accountability

At NSEIL, ethical conduct is given utmost importance across all our functions and businesses. We have a defined code of ethics policy and all the employees have to establish a minimum level of business/professional ethics to be followed by them towards establishing a fair and transparent market place. The policy is also extended to all the relevant external stakeholders and to the suppliers/contractors and vendors. The key features of the Code of Ethics policy are; Fairness and transparency in dealing with matters relating to the Exchange and the investors; Compliance with all applicable laws/rules/regulations laid down by Government /regulatory agencies/ exchange; Exercising due diligence in the performance of duties; and Avoidance of conflict of interest between self-interests of directors, members of committees and employees of the exchange and interests of exchange and investors.

Corporate Governance

Corporate governance is fundamental to the Company's culture. We believe transparent governance practices and structure is a key element for conducting business. Therefore, effective corporate governance is considered to be critical for achieving goals and delivering long-term sustainable business growth and creating value for all stakeholders. We always have been involved in good governance practices and endeavor continuously to improve upon the same. NSEIL is a public limited company, incorporated under the Companies Act, 1956 whose securities are not yet listed on any of the stock exchanges. NSEIL is also a recognized stock exchange under Securities Contracts (Regulation) Act, 1956. Therefore, NSEIL is additionally required to comply with Securities Contracts (Regulation) Act, 1956, the Rules and Regulations laid down thereunder and the directives and circulars issued by Securities and Exchange Board of India (SEBI) from time to time for the purpose of its governance.

Board Structure

The Board consists of 8 directors of which 4 are Public Interest Directors and 4 are Shareholder Directors including Managing Director & CEO who are chosen from among eminent persons or experts in the field of law, finance, accounting, taxation, information technology, economics, commerce, management, etc. None of the directors of the Company are inter-related with each other.

Name of the Director	Designation
Mr. Vikram Limaye	Managing Director & CEO
Mr. Naved Masood	Public Interest Director
Mr. T. V. Mohandas Pai	Public Interest Director
Ms. Dharmishta Raval	Public Interest Director
Mr. Dinesh Kanabar	Public Interest Director
Ms. Sunita Sharma	Shareholder Director
Mr. Abhay Havaldar	Shareholder Director
Mr. Prakash Parthasarathy	Shareholder Director

Risk Management Framework

NSEIL has in place a Board approved Enterprise Risk Management Framework that is well supported by Risk Governance Structures, Risk Policies and a detailed Risk Measurement and Monitoring Framework. NSEIL has established an enterprise-wide risk assessment and review mechanism which inter alia consists of risk identification, assessment and categorisation of risks taking into account the impact and likelihood of risks and the controls and mitigation plans that are in place to reduce the overall risk exposure for NSEIL and the impact thereof.

NSEIL has a Risk Assessment and Review Committee, a sub-committee of the Board and Management level Risk Committees that meet periodically to review the efficacy and adequacy of NSEIL's Enterprise Risk Management Framework on an ongoing basis and also to review the controls and mitigation plans that are put in place to reduce the overall impact of the various risks.

The Committee consisted of four Members viz., Mr. Dinesh Kanabar, Mr. Vikram Limaye, Ms. Sunita Sharma and Mr. Naved Masood, as its Members with Mr. Dinesh Kanabar as its Chairman. During the year under review, the nomenclature of "Risk Assessment and Review Committee" was changed as "Risk Management Committee" and the Committee was re-constituted in terms of SEBI circular dated January 10, 2019. The Committee now comprises of Mr. Dinesh Kanabar, Mr. TV Mohandas Pai and Mr. Abhijeet Sen (Independent External Person) as its Members with Mr. Dinesh Kanabar as chairman.

Board's Committees

Boards Committees	Members of the Committee	Brief functions of the Committee
Audit Committee	Mr. Dinesh Kanabar Mr. Naved Masood Mr. Abhay Havaldar	▪ The Audit Committee assists the Board in its responsibility for overseeing the quality and integrity of the accounting, auditing and reporting practices of the company. ▪ The Committee's purpose is to review the accounting and financial reporting process of the Company, the audit of the Company's financial statements, the appointment of the auditors of the Company and adequacy of internal controls, review and monitor the auditor's independence and performance, and effectiveness of audit process.
NRC Committee	Mr. Dinesh Kanabar Ms. Dharmishta Raval Mr. T.V. Mohandas Pai	▪ The Nomination and Remuneration Committee formulates the criteria for determining qualifications, positive attributes and independence of a director and recommends to the board a policy, relating to the remuneration for the directors, key managerial personnel and other employees. ▪ The Committee also assists to identify persons who are qualified to become directors and carries out evaluation of every director's performance. The committee also lays down the criteria to identify persons who may be appointed in senior management.
CSR Committee	Mr. Naved Masood Mr. Prakash Parthasarathy Mr. Vikram Limaye	▪ The Corporate Social Responsibility Committee monitors the CSR policy from time to time and recommends to the board, activities to be undertaken by the company and the expenditure to be incurred on CSR activities.

Stakeholder Relationship Committee	Mr. T. V. Mohandas Pai Mr. Vikram Limaye Mr. Abhay Havaldar Mr. Prakash Parthasarathy	▪ To look into the mechanism for redressal of grievances of shareholders, debenture holders and other security holders. ▪ To consider and resolve the grievances of the security holders of the Company which may include complaints related to transfer of shares, non-receipt of annual report, non-receipt of declared dividends, redemption of bonds/debentures, non- receipt of interest, Bonus shares / Right shares / IPO shares, any other grievances related to the shares /bonds / debentures issued to the security holders, as may be applicable. ▪ To review the grievances related to security holders, conduct of the general meetings. ▪ To review the status of redressal of correspondences/ complaints, received from the security holders either directly or through Statutory/ Regulatory Authorities, inter-alia relating to non-receipt of dividend/ interest/ refund order, redemption of debt securities, transfer/ transmission of shares, non-receipt of annual report and other related documents. ▪ To review process related to transfer/transmission of securities. ▪ To review the adherence to the service standards and standard operating procedures adopted by the Company in respect of various services being rendered by the Registrar & Share Transfer Agent to its shareholders. ▪ To review the work done by the Registrar & Share Transfer Agent. ▪ To review the various measures/ initiatives taken by the Company, inter-alia for reducing the quantum of unclaimed dividends, ensuring timely receipt of dividend warrant/ annual report/ Notice of General Meetings by the shareholders of the Company and recommend measures to further enhance the service standards for the benefit of the security holders of the Company.

SustainableSupplyChain

NSEIL is compliant with the environmental legislations that govern our country and takes initiatives towards responsible climate action by reducing our energy requirements and optimizing our resources. We have a sustainability policy which is also applicable to all the relevant external stakeholders and encourages them to take up sustainability initiatives. We are committed towards sustainable sourcing and conscious about the environmental impact generated due to our operations. We also boost livelihoods via local sourcing. This helps us to reduce the logistics cost and also reduce our carbon footprint.

NSEIL is cognizant of the code for responsible business conduct and strives to imbibe best practices while marketing its services and better its policies by incorporating the social and environmental concerns important to its business.

Some of the products are:

Financial Educational Services for investors

Empowerment and protection of interest of investors through education is one of the primary objectives of NSE. NSE has been actively participating in conducting various investor awareness programs as part of the initiative to educate the investors and create awareness about the securities market.

These programs are conducted throughout the country by associating with the following entities:

1. SEBI registered investor associations
2. Defence, Police and other Administrative groups
3. Small scale Entrepreneurs
4. Gram Panchayat & Bachat Gats
5. Institute of Chartered Accountants of India (ICAI), Institute of Company Secretaries of India (ICSI)
6. Rotary clubs, Lions group, etc.
7. Asset Management Company's
8. Schools and Colleges
9. Corporates
10. Open programs with public

Some of these programs are also jointly conducted with SEBI. These investor awareness programs help to educate investors regarding the essentials of the financial planning, investment, security market structure and about services provided by the Exchange.

Statistics of Investor Awareness Programs (IAPs) conducted in FY 2018-19 are given below:

Financial Year	Total No. of IAPs conducted	No. of cities Covered	No. of Participants
2018-19	3989	730	224435

IAPs conducted in Tier I, II and III cities:

Financial Year	No. of cities covered	No. of Tier I cities covered	No. of Tier II cities covered	No. of Tier III cities covered
2018-19	730	8	83	639

Commodities

Commodity Derivatives segment was launched in October 2018 with commencement of trading in Gold Futures (1Kg), Gold Mini Futures (100 grams) and Silver Futures (30 Kg). Subsequent to the initial product launch under precious metals category, the exchange evaluated products in base metals, energy and agricultural product categories. On March 1, 2019, Exchange launched Brent Crude Oil Futures (100 Barrels) and Brent Crude Oil Mini Futures (10 Barrels). Exchange has also received SEBI approval for Copper Futures under base metal category and is currently working on futures contract based on agricultural products.

Fixed income

i)   Tri-Party Repo
On June 12, 2018, NSEIL introduced Tri-Party Repo Market platform in its Debt Segment to facilitate repo on corporate debt securities. Tri-party repo is a type of repo contract where a third entity (apart from the borrower and lender), called a Tri-Party Agent acts as an intermediary between the two parties to the repo to facilitate services like collateral selection, payment and settlement, custody and management during the life of the transaction.

Due to low liquidity in corporate bond market in India, a holder of a corporate bond typically ends up holding the security to maturity. Repo on corporate debt provides an opportunity to borrow against the securities and provides short-term liquidity to participants.

NSEIL acts as tri-party agent and offers an online web based, anonymous, order matching & multilateral trading platform to facilitate repo transactions. NSEIL avails the services of NSE Clearing Ltd for performing collateral services.

ii)   Investing in Government Securities
On April 24, 2018, NSEIL introduced a facility that enables retail investors to invest in central government securities in the primary market.

To encourage retail participants, RBI has introduced a scheme for non-competitive bidding in government securities. Retail investors necessarily have to participate in non-competitive

bidding (NCB) at RBI through an aggregator or facilitator. NSEIL acts as facilitator in NCB to aggregate the bids received from retail investors.

Retail investors have multiple channels through which they can place their bids. Retail investors can place their bids through trading members of NSEIL or using the NSE goBID. NSE goBID is mobile app and web platform from where retail investors can directly place bids to NSEIL. The app was launched on November 19, 2018.

Currency

Exchange launched weekly currency options on Indian Rupee – US Dollar spot rate on December 3, 2018.The weekly options will have eleven serial weekly option contracts in addition to 3 monthly and 4 quarterly contracts. The weekly expiration contracts will expire on a Friday (previous trading day in case Friday is a trading holiday). The contracts shall expire at 12.30 pm on the expiry day. The contract size shall be USD 1000 and shall be available for trading in the currency derivatives segment of the Exchange. The weekly contracts will help participants to limit time related premium costs thereby offering effective protection for their foreign exchange exposures.

Equity

Exchange launched weekly index options on its flagship index "NIFTY 50" on February 11, 2019. The weekly options will have seven consecutive weekly expiry contracts in addition to the existing three monthly options contracts, three quarterly and eight semi-annual option contracts. The contracts shall expire on Thursday of every week. In case the Thursday is a trading holiday, the previous trading day shall be the expiry/last trading day. The exchange witnessed excellent participation in the weekly options contracts on NIFTY 50 index. The weekly options on NIFTY 50 index provides an additional hedging tool for market participants to manage the portfolio risk more effectively.

Exchange also launched weekly index options on sectoral index "NIFTY IT". The product launch was launched on March 11, 2019.

Other frameworks

a. Enhanced Eligibility criteria for new and existing F&O stocks

SEBI prescribed revision in eligibility criteria for new and existing stocks available in equity derivatives. Exchange implemented the enhanced eligibility criteria and revised the settlement mechanism for eligible stocks from cash settled to physical settlement. The first physical settlement was implemented in the expiry month of July 2018. Further SEBI has prescribed revision in settlement mechanism for all stocks in a phased manner. The same is being implemented by the exchange and is expected to be completed by the expiry month of October 2019.

b. Framework for continued eligibility of Index derivatives

NSEIL in consultation with the regulator SEBI has implemented the framework for continued eligibility of Index derivatives. The first review was conducted in October

2018 for the period April 2018 to September 2018. Based on the same, exchange discontinued derivative contracts on 6 indices namely FTSE100, Nifty CPSE, Nifty PSE, Nifty Infrastructure, INDIA VIX and Nifty Midcap 50.

Employee well-being

Our Employees

At NSEIL, employees are our biggest asset and we continuously strive towards driving a positive change in the work culture. We believe in giving equal opportunity to all irrespective of gender, race or religion. NSEIL is supportive of employing persons with special needs and disabilities and strives to provide these employees with basic facilities in order to create a suitable work environment for them.

We have taken several initiatives to enhance the level of satisfaction amongst the employees which include diverse range of employee engagement programs. Training and development is of prime importance which is supported by several behavioral and functional training programs which are conducted on an ongoing basis. All the human resource policies have been drafted by taking key inputs from the internal and the other relevant external stakeholders. To ensure implementation of the policies across the group, periodic audits are conducted.

The number of Permanent Employees and Female Employees as on March 31, 2019 is as under:

Employee Category	Numbers (As on 31st March 2019)
Permanent Employees	876
Female Employees	252

Material Developments in Human Resources

Following developments have taken place in Human Resources / Employee Relations front in the Financial Year 2018-19.

1) Learning & Development: During the Financial Year 2018-19, training needs of employees were based on the individual and business needs. In line with the Business Strategy, company has continued to focus on the Functional and Behavioral training to enhance the desired competencies. As a part of our people strategy, skill enhancement and leadership capability development of employees has been identified as a key enabler to drive the succession planning agenda by mitigating people risks for the business. The objective of this initiative is to build future leaders by providing them developmental support & career opportunities. We have rolled out focused interventions to build future leaders in the company.

2) Employee Engagement Initiatives: We have conducted an Employee Effectiveness Survey in FY 2017-18. The EES action plans were formulated by the respective teams and the implementation of EES action plans are monitored on a regular basis. We have also conducted an Employee Effectiveness Survey in FY 2018-19 to understand the employee engagement and enablement level across the company. Some of the employee engagement activities conducted by the Company are NSEIL's participation in TATA Mumbai Marathon, Guitar, Kick boxing, Yoga, Gymnasium, Blood donation drive, NSE 25 years celebration program for employees, health check-up camp, Employee Assistance Program and various staff welfare initiatives so as to build synergy amongst the various teams.

3) Employee Relations: The employee relations scenario has been harmonious throughout the period under consideration.

The total hours of safety and skill up gradation training for FY 2018-19 is 19297 hours and total hours of Fire Safety training in FY 2018-19 is 997 hours.

Training					
	Permanent employees	**Casual/temporary/contractual employees**		**Employees with disability**	
Gender	*Female*	*Male*	*Female*	*Male*	*Female*
No of Employees Attended	144	327	NA	NA	NA
Percentage	56%	52%	NA	NA	NA

Employee Forums

NSEIL has a formal grievance mechanism for all the internal and external stakeholders which provide forums for addressing the concerns of employees and resolving issues or conflicts in a fair and objective manner. We also have a policy on prevention of sexual harassment which ensures women safety and there are well-established processes to ensure that such issues are addressed with necessary sensitivity and confidentiality. The complaints and the feedback received are evaluated on a regular basis to ensure that there is no delay in their redressal.

| S.No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1.	Child labor/forced labor/involuntary labor	Nil	Nil
2.	Sexual harassment	Nil	Nil
3.	Discriminatory employment	Nil	Nil

Stakeholder Engagement

NSEIL has meticulously identified all its material stakeholders especially those from the marginalized, disadvantaged and vulnerable groups and has undertaken several stakeholder engagements to understand their concerns and has addressed these concerns responsibly. We have transparent and fair grievance mechanism that scrutinizes all operations and the impact associated with them to improve their Business Responsibility. The decisions taken are communicated to the stakeholders in a timely manner and they are involved in the process for better decision making.

Stakeholder of NSEIL
NSEIL works closely with all its stakeholders listed below:
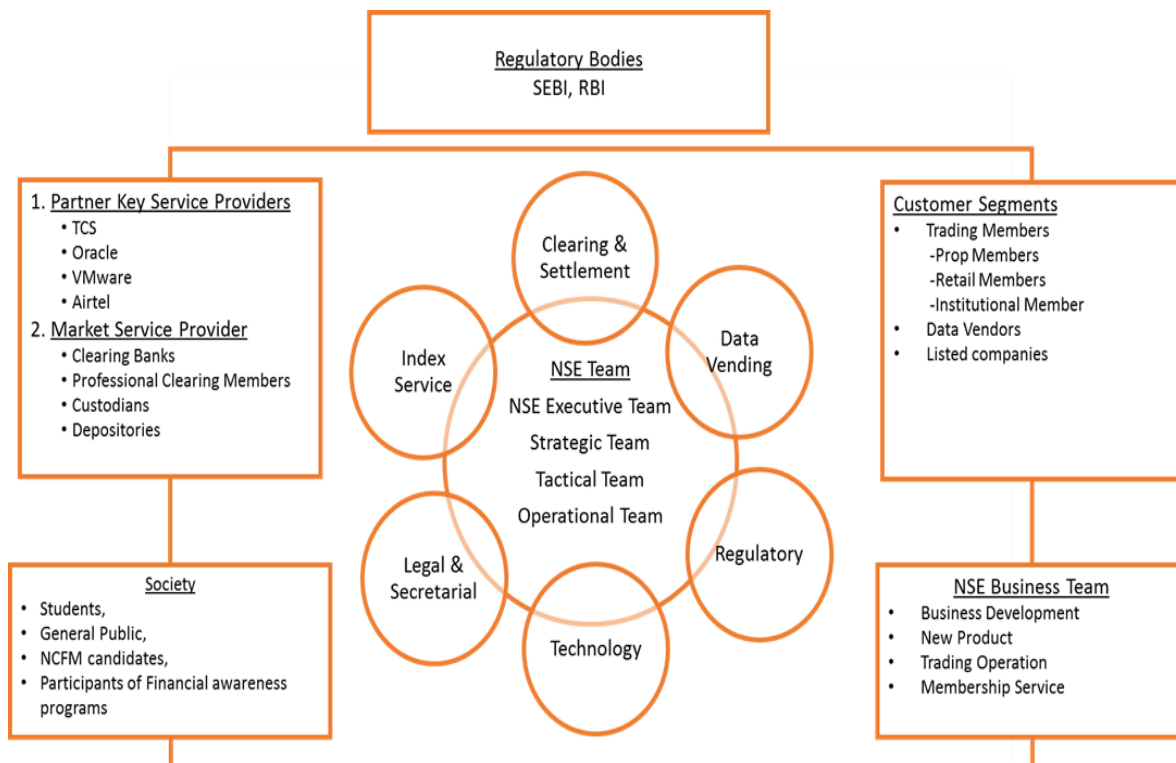
Engagement of NSEIL with stakeholders				Initiatives taken to engage/ interact with stakeholders
Stakeholder	Mode of Engagement	Engagement Frequency	Key Engagement topics	
Trading Members	1. Inspections, 2. One on one meetings. 3. Compliance facilitation/ training programs 4. Phone Calls Emails	Ongoing process	Compliance and regulatory matters	1. Regular One-on-One meeting. 2. Periodic Compliance training programs are scheduled 3. Member help desk for resolving member enquiries 4. Quarterly Meetings with Member associations

| Regulators (SEBI) | Periodic Meetings Emails, Phone calls | Ongoing process | Discussions on policy matters, Data requirement, Communication & co-ordination with SEBI in its joint inspection | 1. Periodic meetings with SEBI officials are scheduled to discuss various regulatory matters.
2. Periodic sharing of information with SEBI on compliance matters
3. Timely submission of information/data sought by SEBI
4. Sharing of half yearly Risk Based Supervision (RBS) Information and weekly holding statements submitted by Members
5. Active support and participation in SEBI joint inspections
6. Proactive engagement with SEBI on development of cloud based data sharing mechanism for joint inspections
7. Active participation in all events/sessions organised by SEBI |

Other Exchanges & depositories)	1. Periodic joint Meetings with Exchanges & depositories 2. E mails	Ongoing process	Information sharing and discussion on regulatory matters	1. Monthly and adhoc sharing of information on inspection matters and enforcement actions 2. Periodic joint meeting with other Exchanges and depositories on regulatory matters 3. Drafting of regulatory policies in consultation with other Exchanges and depositories

Investors	Investor alerts through SMS and Emails	On going	Awareness on various compliance requirements	E mails and Periodic SMS alerts

Enhancing Stakeholder Experience

NSEIL leverages cutting edge technology and strives to enhance investor experience and reduce the investor service turnaround time. Investors have various channels through which they can reach out to us. There is an online portal on the website and helpline available for grievance redressal with set timelines.

We have established Investor Services Cells at Mumbai, Chennai, Kolkata, New Delhi, Ahmedabad, Hyderabad, Indore, Kanpur, Pune, Bangalore, Jaipur, Vadodara, Patna, Lucknow, Chandigarh, Dehradun, Kochi, Guwahati, Bhubaneswar, Ranchi, Panaji, Raipur, Jammu and Shimla. The Investor Services Cell facilitates resolution of complaints of investors against the listed corporate entities and NSEIL members. It has accorded high priority for resolution of investor complaints and therefore the activities of Investors Services Cell are supervised by a board sub-committee exclusively constituted for the purpose. An investor can file a complaint online through electronic filing mechanism called NSE's Investor Centre (NICE) or through physical letters. The Exchange facilitates amicable resolution of complaints and if not resolved, the complaint is then placed before the Investor Grievance Resolution Panel (IGRP). IGRP member holds a meeting with the parties to amicably resolve the matter and if not resolved, passes an order concluding admissibility of the claim or otherwise.

The Investor Services Cell also renders administrative assistance to arbitration proceedings in respect of arbitration cases that are admitted for Arbitration under the Exchange's Arbitration Framework.

The details on the number of complaints received and redressed against companies listed on the Exchange and trading members are given as under:

Categories	Year ended March 31, 2019	
	Companies	Trading Members

No of Complaints pending at the beginning of the year	251	509
No. of Complaints received during the year	3550	5733
No. of Complaints redressed during the year	3361	4618
No. of Complaints pending at the end of the year	440	1624*

* Out of 1624 complaints pending, 1382 complaints pertain to one member currently disabled for trading and further disciplinary action is underway.

Human Rights

Valuing Humanity

NSEIL truly upholds the spirit of human rights beyond the realms of compliance and beyond the premises of the organization. We endeavor to build an organization on the foundation of values such as freedom, dignity and justice. In order to further demonstrate our commitment towards respecting human rights, we have our Sustainable Development Policy which has relevant clauses with respect to safeguarding human rights. The policy is applicable to all the relevant internal and external stakeholders as well. The Company does not employ child labor and its recruitment policies ensure that all employees are free to choose to be associated with the firm. We also monitor that all contractors are paid on a timely basis and as per statutory compliance on minimum wage.

At NSEIL, the dignity and self-respect of all stakeholders is valued and the grievance cell is accessible to all stakeholders which ensures that such grievances are addressed and resolved with great sensitivity and urgency. We are committed towards providing equal opportunities to all the employees and any kind of discrimination on the basis of gender, caste, creed, religion, disability, marital status, pregnancy, culture, ancestry, socioeconomic status etc. is strictly prohibited. We also have programs to sensitize employees towards their colleagues with special needs and promote a congenial work culture.

Environment

NSEIL aims to minimize the environmental footprint of business operations so that more operations can be carried out with less energy, less carbon, less waste and less use of resources. The Company focuses on improving the energy efficiency of operations, using renewable energy where viable and developing innovative solutions that enables us to significantly reduce our own carbon footprints. NSEIL conducts risks assessment study on a periodic basis. Key environmental risks have been analyzed at NSEIL and further actions are taken to mitigate the impact of these risks.

NSEIL has a comprehensive environment and sustainable development policy which elaborates on the focus of the Company towards sustainable growth. The policy is extended to all the relevant stakeholders. NSEIL is compliant with the environmental legislations that govern our country and takes initiatives towards responsible climate action by reducing waste and optimally utilizing resources. The Company complies with all the emission/waste limits specified by CPCB/SPCB.

We have taken many initiatives to address the impact of climate change and have increased the focus on the renewable energy projects to shift to better and clean technology. We aim to minimize the impact on the environment by taking measures like measuring and reducing carbon and water foot print, checking and preventing pollution and ensuring better air and water quality, making efficient use of energy. We also have solar power plants, thermal energy storage system, rain water harvesting systems and sewage treatment plant.

We have taken several initiatives towards energy conservation, green / renewable energy which demonstrates our commitment towards sustainable development and clean environment.

Initiatives on – clean technology, energy efficiency, renewable energy, waste Reduction.

Thermal Energy Storage System:
The 'Thermal Energy Storage System' has been introduced in the HVAC System. In this system, the chillers are being operated at night hours to form the Chill (i.e. temperature below zero degree centigrade of glycol water) which gets stored in the Thermal Storage Tank. The following day the stored chill is utilized through heat exchangers for air-conditioning the office Area. In this manner, the total load (i.e. HVAC-Chillers, AHUs, Lifts, Lighting, PC, Plumbing System, etc.) which was operating mainly during office hours has been distributed and the company has reduced its requirement for power.

HVAC System (Saving in Demand KVA)
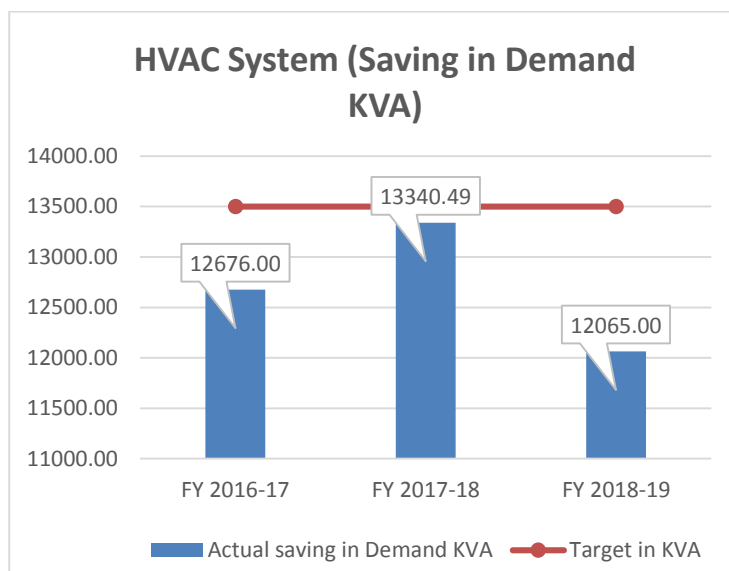
General Lighting System

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

Lighting system – Savings in KWH units
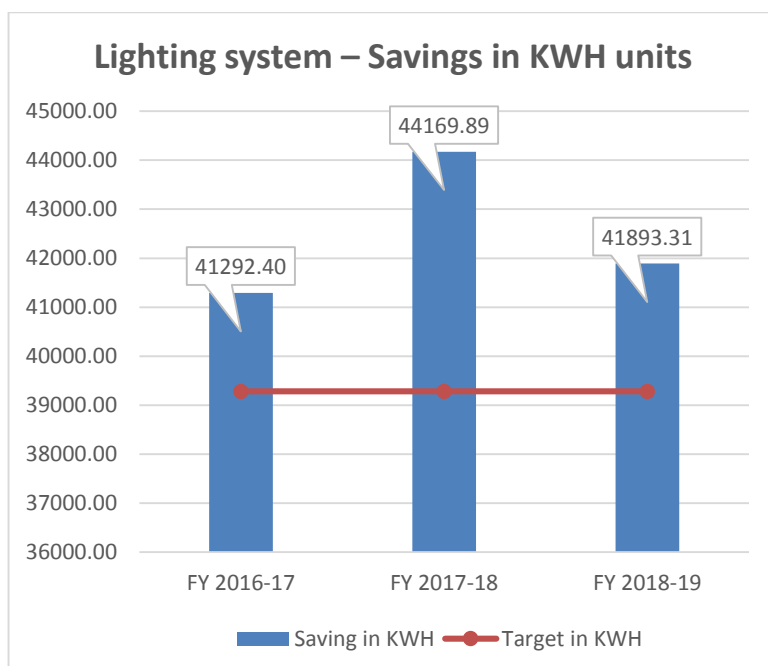
Solar Power Plant:

NSEIL demonstrated its commitment towards the alternative source of energy by installing the Solar Power Plant of the capacity of 10 KW in the building which harnesses the solar power to cater to a part of the lighting load at Exchange Plaza. This way NSEIL has saved 2560.70 units in the last year.

Solar Power Plant

	FY 2016-17	FY 2017-18	FY 2018-19
Power Generation in KWH	5468.12	2287.57	2560.70

Legend: Power Generation in KWH (bar), Target in KWH (line)
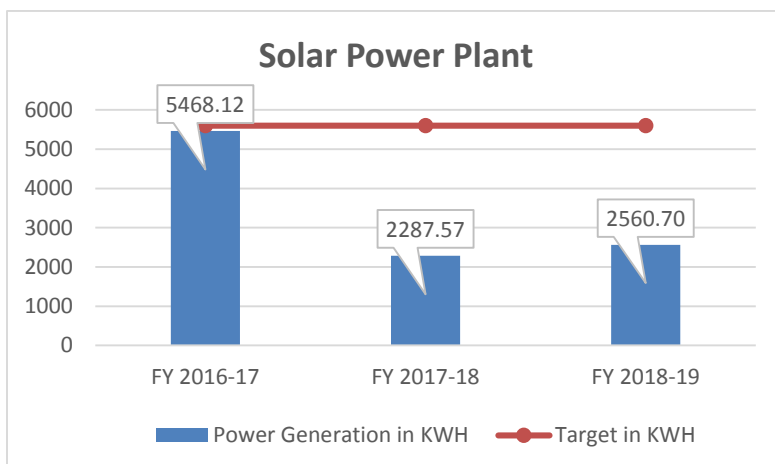
Rain Water Harvesting / Water Recycling Systems:

Water scarcity has always been a major issue which needs to be addressed in order to sustain in the future. An initiative was undertaken to install Rain Water Harvesting System with proper Hydro - Geological survey at Exchange Plaza to explore the possibility of harvesting rain water in the periphery of Exchange Plaza.

Rain water Harvesting system

	FY 2016-17	FY 2017-18	FY 2018-19
Replinishment water (Kltrs)	18000	23733	22500
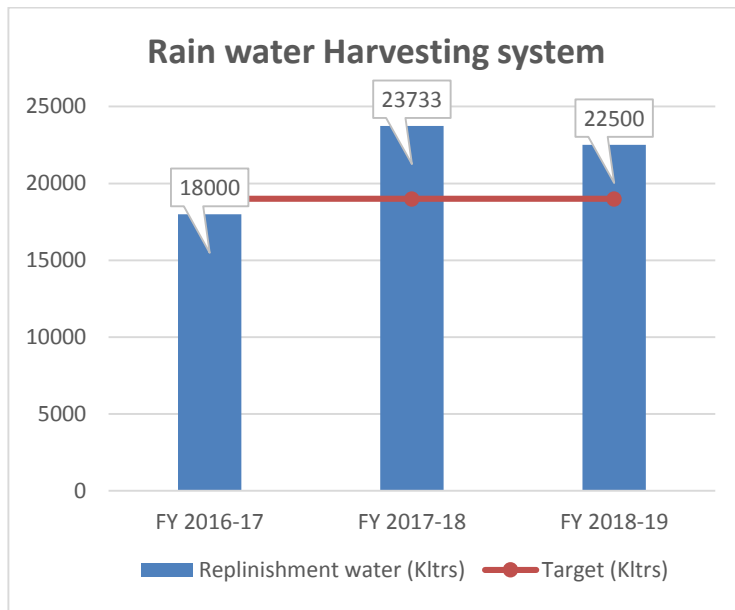
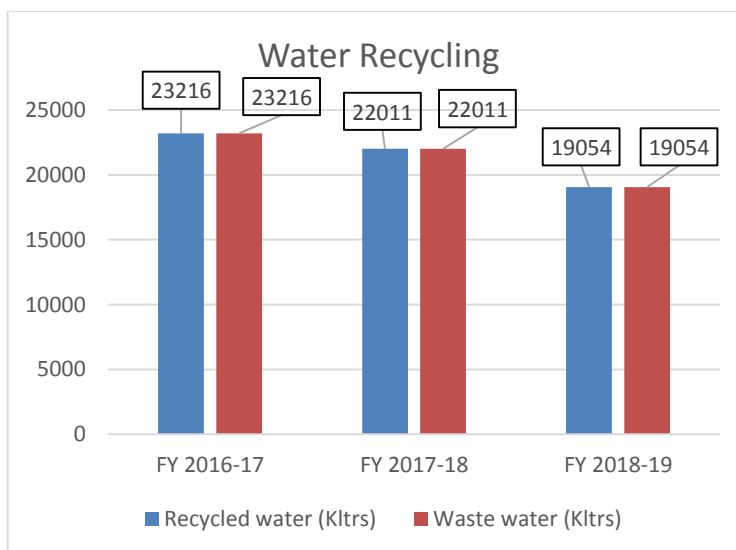Additionally, the Company has also installed a Sewage Treatment Plant which recycles building's domestic / flushing water. The recycle water is being used for buildings Services i.e. Cooling Towers which are associated with Air-conditioning System, Gardening purposes, etc.

Water Recycling

	FY 2016-17	FY 2017-18	FY 2018-19
Recycled water (Kltrs)	23216	22011	19054
Waste water (Kltrs)	23216	22011	19054

The above two initiatives has saved 41554 KL of water.

Wind Power Plant:
With a vision to reduce the consumption of electricity and carbon footprint, the wind power project (capacity 6.25 MW) was initiated few years ago at Satara in Maharashtra.

Wind Power Plant

	FY 2016-17	FY 2017-18	FY 2018-19
Power Generation in KWH	14710863	12600887	12904489

Legend: Power Generation in KWH (bars); Target in KWH (line)
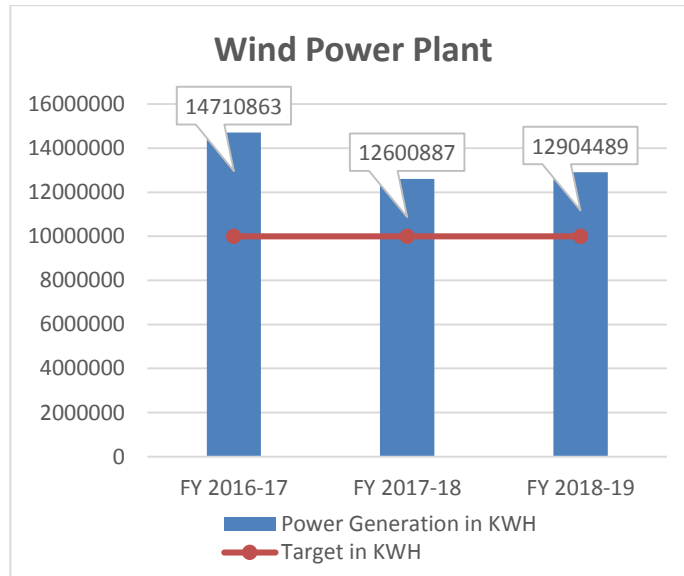
Waste Disposal

The Company believes in reducing, recycling and reusing and managing its waste efficiently through various initiatives such as Vermiculture system and Sewage treatment plant. We reduce E-waste and ensure that the E-waste generated is recycled efficiently.

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

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

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

Public Policy Advocacy

NSEIL believes that it is necessary to represent and engage with authorities on matters concerning the financial sector and institutions. We are members of several associations, councils, chambers of commerce and industry and similar platforms where they disseminate information related to various material issues so that they can be addressed by the industry as a whole. Our engagement with the relevant authorities is guided by the values of commitment, integrity, transparency and the need to balance interests of diverse stakeholders.

NSEIL has advocated and represented through various associations for the advancement and improvement of public good in the specific areas of Governance, Administration, Social and Economic reforms.

Key memberships and associations

Some of the key trade associations with which company is associated are:
- ALL INDIA GEM AND JEWELLERY DOMESTIC COUNCIL
- ALL INDIA MANAGEMENT ASSOCIATION
- ASIA PACIFIC REAL ESTATE ASSOCIATION LIMITED
- CFA INSTITUTE INDIA PRIVATE LIMITED
- COMMODITY PARTICIPANTS ASSOCIATION OF INDIA
- Confederation of Indian Industry (CII)
- Federation of Indian Chambers of Commerce and Industry (FICCI).
- INDIAN SCHOOL OF MICROFINANCE FOR WOMEN
- International Options Market Association (IOMA)
- PHD CHAMBER OF COMMERCE AND INDUSTRY
- SMALL & MEDIUM BUSINESS DEVELOPMENT CHAMBER OF INDIA
- THE ASSOCIATED CHAMBERS OF COMMERCE & INDUSTRY OF INDIA, NEW DELHI
- The Associated Chambers of Commerce of India (ASSOCHAM)
- THE FOUNDATION FOR MILLENNIUM SUSTAINABLE DEVELOPMENT GOALS
- World Federation of Exchanges (WFE)
- Futures Industry Association (FIA)
- International Organization of Securities Commissions (IOSCO)

Our Partnerships and Activities

NSEIL actively participates in liaising with the regulators such as SEBI, RBI, Government of India (Ministry of Finance/Divestment) and FIU (financial intelligence unit) on a regular basis. We interact with regulators and Government for redefining and reforming the policies either proactively or in response to invitation for discussion. We participate in discussion with SEBI on "Discussion paper" prior to its issue and compliance related issues with regulators. We also engage with other associations such as Federation of Indian Chambers of Commerce and Industry (FICCI), Confederation of Indian Industry (CII), The Associated Chambers of Commerce of India (ASSOCHAM) for identified policy changes. We also work with professional bodies like ICAI and ICSI for responding to proposals for reformation of relevant policies. At the global level, NSEIL is a member of World Federation of Exchanges and IOSCO and contributes extensively to policy debates. We organize many round table discussions and seminars with Industry, regulators and act as a catalyst in facilitating the policies. Where ever invited, NSEIL participates as member on discussion panel or speaker on issues relating to capital markets in India.

Some of the forums where NSEIL interacts with the government/investors in the reporting year:

1. <u>NSE-NYU Conference on Indian Financial Markets, 2018</u>

NSEIL recognizes the usefulness of the ideas and insights generated through research and deliberations inter alia on issues relating to the financial markets. As part of its continued efforts to provide such research support to policy makers, NSEIL had organized in collaboration with NYU Stern School of Business, an international conference on December 10-11, 2018. This conference was sixth in the series, and apart from presentation of some research papers selected on a globally competitive basis and their review, it included two keynote addresses by Professor Pradeep Yadav (University of Oklahoma), and Dr. Vikram Haksar (Assistant Director, International Monetary Fund), which was then followed by a panel discussion on "Leveraging Fintech to promote financial inclusion". The panel discussion was mainly centered on the idea of how technology is affecting the way in which financial services are provided across the main functions of finance that we see, whether it is to make payments efficiently, whether it is to be able to save safely, whether it's being able to borrow or to manage your risks or get financial advice. The panelists were from diverse backgrounds and included Mr. Sopnendu Mohanty (Chief Fintech Office, Monetary Authority of Singapore), Mr. Abhay Hota (Former Managing Director, NPCI), Mr. Royston Braganza (CEO, Grameen Capital), Mr. Probir Roy (Co-founder, Paymate) and was moderated by Dr. Vikram Haksar. The event was attended by policymakers, eminent practitioners and renowned academics.

2. NSE-IGIDR Conference on Corporate Governance, 2018

The NSE-IGIDR Conference on Corporate Governance was held on June 21-22, 2018 in Mumbai, in collaboration with IGIDR, one of the leading academic institutes of India. NSEIL organises the conference annually with an objective to bring together academics, practitioners and policy makers to debate on the existing and emerging corporate governance issues and generate useful insights. Each conference includes a panel discussion on a topical issue. The topic chosen for panel discussion in this year's conference was 'Indian Stewardship Code: Imperatives and Challenges' - a topic of increasing interest among policy makers. The discussion revolved around the challenges that a country could experience in the process of formulation of the code and its implementation. The panel also explored the scope of having a single code in India across all sectors. The panelists were from diverse backgrounds and included Mr. Amarjeet Singh (Executive Director, SEBI), Mr. Chris Hodge (Director, Governance Perspectives, UK), Mr. Leo Puri (Former Managing Director, UTI Asset Management Co. Ltd.), Mr. Nawshir Mirza (Professional Independent Director), Mr. Sumit Rai (Managing Director and Chief Executive Officer, Edelweiss Tokio Life Insurance Co. Ltd.). The panel discussion was moderated by Mr. Suneet Weling (Managing Director, BNP Paribas).

The other highlight of the conference was the keynote speech, which was delivered by Prof. Jayant Kale, Professor of Finance, D'Amore-McKim School of Business at Northeastern University, Boston. Prof. Kale delivered his speech on the topic 'Corporate Boards: Loyal to whom?' On the second day of the conference (June 22), key findings of some of the selected research papers related to corporate governance were presented and reviewed.

3. NSE-CFA Roundtable on Dual Class Shares, 2018

The NSE-CFA Roundtable on 'Shares with Differential Voting Rights' took place on November 22, 2018 at the NSEIL premises. This was the first collaboration between NSEIL and the CFA Institute. The CFA Institute is the global association of investment professionals that sets the standards for professional excellence. CFA recently published a report on "Dual-Class Shares: The Good, Bad, and the Ugly" which was presented in the roundtable, and the discussions mainly focused on the advantages and disadvantages of shares with differential voting rights in the context of Indian securities market.

4. NSE-Korn Ferry study on Boards that Lead, 2018

Korn Ferry, a leading global organizational consulting firm, partnered with NSEIL to organize a discussion with eminent experts on board practices in Indian companies during an event on December 17, 2018. The discussion was held in the backdrop of launch of a recent study by Korn Ferry titled 'Boards That Lead'. The study was based on an online survey related to the practices followed by the Boards of NSE listed companies in two specific governance-related matters—CEO Succession Planning and Selection of Independent Directors, under the principal theme of ways to improve board effectiveness. The study was published in a report that was disseminated among participants, corporates, government entities, academia, etc.

5. Other activities

Support for research in diverse fields related to finance like corporate governance, securities markets, market microstructure among others, and dissemination to a wider audience has always been on NSE's agenda. Some of the initiatives conducted in the year 2018-19 are listed below:

1. Quarterly Briefings under the aegis of the NSE – Centre for Excellence in Corporate Governance (NSE-CECG)

To project NSE as a 'thought leader' in corporate governance and engage with its listed companies on important governance issues, the NSE Centre for Excellence in Corporate Governance (NSE-CECG) was established in 2012-13. Under its aegis, four issues of Quarterly Briefings were released and circulated among directors of listed companies and senior SEBI officials in 2018-19.

2. Publications of NSE

The Indian Securities Market Review (ISMR) and the NSE Factbook are two annual flagship publications. In addition, edited transcripts and 'White Paper Series' of NSE-NYU and NSE-IGDR conferences organised by NSE were also circulated among various stakeholders in the securities market. Apart from these, the EPR Department published an article on corporate governance in the PRIME Directory, and another in the Nomura Journal of Asian Capital Markets on "Continuum of NSE's Transformational Journey: Negotiating New Frontiers."

3. Lecture Series

In 2014, NSE conceived a program to bring together highly experienced legal experts and practitioners to provide insights on the nature and practical significance of the changing legal framework governing the securities market. In the year 2018-19, NSE commenced its third series of Lecture Series on Securities Law and Practices, in which eminent legal professionals deliver one lecture every month on topics related to securities markets. Since its inception, the programme has witnessed participation from various securities market professionals including from mutual funds, investment banks, registrar and transfer agents, brokerage houses, law firms, etc. and has gained rising popularity.

4. Knowledge initiatives for staff

The EPR department has also been at the forefront to present research reports on ongoing regulations, macro environment and the securities market. This has been facilitated through both monthly and quarterly publications that have been disseminated among the internal staff members. The monthly report called "Global Regulatory Scanner" highlighted impact of regulations, both in the Indian and global context, while the report "Econtrack", analysed macro data and its implications on the overall economy. Further, a quarterly publication called "Demystifying Circular", deep-dived into an important circular introduced by SEBI or RBI, providing insights on the issue, its characteristics and its impact on the exchange. Also, a quick summary of the corporate performance of NSE listed companies helped identify the position of NIFTY sectors, indices, and the overall NSE listed space.

Inclusive Growth and Equitable Development

Community Development

NSEIL understands the significance of inclusive growth for developing the economy as a whole and aims to provide services which are accessible to all the customers including the disadvantaged groups in the region. We recognize the skill sets of the local people and provide job opportunities to them for better livelihoods. Training and workshops are conducted and mentorship programs are organized to hone their skills further. Local vendors are preferred and are trained towards building a sustainable supply chain wherever feasible.

The CSR initiatives of NSEIL are undertaken at a Group level by NSE Foundation through agencies and partners with domain expertise in the area of intervention and location geography. We have taken initiatives towards understanding and addressing social outcomes through structured CSR projects. The programmes are closely monitored by specialized empaneled agencies with domain expertise and measured on a regular basis by systematic programme and financial audit, monitoring and evaluation of qualitative and quantitative output indices as well as through regular field visits.

All educational programmes have advocacy as an essential built in feature. Efforts will be made to engage with local communities and the local administration to adopt the processes and also create policy changes for a sustainable and scalable outcome.

The NSEIL Group philosophy and approach to CSR strategy has placed focus on Primary Education, WASH (Water Hygiene and Sanitation) and Elder Care initiatives for underserved rural and urban communities. We endeavor to drive the achievement of envisioned CSR outcomes by fostering partnerships with mission driven organisations that have a strong local presence and participation. The programmes are designed through a deep dive into societal issues to outline the goals that brought transformational results in these communities. Our efforts have been targeted at bringing in a sustainable change through participatory programmes that engage communities and beneficiaries.

Our CSR initiatives

The CSR objectives have been identified basis the larger mandate outlined in the Section 135 of the Companies Act, 2013 and CSR Rules 2014 and to meet NSEIL's community engagement aspirations. Under the CSR policy, NSEIL undertakes social interventions that impact some of the most neglected and vulnerable populations of the society in the aspirational districts so as to enable inclusive growth for communities and a sustainable future for our nation. The social projects of NSEIL are undertaken by NSE Foundation, a Section 8 Company incorporated to implement the CSR mandate of the NSE Group. The projects are designed with a long term timeframe and measurable social impact. These social projects are undertaken in collaboration with agencies such as Tata Institute of Social Sciences (TISS), UNICEF and various State and Central Government departments such as Tribal Development Department (TDD) Rajasthan Council of Elementary Education (RCEE), Rajya Sikshak Kendra (Madhya Pradesh) etc.

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

1. Primary Education

2. Elder care

3. Sanitation and Safe Drinking water

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

Salient features of NSEIL projects

To foster a strong sense of community connect and corporate citizenship, employees are encouraged to volunteer by contributing to and participating in various CSR and other social programmes. A CSR Focus Group consisting of volunteers who are employees of the company was formed to encourage employees to undertake CSR activities by contributing part of their time. The group also plans activities such as Blood Donation Camps, NGO-Melas related to social entrepreneurship, awareness building programmes in education, health and environment, screening of documentaries on environmental & social issues, organizing guest lectures on social issues, nature awareness activities, observing of national / international days such as Children's

Day, Women's Day etc., in collaboration with the company employees to create awareness, and to engage, and motivate employees to be socially responsible.

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

A. PRIMARY EDUCATION

i. Chunauti

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

The Project Chunauti team initiated replication of the Chunauti model in 19 more MDC homes across Maharashtra working with 353 stakeholders consisting of experts, Government officers, academicians, MDC Home functionaries etc. 593 children have been indirectly impacted through the replication process. Till date, 204 staff members from 11 MDC Homes have been trained to conduct assessments and design individual care plan for each child based on the individual requirements.

ii. Educate Girls' programme

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

The intended impact of the project supported by NSE Group is to increase enrolment of girls in schools, retain at least 85% of enrolled girls in school and improve learning outcomes for over 4,900 children studying in grades 3-5. The programme is undertaken by a cadre of unpaid community volunteers associated with the organization. The second year of the project implementation is currently underway and 2,127 out of school girls have been enrolled in schools. Learning curriculum through GKP kits is being

implemented in 226 schools to improve learning outcomes for around 5,800 children. To ensure institutional strengthening and leadership the project has formalized 331 SMCs and 201 Bal Sabhas (girl's councils) providing training and handholding support to around 3,420 SMC members and around 2,600 Bal Sabha girls.

iii. Education Activity Centre (Urban)

This is a literacy programme for children aged 6 -14 years of construction, migrant and seasonal labourers in Pune bringing education through the Educational Activity Centers (EAC). The programme has completed three years of implementation and attempted to include those children who are at risk of being drawn into the child labour force. The project also tracked drop out children due to migration of the family to new construction sites and helps them get admitted in schools near the areas they have shifted to. A total cumulative number of 1000 children benefited by this project and 132 children were tracked and 76 re-enrolled in schools.

iv. Eureka Super Kidz

After school English sessions for children

This project includes 2886 children in 100 villages of six districts in Tamil Nadu, namely: Cuddalore, Kanchipuram, Thiruvallur, Thiruvannamalai, Trichy and Vellore to ensure quality education for children in grades 3-7 to promote achievement in basic skills of Tamil, Math, English and Science through an after school remedial education programme and for children in grades 6-8, a programme in basic skills of Math, English and Science through after school interventions with teachers focusing especially on children lagging in basic skills. The program also builds the capacity of the tutors and block trainers (trained community youth) through workshops on classroom management, soft skills and innovative teaching techniques.

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

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

v. Fellowship Sponsorship Programme

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

ecosystem. This in turn leads to improved learning outcomes in numeracy and language among students. 2100 students are beneficiaries of this programme.

Students are assessed on the Student Vision Scale which in addition to learning and improving the values & mindsets, shapes how children choose to operate in the world and contribute towards making it better with better self-understanding. Emphasis is also placed on developing higher competencies in Maths. The learning outcomes for the students have shown steady improvement in Reading Comprehension (RC) assessments, and an average 29% improvement in Math assessments. In addition to learning and other outcomes, the Fellow's leadership development journey is assessed on a Fellow Commitment Scale which measures 3 commitments Personal Transformation, Collective Action, and Educational Equity.

The project, currently, in the third year has shown improved learning outcomes, increased measures on the Student Vision Scale at 23% and the Fellow commitment scale at 22% increase.

vi. Girl Child Education Programme

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

vii. Girls Empowerment through education training & action- GEETA

The project 'Girls Empowerment through Education Training & Action'-GEETA completed its term of implementation in nine villages of Mihinpurwa block, Bahraich district in Uttar Pradesh and focused on the literacy deficiency of 800 tribal Tharu girls from 6 schools. In addition, 1568 children in the age group of 6 – 14 years from other socially excluded communities benefitted by the creative methodologies of the project.

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

viii. Grow with Books- Rural

The Project 'Grow with Books' implemented in Mulashi taluka near Pune aimed to bridge reading skills of 3400 children from 25 rural government zilla parishad schools. The

community in this area comprises of small holding farmers, daily wage labourers and construction workers. The programme comprises of 4 distinct modules for children from grade 1 to 7. First Steps Forward is a 45 minute reading session conducted for grade 1 every day. Reading Classes for grade 2 -4. Each session of 90 minute every week conducted by book fairies and home lending library for grade 1 -7. This programme is conducted in schools that already have reading classes in the lower grades to help strengthen the foundational reading skills. Bridge Classes for children of grades 2 - 4, who are unable to read even grade 1 level text are included in these sessions. In end of the third year, 82% children from grade 1 who had an attendance of 80% or more were able to read their age and grade level.

ix. Grow with Books- SMC

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

x. Grow with Books- Mumbai

Maths Fair in Municipal School

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

The programme has observed an overall improvement in 98% children in First step forward as they could read words and sentences according to the performance scale in the end of year two. 735 Children of grade 1 through First Step Forward lacking pre-school exposure learnt to read and recognize alphabets and *matras*. There is improved academic progress of 688 educationally backward children through Remedial Education Classes in Language and Math. The Reading Promotion Programme, Library & Home lending borrowing of books has reached 1310 children at the end of year two. The project has also improved self-esteem and participation at school level events through Bal

Samuha or Children's Groups.

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

This Principal training programme conducted in Jaipur, aims to build the academic and leadership skills of 6000 Principals of the Adarsh schools so that they can ensure effective implementation of the State Improvement for Quality Education (SIQE) programme and improve the quality of education delivered by their schools and the schools under them. Through detailed six-days training about 4000 out of 6000 PEEOs have been trained to support and monitor schools for effective implementation of Child Centric Pedagogy (CCP) and Continuous and Comprehensive Evaluations (CCE) processes gradually impacting the quality of education delivered by the schools, at scale. PEEOs are now actively participating in workshops/meetings with DIET faculty to develop worksheets, summative tools, TLM materials etc.

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

xii. Learning Enhancement Program for children in Disadvantaged Communities

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

Support Classes provide academic intervention for grades 3-8 for specific competencies based on children's learning needs in Language and Math and has seen improvement in 85% children out of the 4334 children enrolled.

The project has been successful in the mobilization of two to three volunteers in each community to conduct the library program in all the 120 communities which has reached 12,356 children.

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

xiii. Learning Orbit for Village Excellence

This programme brings together a diverse and dynamic pool of young people from the local and urban communities to create inspired and collaborative learning in 30 government schools of Kotra and Gogunda. The objectives of the project are to increase the attendance, learning outcomes, personal and professional development of teachers,

build aspirations in students to complete school education, enable students with systems thinking abilities and provide mentorship to induce 'life preparedness' in students. The project is in its second year of implementation and currently reaches around 2700 students.

This in-school programme has placed trained fellows who teach the students in schools. Two manuals have been created for children to learn. One that focuses on the concepts of maths, language and social studies through themes and another on social and emotional learning through – physical, cognitive, emotional and social aspects. Improvement has been observed in students in both Maths and in English.

The programme includes community learning festivals which become spaces to create awareness and encourage education, learning and participation among out of school children, school administration and community members. 54 learning festivals have been conducted engaging more than 4000 children out of which 400 children were school drop-outs.

xiv. Muktangan: Adopt a municipal school programme

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

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

This education initiative in 200+ Kasturba Gandhi Balika Vidyalayas (KGBVs) of Madhya Pradesh is working to improve the quality of education delivered to the girl students studying in the grades 6-8 by improving both the learning environment in both the girls' hostels and the schools that they are enrolled in.

The programme aims to achieve its objective by placing community volunteers in the hostels for providing academic support and creating a conducive learning environment for foundational skills of literacy and numeracy for grades 6- 8. Further, training to the government teachers is provided to sustain the intervention along with capacity building of the School Management Committees which are properly oriented of their role encouraged to take responsibilities.

There is also a feature of advocacy to strengthen the state, district and block level administration to improve the quality of KGBVs by sharing regular progress of the programme with them by working closely with the senior administration to ensure improvements. Capacity building of the wardens is also included in the programme for creating a culture of collective learning in the hostels through creation of schedules for the girls when they get back from the school to the hostels.

xvi. Prajwala: Strengthening the KGBVs of the state to ensure quality education for all (Rajasthan)

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

After school remedial sessions for students studying in KGBVs

The project has just entered its second year of implementation and conducts its interventions in 73 KGBVs covering 11 districts by placing two local community volunteers trained as Academic Support Fellows (Field Facilitators) in each school. There are 146 such facilitators working in 73 KGBVs supporting the government teachers in remedial education classes. All 146 field facilitators have been trained on remedial teaching through a 15 days residential training module.

xvii. Rehli Shiksha Pahal Program (RSPP)

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

Under the project, school teachers have been trained in creating and using TLMs based on Activity Based Learning methods. Formation and orientation of SMCs in the schools have been undertaken and active participation of the members is encouraged through regular meetings. Community Learning Centers have been developed in eight villages to

help children with learning outside of school. 40 village meetings (Aam Sabha) have been conducted to introduce to the community program objectives and to create mass awareness about the importance of education. The programme interventions has led to an increase in the learning levels of students and an increase in school attendance among children.

xviii. Saksham

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

xix. Saksham: Quality Education for Age Appropriate Learning

The project 'Saksham' i.e. Quality Education for Age Appropriate Learning has concluded the third year of implementation and has impacted the learning levels of around 1500 children from government schools hailing from nomadic and notified tribes in 25 drought prone villages of Mehkar block of Buldana district in Maharashtra with high migratory patterns. The project was delivered by trained local youth through the learning centres as well as in the community. Through community led interventions Rs.84 lakhs was released for school development. On the request of the education department and teachers additional children not covered under the project were identified and the learning material distributed after the training of close to 90 government school teachers who would then supervise them. 373 dropout children were tracked and 223 children were re-enrolled in schools under this initiative. In the third year, additional WASH practices in 20 schools were implemented including two Ashramshalas.

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

The urban project 'Serving and Enriching Education for Under-privileged Urban Children' was designed to improve access and quality of primary education to the children from disadvantaged sections, enhance the capacity of stakeholders to deliver better quality of education and develop a holistic educational model for strengthening the demand side of Right to Education. The project areas are vulnerable slums in Pune and Thane cities and applies model of 'Children's Resource Centre' (CRCs) or 'Shikshan Ranjan Kendra' that are established within the community thus bringing quality primary education within the reach of under-privileged children. There is special focus on education of girls and children from socially marginalized sections. The children are closely mentored by a cadre of trained Shikshan-Mitras (SM) or Youth Mentors which has resulted in creating a conducive environment for holistic learning to supplement education, provide minimum grade-appropriate learning and ensure literacy levels amongst the children through planned academic modules in addition to other life skills. The project has completed a

three year term and has impacted total 884 children where 94% children have attained level based reading skills' ,79% children have grade-appropriate language writing skills and 83% children have grade-appropriate numeracy skills.

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

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

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

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

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

The CRCs are nested within the community and also in the schools which are managed by Shikshan Mitras or trained community youth. The Shikshan Mitras through home visits, meetings and community interactions, emphasize the importance of education, in particular that of girl children. Parents are also updated on the progress of learning of their children and the participation of children in various activities. In addition, Baal Panchayats which are formed in schools spread these messages through children within community and amongst parents.

Girls from Minority community studying in the Out of school learning centre

To instill reading habits among children, libraries in schools have been strengthened with educational books and reading materials.

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

xxiii. Student Teacher Empowerment Program

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

Shikshan Mitra taking sessions using child centered pedagogy

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

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

xxiv. Quality Education Programme

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

SANITATION and SAFE DRINKING WATER

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

This training programme aimed at creating a group of 250 Master trainers from 514

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

xxvi. Improving sanitation for rural schools in Maharashtra

This school-based sanitation project which has completed its term improved access to sanitation in 30 schools in Akola and Nashik district of Maharashtra. The rationale behind the project was that lack of adequate sanitation in schools is a critical barrier to school attendance, particularly for girls. The project completed the targeted work of retrofitting sanitation facilities in the selected schools of rural and peri-urban locations in Nasik and Akola benefiting around 4200 school children and staff. The project improved infrastructure of government school toilets in selected areas, along with provision of safe drinking water, positive behaviour change towards adoption of hygienic sanitation practices and methods, capacitating rural poor families to stake a claim for better sanitation facilities in their neighbourhoods and schools from the government and initiation of community-led monitoring and maintenance of toilets.

xxvii. Prajwala- Sanitation (Rajasthan)

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

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

have been conducted. Training and formation of adolescent girl groups for focused interventions on Menstrual Hygiene Management (MHM) in 72 schools and orientation of 1000 girls on issues around MHM has been undertaken.

xxviii. Prajwala- Sanitation (Madhya Pradesh)

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

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

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

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

Behaviour Change Communication session to teach appropriate hygiene practices

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

xxx. Swachha Vidyalaya Swachh Aadat

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

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

ELDER CARE

xxxi. CLEAN (Climate & Livelihoods Enhancement And Nutrition)

This project aimed to create sustainable environmental protection by providing livelihoods and also enhancement of nutrition intake for 5391 members of 392 Elderly Self Help Groups (ESHGs) in 04 districts of India – Supaul (Bihar), Purbi Medinipur (West Bengal),

Yavatmal (Maharashtra) and Yadadri, Telangana. The key activity under the project was to plant 26,955 trees with the objective to improve the livelihood of the elderly community so that the elderly community gain through supplementary earning through the fruit tree plantation activities. Also, it was expected that by planting trees, there will be an increase in water catchment and enhanced soil quality in the concerned areas over a period of time. Under this project a total of 26439 different varieties of fruit bearing plants have been planted. The location specific status of plantation is, 5618 in Maharashtra, 7366 in West Bengal, 6805 in Telangana and 6650 in Bihar. The project has also achieved the establishment of liquid manure plants to promote organic farming

xxxii. Elderly Enrichment Centers

The Urban Elder Enrichment Centers Program is designed to provide holistic services for underprivileged senior citizens in the select wards of Mumbai through establishment of 'Elderly Enrichment Centers' (EEC). These centers provide physical and psychological recreational spaces of senior citizens in the community. Through these centers the project aims to build an enriching community at the ward level to facilitate care of the elderly by addressing the needs of around 3000 senior citizens and their families directly.

Health Camp organized in community for senior citizens

The project addresses physical, mental, social, recreational, educational, and counselling needs of elderly. The initiatives are carried out through small group interactions, as well as individual guidance and support including home visits. Awareness on legal rights and prevention of elder abuse are undertaken through local community based organizations (CBOs). Group activities like yoga and other therapies are organized to prevent loneliness and social issues.

The project is in its third year of implementation and physical and mental health care management services like health check- up and camps, consultation referrals, low cost medications was availed by 871 elderly. The programme saw participation of 227 elderly in community group sessions on legal rights, government schemes; 71 elderly were given legal guidance individually. Linkages to avail government schemes such as SC ID cards, old age pension and procurement of eligibility documents- self -identity, residence/ income/ age certificates facilitated among 187 senior citizens. Yoga therapy has recorded 7715 regular senior citizen participation. Registration of 286 new members and outreach

to 2145 in the community areas was carried out. There was also enhanced participation of 110 senior citizens as volunteers within the EEC related activities and support to senior citizen within the community thereby strengthening the elder for elders concept.

xxxiii. Nation Supports Elderly

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

xxxiv. Rashtriya Netra Yagna

This project seeks to reduce reversible blindness and treat eye diseases for elderly from the lower socioeconomic strata of the society hailing from rural areas. The senior citizens are reached through a network of eye hospitals and other NGOs located strategically in various parts of India which conduct eye health camps in rural areas and assist with the entire lifecycle from identification, facilitation of surgery and post-surgery care for the elderly patients. The programme also assists with rehabilitation of the elderly who are visually handicapped in the situations wherein permanent blindness cannot be cured.
The project is aligned with the government scheme: the National Programme for Control of Blindness. The interventions include: pre-surgery testing; cataract surgeries, post-surgery care and follow up and has benefited around 2400 senior citizens.

xxxv. Shraddha: Towards Active and Healthy Ageing

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

DISTRICT TRANSFORMATION STRATEGY

xxxvi. Aalambana: Towards Active Ageing

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

Training of Elderly Self Help Group Members

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

xxxvii. Akshara

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

xxxviii. Alokito Shoishab' (Enlightened Childhood)

This project is designed to reach around 6900 school children in 114 government schools in Rajnagar block, Birbhum district of West Bengal. The project aims to strengthen the basic foundation of children of grades 1&2, and to provide remedial education support for

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

xxxix. Building Water Security for Green Rameswaram

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

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

xl. EQUIP Ramanathapuram Project (Education QUality Improvement Project)

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

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

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

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

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

xlii. ODF Sapotra

The project envisages making Sapotra block of Karauli district (one of the aspirational districts) of Rajasthan Open Defecation Free (ODF) through community and school based WASH interventions. The objectives of this project are to improve WASH facilities in 175 schools and 49 Anganwadi Centres, improve hygiene practices among children in 175 schools and 49 Anganwadi Centres, generate demand for toilet construction in 1,250 households in Sapotra block and extend handholding support to 1,250 households for accessing Government support for construction of individual household toilets.

Hand washing sessions for school students as part of behaviour change communication

The project is in its first year and has initiated a rigorous behavior change communication action plan in the communities. Eight full day awareness campaigns were organised in 72 villages of 34 panchayats reaching out to 17,250 villagers with a focus on

construction/usage of toilets, safe drinking water, hand washing practices etc. 340 children have been inducted into the 170 school cabinets formed and 279 WASH Ministers and Child Prime Ministers of these cabinets have been oriented on hygiene practices. SMCs have been mobilized in 163 schools and their meetings have been regularized. 627 SMC leaders of 163 schools have been trained on their roles and responsibilities. 350 members of Village Health and Sanitation Committees have been trained on their roles and responsibilities, meetings have been initiated in 88 villages and Village Sanitation Planning initiated in 40 villages.

xliii. ODF sustainability in Nandurbar

Training of Masons in toilet technology feasible for rural areas

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

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

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

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

The project will undertake augmentation and retrofitting of WASH facilities such as toilets, urinals, hand washing stations etc., pilot demonstrations through retrofitting of toilets for

children with special needs, restoration of safe drinking water points, rain water harvesting structures, installation of water purifiers including water quality testing, kitchen and waste management and development of systems for Operation and Maintenance (O&M) of WASH infrastructure in the schools. To ensure sustainability, focus will be on a systematic Behaviour Change Communication (BCC) programme, building capacity of stakeholders like the SMCs, Child Cabinet representatives, headmasters, teachers, mid-day meal organizers and sanitation staff around WASH and its O&M.

xlv. Promotion of Thiruppullani as Swachh and Swasth Block

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

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

xlvi. Samrakshana

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

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

xlvii. Shikshan

The programme aims to improve language and numeracy skills through after school remedial classes for students in grades1-5 in primary and upper primary sections of 175 government schools in Sapotra block, Karauli district of Rajasthan. Initially, a school enrolment drive was conducted in 177 villages and 1,444 students out of school children were re-enrolled in schools. Remedial support to students through 27 trained Shiksha Mitras in 60 schools is provided for improvement in linguistic and numeracy skills in addition to life skills. Capacity building of 531 teachers has been undertaken to improve

skills of 9,609 children enrolled in all 175 schools. 34 schools have been provided with Teaching and Learning Materials (TLM) benefitting a total of 2,340 enrolled children and 119 teachers. Five Utkrisht Vidyalayas (upper primary schools) have been equipped with educational tools through Building and Learning Aids (BaLA).

The programme also works to empower and educate School Management Committees (SMCs) to proactively work towards raising and resolving pertinent issues like lack of classrooms and teachers, irregular attendance of teachers, poor quality of midday meal, etc. 627 SMC members have been trained on their roles and responsibilities and around 40 SMCs have started leveraging funds from the panchayat funds and community to address issues such as lack of books, levelling of playground, monitoring mid-day meal etc. In 34 Gram Panchayat several meetings were conducted to ensure regularity of children in schools, reduce drop out, re-enrollment etc. approximately 18,756 community members participated in these meetings. Around 170 child cabinets were also initiated to inculcate a sense of participation, leadership and ownership of the schools in children.

xlviii. Shiksha Deep Prakalpa

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

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

xlix. Sustainable Community ODF

Capacity Building of community facilitators

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

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

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

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

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

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

infrastructure.

lii. Water Services and Systems Strengthening Project

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

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

DISASTER RELIEF AND REHABILITATION

liii. Enabling Drought Free Villages in Nandurbar

This project was initiated as the State of Maharashtra has been affected by drought for the last few years impacting overall agricultural productivity, water availability and sustainability. The district of Nandurbar was affected by moderate to severe drought due to scanty rainfall and the State government targets to make Maharashtra a drought-free state by end of 2019. One such Government initiative is Gaalmukta Dharan Gaalyukta Shivar (GDGS) Yojana- under the Jal Yukt Shivar Yojana programme, the GDGS scheme involves desilting of small dams/ water bodies in the state with the aim of increasing water storage capacity and providing silt to the farmers. The project focuses on de-silting of small and large water bodies which provide drinking water to nearby communities, provision of silt to farmers/ motivate farmers to cart silt and IEC/BCC on drinking water usage, handling, and storage practices. This de-silting would encourage ground water recharge of nearby wells due to percolation of water into the ground. During the monsoon jointly with the forest department tree plantation would be encouraged in these areas through community mobilisation. The project will also include revival of Regional Rural Drinking Water Supply Scheme (RRWS) in 19 villages of Nandurbar in coordination with the district administration.

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

In response to the massive destruction in the aftermath of the Kerala floods last year, a critical intervention to test the water quality, initiate a process of systemic model for water quality testing, capacity building around safe water and provision of water filtration units for isolated and marginalized communities was initiated. This project was designed in two phases. In the first phase, the focus was to meet the basic needs of clean and safe drinking water for affected communities in hard to reach areas through installation of water filters as well as provide technical and capacity building support to government line departments and communities to

Safe drinking water provision through filtered piped water supply

address the flood-related issues of WASH especially safe drinking. The second phase focused on provision of technical support to the agencies of government of Kerala for enhanced recovery programming and capacity building on key topics related to water safety and landslide risk management.

Under the project, 250 water quality testing kits were distributed to district administration workers and 20 water filtration units and 10 household filtration units were installed in hard to reach areas in 5 districts benefitting approx. 700 families. A module on landslide risk mitigation for panchayats has been developed. 300 government frontline workers have been trained on water quality testing and treatment and 280 PRI and community members have been trained on landslide risk management in 7 landslide prone/affected districts. Further the project has

Training to community members for disaster resilience and preparedness

commenced building of a cadre of 280 trainers on water quality testing and treatment in 7 worst affected districts and reaching out to 1750 community members through 70 short training capsule on basics of water quality testing and treatment. Additionally in the second phase community awareness for disaster preparedness and disaster mapping of the panchayats will be undertaken.

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

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

The interventions involve repair and retrofitting of damaged WASH and school

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

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

This project is a response to the massive destruction in the State of Kerala due to the floods during the month of July /August 2018. The project was undertaken to retrofit and revitalize the school water, sanitation and hygiene infrastructure damaged by floods and along with focus on Behaviour Change Communication (BCC) to ensure operation and maintenance of upgraded school Infrastructure is in a sustainable manner for use by primary stakeholders. The activities implemented across 15 schools of disaster affected Idukki district in Kerala focus to make the school functional, by revitalizing and retrofitting WASH and other damaged facilities. The project includes behavior change communication (BCC) activities to inculcate safe and hygienic practices in children. Retrofitting and redesign of the mid-day meal kitchens in some of the schools which were damaged and require minor repairs would also be undertaken. Major renovation works have been completed in six schools and are in progress in nine schools. More than 1200 children of six schools have been oriented on appropriate WASH related practices.

Implementation of NVGs by the Company

1. Beneficiaries Reached- 8, 50, 285 beneficiaries

All NSE Group CSR projects reach out to extremely marginalized and disadvantaged communities in very hard to reach areas such as, VJNT tribals in Buldhana, Maharashtra; the Malayali tribes in Vellore and Thiruvanamalai, TamilNadu; The Chhau tribals of Purulia, West Bengal; The Sahariya tribes in Sheopur Dist, Madhya Pradesh; the Bhils of Kotra and Gogunda Blocks, Rajasthan and the Paharias of Dumka and Pakur in Jharkhand to name a few.

2. Brief description of the need and post impact assessment studies

The impact of the programme is done at multiple levels. Monthly and quarterly review meetings in many of the projects with the government at the district and secretariat levels for an ongoing and continuous evaluation of projects. Secondly, the projects are monitored every quarter for programmatic and financial progress by independent agencies appointed for the purpose with experience and skills in the development sector.

Impact of the activities is measured on by systematic programme and financial audit, monitoring and evaluation of qualitative and quantitative output indices as well as the progress of the projects through regular field visits and desk reviews. Additionally employee volunteers also visit the project sites periodically and interact with the NGO. Thirdly, at the conclusion of the project, an independent third party impact assessment of the project is conducted through agencies with expertise in impact and evaluation reports.

3. Examples of how the impact of your community initiatives contribute to local and national development indicators?

All NSE Group CSR programmes are aligned to government initiatives/ national programmes/ progress indicators like the education programmes compliment the Sarva Shiksha Abhiyan and Right to Education initiatives to promote universal and quality education for all children. The Sanitation programmes fall under the Swachh Bharat Swachh Vidyalaya initiative which promotes WASH in Schools (WinS) under the larger Swachh Bharat Abhiyan. Further, the elder care programmes link the marginalized senior citizens to government schemes like the National Pension scheme, National Rural Livelihoods Mission etc.

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

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

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

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

Customer Value

Customer Service

At NSEIL, we believe in delivering best services to our customers as they are the cornerstone of our business. We recognize their specific needs and cater to them promptly. NSEIL has Customer Responsibility policy which demonstrates the company commitment towards customer welfare and transparent disclosure of information. The Company has established rigorous systems, procedures and review mechanisms to identify and comply with the laws and regulations concerning marketing communications. NSEIL has a Code of Advertisement which ensures ethical branding and advertisement. The trading members of the exchange while issuing advertisements in the media have to comply with the Code for Advertisements prescribed by the Exchange.

The Company maintains complete transparency with all our customers regarding all our services, risks involved, terms and conditions, interest rates and service charges.

Customer Grievance Redressal

NSEIL has a structured consumer grievance redressal mechanism to ensure satisfactory closure of all the grievances and feedback from the stakeholders. We have an efficient customer care service which responds to grievances and deals with requests and enquiries promptly. We have established exemplary service standards and monitor and review our performance regularly to better ourselves further.

In the FY 2018-19, 35 cases were filed by customers before various District, State and National Consumer Dispute Redressal Commissions which were not very critical in nature.

Consumer survey/ consumer satisfaction trends

Customer satisfaction surveys are imperative tools for improving business and ensuring customers are happy and loyal. These customer satisfaction surveys help us to measure and track customer expectations, experience and satisfaction from NSE's the products and service. Insights from these studies help us to plan engagement initiatives and ensure customer retention and loyalty. At NSEIL, customer satisfaction survey are carried out annually among NSEIL Members and the listed companies on NSEIL. The survey questionnaire is prepared in consultation with the senior management and the Functional Heads.

Some of the areas that are covered in the study are as follows:

- Measure of perceived performance of operations and support by the functional teams
- Identify areas of strengths and improvements
- Change in perception scores vs. previous study
- Gap in performance scores vs. competitors
- Analysis of performance scores – variations based on regional and Member profile
- Affinity mapping of qualitative feedback against low scores

In 2018-19, the survey was conducted by Kantar IMRB

Section A: General Information about the Company

Corporate Identity Number (CIN) of the Company: U67120MH1992PLC069769

Name of the Company: National Stock Exchange of India Limited

Registered address: Exchange Plaza, Plot C-1, Block 'G', Bandra Kurla Complex, Bandra (East), Mumbai-400051

Website: www. nseindia.com

E-mail id: secretarialdept@nse.co.in

Financial Year reported: 2018-19

Sector(s) that the Company is engaged in (industrial activity code-wise):

Sector: Infrastructure Company in the securities market industry Activity: Stock Exchange
NIC Code: 6611
[As per National Industrial Classification Code 2008 – Ministry of Statistics and Programme Implementation]

List two key products/services that the Company manufactures/provides (as in balance sheet)

- Trading platform for securities
- Listing of securities

Total number of locations where business activity is undertaken by the Company

- Number of International Locations (Provide details of major 5): None
- Number of National Locations: 25 locations which include; Ahmedabad, Bengaluru, Chennai, Kochi, Delhi, Hyderabad, Indore, Jaipur, Kanpur, Kolkata, Mumbai, Pune, Lucknow, Patna, Vadodara, Dehradun, Bhubneshwar, Chandigarh, Panaji, Ranchi, Guwahati, Raipur, Shimla, Jammu and Gandhinagar.

Markets served by the Company – Local/State/National/International/: National

Section B: Financial Details of the Company

Paid up Capital (INR): 49.5 Crores

Total Turnover (INR): 3,028.75 crores (NSEIL Standalone basis)

Total profit after taxes (INR): 1,389.87 crores (NSEIL Standalone basis)

Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) (INR): 2%

Project wise expenditure for FY 18-19

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

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

With the rapid increase in the number of CSR projects, it was felt that a separate and focused entity in the form of a Section 8 Company could be established to create a measurable impact and enter into collaborations with on the ground implementation partners for scale up of programmes. Accordingly, NSE Foundation was incorporated as a company under Section 8 of the Companies Act, 2013 on 5th March 2018 for which wholly committed but previous year's unspent CSR funds have been transferred to NSE Foundation. Effective April 1, 2018 CSR projects of NSE group including the Company are being implemented by the NSE Foundation.

Furthermore, during the year 2018-19, the Company has contributed Rs.26.90 Crores being its CSR budget for the year based on 3 years average net profit in respect of FY 2015-16, 2016-17 & 2017-18 to NSE Foundation to be spent on various CSR activities as stated in the CSR policy of the Company.

CSR Project or activity identified	Sector in which the project is covered	Projects or programmes (1) Local area or other (2) Specify the state and district where projects or programmes was undertaken	Outlay for the Company
Various CSR activities as per the CSR policy approved by NSE	Various CSR sectors as per approved policy	Various places in India	26,90,13,602 (by transfer to NSE Foundation)
The details of the amounts spent by NSE Foundation during FY 2018 -19 (including for projects committed by the Company			
Education Activity Centre – Urban Pune	Primary Education	Pune City,District- Pune, State- Maharashtra	1,92,360
Project Grow With Books- Rural	Primary Education	Haveli- MulashiTehasil,District- PuneState- Maharashtra	5,23,112
Saksham- Quality Education for Age Appropriate Learning	Primary Education	District- Buldhana State- Maharashtra	2,13,715
Project Chunauti	Primary Education	Mankhurd, Mumbai State- Maharashtra	14,27,396
Serving & Enriching Education To Under Privileged Children- Urban	Primary Education	Thane and Pune State- Maharashtra	12,00,975
Serving & Enriching Education To Under Privileged Children- Rural	Primary Education	Medha Dist- Satara State- Maharashtra	12,13,092
Integrated Social Assistance and Health Security for the Elderly	Elder Care	Mumbai and Chennai State- Maharashtra and Tamilnadu	-
Primary Education Program / Fellow Sponsorship Program	Primary Education	Mumbai, MH and Chennai, TN	1,17,55,871
Elderly Care Program	Elder Care	Lower Parel, Mumbai	22,74,842
Quality Education Program.	Primary Education	District- Thane State- Maharashtra	6,73,255
Muktangan Primary School Programme	Primary Education	Mumbai, Maharashtra	25,39,028
School Partnership Programme	Primary Education	Mumbai, Maharashtra	64,99,255
Every Child in School And Learning Well	Primary Education	Nagpur, Nashik, Thane, Pimpri -Chinchwad and Aurangabad Dist, Maharashtra	54,16,497

Girl child educate programme	Primary Education	Purulia and Bankura Dist., West Bengal	60,86,189
Rehli Shiksha Pahal Program (RSPP)	Primary Education	Dist. Sagar, Madhya Pradesh	24,24,049
Educate Girls Program	Primary Education	Ajmer, Rajasthan	84,31,440
Saksham	Primary Education	Kalvan and Nashik	22,16,915
Girls Empowerment through education training & action-GEETA	Primary Education	Bahraich district, Uttar Pradesh	2,11,718
Shraddha – Towards Active And Healthy Ageing	Elder Care	1. Yavatmal, Maharashtra 2. Nalgonda, Telangana, 3. Purbi Midnapore, West Bengal 4. Supaul, Bihar	1,34,34,573
Nation Supports Elderly	Elder Care	Jharkhand	-
Piloting Sustainable WASH In School For Enabling Better Heath, Hygiene And Environment.	Sanitation	Nashik, Maharashtra	-
School Heath Project	Sanitation	Mumbai, Maharashtra	-
Improving Sanitation for Rural Schools in Maharashtra	Sanitation	Nashik and Akola, Maharashtra	10,38,883
Swachh Vidyalaya, Swachh Aadat	Sanitation	Dumka and Pakur Districts, Jharkhand	56,68,222
Promoting WASH Compliant Ashramshala, Maharashtra	Sanitation	Nashik District, Maharashtra	3,19,02,096
Humanitarian Assistance For Flood Affected Communities In Bihar, India	Disaster Relief	Bihar	-
Project Grow with Books - SMC	Primary Education	Haveli- MulashiTehasil,District-PuneState- Maharashtra	1,38,145
Project Prajwala- Wash Compliant KGBVs (MP)	Sanitation	All KGBV Madhya Pradesh	36,30,768
Project Prajwala - Swachh Balika, Swachh Vidyalaya: Validating Scalable Models for WASH in Schools	Sanitation	All KGBV Rajasthan	71,74,930

Eureka Superkidz	Primary Education	Cuddalore, Kanchipuram, Thiruvallur, Thiruvannamalai, Trichy and Vellore Dist.,Tamil Nadu	83,53,179
Serving and Enriching Education to Under-privileged Urban Children in Bhiwandi-Nizampur and Malegaon	Primary Education	Malegaon and Bhiwandi Maharashtra	67,99,206
Project Prajwala - Education in KGBVs	Primary Education	All KGBV Rajasthan	5,90,223
Student Teacher Empowerment Program	Primary Education	Sheopur, Madhya Pradesh	69,49,945
Project Learning Orbit for Village Excellence in partnership	Primary Education	Udaipur, Rajasthan	45,46,958
Rashtriya Netra Yagna	Elder Care	22 District across 11 state	-
Capacity Building of Ashramshala staff and TDD officials on WASH	Sanitation	Nashik, Maharashtra	-
Improving Language and Numeracy skills in Primary schools of Sapotra Block in Karauli District of Rajasthan State.	Primary Education	Block Sapotra, District Karauli , Rajasthan	19,50,395
Project Alokito Shoishab (Enlightened Childhood)	Primary Education	Block Rajnagar, Districk Birbhum, West Bengal	20,57,948
Project EQUIP (Education QUality Improvement Project)	Primary Education	Block Mandapam, District Ramanathapuram, Tamilnadu	30,66,861
Working towards making Sapotra Block of Karauli district Open Defecation Free through Community and School based WASH interventions.	Sanitation	Block Sapotra, District Karauli , Rajasthan	-

Swaccho – Nirapad Parivesh (Clean and Safe Environment),	Sanitation	Block Rajnagar, Districk Birbhum, West Bengal	12,70,521
Aalambana – Towards Active and Healthy Ageing	Elder Care	Block Rajnagar West Bengal, Block Mandapam TamilNadu and Block Sapotra Rajasthan	42,66,278
Project Prajwala - Education in KGBVs	Primary Education	All KGBV Madhya Pradesh	62,53,604
Project "CLEAN" (Climate & Livelihoods Enhancement and Nutrition) for Elders	Elder Care	1. Yavatmal, Maharashtra 2. Nalgonda, Telangana, 3. Purbi Midnapore, West Bengal 4. Supaul, Bihar	-
Orientation of the Principals of the Adarsh Schools	Primary Education	Jaipur State- Rajasthan	47,19,078
Project for ODF sustainability in Nandurbar	Sanitation	Nandurbar Dist. Maharashtra	27,84,322
Sustainable Community ODF Program in Mandapam Block, Ramanathapuram District, Tamil Nadu.	Sanitation	Block Mandapam, District Ramanathapuram, Tamilnadu	57,59,833
Enhancing post-disaster Re-Habilitation and Recovery through Provision of Safe Water in Kerala	Sanitation	Wayanad, Idukki, Pathanamthitta, Allapuzha and Thrissur districts, Kerala	97,62,870
Enhancing post-disaster Re-Habilitation and Recovery through Provision of Safe Water in Kerala	Sanitation	Idukki district, Kerala	63,59,206
Everyone Forever - Water Services and Systems Strengthening: Rajnagar and Khoyrasol Blocks of Birbhum District in West Bengal	Sanitation	Rajnagar and Khoyrasol blocks in Birbhum district, West Bengal	27,52,803
Project Samarthya: Elderly Care programme(55 Years+) in Nandurbar district, Maharashtra	Elder Care	Nandurbar, Navapur, Akkalkuwa and Dhadgaon blocks, Maharashtra	37,55,542

Implementation of Karadi Path Magic English SLL programme for improving English proficiency of students from Zilla Panchayat Primary Schools in selected blocks in Nandurbar District, Maharashtra.	Primary Education	Nandurbar and Navapur blocks , Maharashtra	-
Ensuring sustainable drinking water safety and security in the identified schools and habitations in Nandurbar and Navapur blocks of Nandurbar district	Sanitation	Nandurbar and Navapur block ,Nandurbar district Maharashtra	41,52,076
Akshara: Learning Centers for Primary Children in Rameswaram	Primary Education	Rameswaram Island, Ramanathapuram District, Tamil Nadu	8,53,394
ShikshaDeep Prakalpa	Primary Education	Khoyrasol Block, Birbhum District, West Bengal	21,77,586
"Promoting Sustainability of WASH facilities and child centered governance in the Schools of Rameswaram"	Sanitation	Rameswaram Island, Ramanathapuram District, Tamil Nadu	25,65,238
Promotion of Tiruppullani as Swachh and Swasth Block.	Sanitation	Thiruppullani, Ramanathapuram District, Tamil Nadu	36,94,773
Building Water Security for Green Rameswaram	Safe Drinking Water	Rameswaram Island, Ramanathapuram District, Tamil Nadu	24,44,821
Enabling Drought Free Villages through Integrated & Participatory Watershed Management in Nandurbar, Maharashtra	Disaster Relief- Safe Drinking Water	Nandurbar District, Maharashtra	1,53,16,305
"Samrakshana: Building Resilience among the Senior Citizens in Green Rameswaram"	Elder Care	Rameswaram Island, Ramanathapuram District, Tamil Nadu	-

Rehabilitation of 30 Government Schools affected by Gaja Cyclone at Nagapattinam District and Thanjavur District, Tamil Nadu	**Disaster Relief for Gaja cyclone- Sanitation and Safe Drinking Water**	**Nagapattinam District and Tanjore District Tamil Nadu**	**60,06,100**
CSR Focus Group	**Various Activities***	**Mumbai, Maharashtra**	**2,65,202**
Capacity Building	**Capacity Building**	**Mumbai, Maharashtra**	**94,74,286**
PME**	**Project Monitoring**	**NA**	**76,14,909**
			25,28,50,788

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

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

Section C: Other Details

Does the Company have any Subsidiary Company/Companies?

Yes, NSEIL has the following direct/ indirect subsidiaries

- NSE Clearing Limited (Formerly known as National Securities Clearing Corporation Limited)
- NSE Investments Limited(Formerly NSE Strategic Investment Corporation Limited)
- NSE Data and Analytics Limited (Formerly known as DotEx International Limited)
- NSE Indices Limited (Formerly Known as India Index Services & Products Limited)
- NSE IT Limited
- NSEIT US Inc.
- NSE Infotech Services Limited
- NSE Academy Limited
- NSE IFSC Limited
- NSE IFSC Clearing Corporation Limited
- NSE Foundation
- Aujas Networks Private Limited

Do the Subsidiary Company/Companies participate in the BRR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s).

Yes. All the subsidiaries participate in the BRR initiatives undertaken at NSEIL. The subsidiaries also participate in the BRR activities and initiatives of the Group to the extent applicable. The provisions of CSR are not applicable to IFSC companies for five years from inception as per the exemption given by the Ministry of Corporate Affairs.

Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BRR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%] - Nil

Section D: BRR Information

Details of Director/Directors responsible for BRR

Details of the Director/Director responsible for implementation of the BRR policy/policies

- DIN: 00488534
- Name: Mr. Vikram Limaye
- Designation: MD & CEO

Details of the BRR head

S.No.	Particulars	Details
1.	DIN Number (if applicable)	00488534
2.	Name	Mr. Vikram Limaye
3.	Designation	MD & CEO
4.	Telephone number	022 26598222
5.	e-mail id	secretarialdept@nse.co.in

Principle-wise (as per NVGs) BRR Policy/policies (Reply in Y/N)

S.N	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have a policy/policies	Y	Y	Y	Y	Y	Y	Y	Y	**Y**
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	**Y**
3.	Does the policy conform to any national /internationa l standards? If yes, specify? (50 words)	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*
4.	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y**	Y**	Y**	Y**	Y**	Y**	Y**	Y**	Y**

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

No.	Question									
6.	Indicate the link for the policy to be viewed online?	Y***	Y***	Y***	Y***	Y***	Y***	Y***	Y***	Y***
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y****	Y****	Y****	Y****	Y****	Y****	Y****	Y****	Y****
8.	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the company have a grievance redressal mechanism related to the policy/policies	Y	Y	Y	Y	Y	Y	Y	Y	Y

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

* The policies are developed and aligned with following standards prescribed by /under;

- *Securities of Exchange Board of India*
- *Ministry of Corporate Affairs Guidelines*

- *Applicable legal requirements*
- *SEBI (Listing Obligations and disclosure requirements) Regulations, 2015*
- *The Company's internal requirements, detailed consultations and research on the best practices adopted by peers and organizations across the industry*

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

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

**** The policies are available on the internal portal for all the internal stakeholders.

If answer to S. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options):

NA

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles	-	-	-	-	-	-	-	-	-
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3.	The company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4.	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5.	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6.	Any other reason (please specify)	-	-	-	-	-	-	-	-	-

Governance related to BRR

Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BRR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

The Board shall discuss the initiatives and performance aspects related to BRR, on an annual basis.

Does the Company publish a BRR or a Sustainability Report? What is the hyperlink for   viewing this report? How frequently it is published?

Yes, NSEIL publishes Business Responsibility Report. The report is available online   at https://www.nseindia.com/global/content/investor_rel/nseil_disc_others.htm. The Business Responsibility Report is published once in a financial year.

Section E: Principal-wise Performance

	Principal 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	
1	Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint-Ventures/Suppliers/Contractors/NGOs/ Others?	Yes, NSE have policy relating to ethics which also extends to its applicable group Companies also
2	How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.	9283 stakeholder complaints have been received in the past financial year out of which 86% of stakeholder complaints were satisfactorily resolved by the management
	Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	
1	List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities	1. ESG- Sustainable Index 2. Green Bonds 3. a)Nifty 100 ESG Index b)Nifty100 Enhanced ESG Index
2	For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional): i. Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?	Not applicable

3	ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?	a) By using Thermal Energy Storage System, the Company & the Group has saved 12,065 Demand Kilo-Volt-ampere (KVA) in the previous year. b) By using Wind Power System, the Company & the Group has generated & in turn saved 1,29,04,489 units Kilowatt-hour (Kwh) in the last year. c) By using Solar Power System, the Company & the Group have saved 2,560/70 units (Kwh) in the previous year.
4	Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?	Yes The Company keeps in mind sustainable sourcing for the inputs. For example, electricity, which is an important input for the Company's business, the Group has set up wind and solar plants.
5	Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	Yes Generally, the Company procures goods and services from the original equipment manufacturer. However, wherever feasible, the procurement is also done from local and small vendors.

| 6 | Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so | Yes
The Company believes in reduce, recycle and reuse and manages its waste efficiently through various initiatives such as Vermiculture system, Sewage treatment plant. The Company & Group reduce its E-waste and ensures that the E-waste generated shall be recycled efficiently.

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

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

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

Principle 3: Businesses should promote the wellbeing of all employees

1.	Please indicate the Total number of employees	As on March 31, 2019, there are 888 employees on the rolls of the Company. The head count has gone up from 497 employees to 888 employees mainly because 342 employees of NSE Infotech were absorbed on the rolls of NSE w.e.f. June 1, 2018.
2.	Please indicate the Total number of employees hired on temporary/ contractual/ casual basis	NIL
3.	Please indicate the Number of permanent women employees.	255
4.	Please indicate the Number of permanent employees with disabilities	NIL
5.	Do you have an employee association that is recognized by management?	Not Applicable

6.	What percentage of your permanent employees is members of this recognized employee association?	Not Applicable
7.	Please indicate the number of complaints relating to child labor, forced labor, involuntary labor, and sexual harassment in the last financial year and pending, as on the end of the financial year.	Nil
8.	What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year? • Permanent Employees • Permanent Women Employees • Casual/Temporary/Contractual Employees • Employees with Disabilities	• 56% • 52% • NA • NA

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

1.	Has the company mapped its internal and external stakeholders?	Yes
2.	Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?	Yes
3.	Are there any special initiatives taken by the company to engage with the disadvantaged, Vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.	Yes, The Company, together with its subsidiary Company(s), periodically conducts financial literacy education programs. Moreover, the Company conducts various CSR programs through NGOs. For specific details, please refer to Report on CSR.

Principle 5: Businesses should respect and promote human rights

1.	Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?	NSEIL and its subsidiaries

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

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

1.	Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/ others.	Yes The Company has an "Environment Policy" covering not only the Company, but all its Group Companies. Environmental protection initiatives also extend across the Group.
2.	Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.	Yes The Company is committed to a better tomorrow, for which it is stringently pursuing to minimize its impact on the environment by taking measures like measuring and reducing its carbon and water foot print, checking and preventing pollution and ensure better Air and Water quality, make efficient use of energy. The Company has installed Scrubber System [i.e. associated with Diesel Generator (DG) Sets installed at Exchange Plaza] wherein the smoke generated though DG Sets is processed and then it is released to the environment. The Company is carrying on its operations from the premises of NSE which has an environment policy (applicable applies to NSE, its subsidiaries, affiliates and group companies) which envisions to continuously reduce its carbon footprint, enhance environmental protection practices and promote sustainable business operations
3.	Does the company identify and assess potential environmental risks?	Yes

| 4. | Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed? | Yes
The Company has installed following System/ Project towards Clean Development Mechanism:
1) Thermal Energy Storage System: The 'Thermal Energy Storage System' has been introduced in the HVAC System. It was observed that most of the Services (i.e. HVAC-Chillers, Air Handling Units (AHUs), Lifts, Lighting, Personal Computer (PC), Plumbing System, etc.) at Exchange Plaza were operated mainly during office / day hours. Whereas, Chillers and its associated equipments used to consume more than 30% of total peak demand load. In view of this, the Company had decided to reduce its demand load during peak hours and to achieve this, the Company has incorporated the 'Thermal Energy Storage System' with the existing HVAC system. In this system, the Chillers are being operated at night hours to form the Chill (i.e. temperature below zero degree centigrade of glycol water) which gets stored in the Thermal Storage Tank. The following next day the stored Chill is being utilized through Heat Exchangers for air-conditioning the Office Area. In this manner, the total load (i.e. HVAC-Chillers, AHUs, Lifts, Lighting, PC, Plumbing System, etc.) which were operating mainly during office hours have been distributed and the Company has surrendered the Extra Power. |

2) Wind Power Plant: On account of the high electricity consumption that the Company has been facing, mainly owing to the continuous operation of the Data Center, a need had been felt to ascertain possible alternatives of energy conservation including sourcing of energy from a cost effective alternative which are also environment friendly ("Green Power"). In fact, from the energy conservation point of view, the Company has already taken various initiatives including setting up a Thermal Energy Storage System for its air conditioning plant, Solar Power Plant at its available terraces, Power Savers for its lighting system, Light – Emitting Diode (LED) lighting, etc. which have helped to reduce the power consumption substantially. However, going further, to reduce our carbon foot print, the Company has gone into generating green power. Accordingly, on sourcing front, various alternatives were examined and among the various proposals, the power generated by Wind Mills was found to be more beneficial especially since it is a Renewable Source of Energy. In Wind Power Project, the Wind Electric Generator (WEG) converts the Kinetic Energy (KE) available in the Wind to Electrical Energy (EE) by using a Rotor, Gearbox and Generator. It may be noted that there is a defined range of Wind speed, which is a basic prerequisite for the WEG to generate electricity. The Ministry of Non- Conventional Energy Sources (MNES), by a proper survey has identified certain 'geographical areas' within every State, suitable to develop Wind Farms (an area where a number of WEGs are installed is known as a Wind Farm). Considering the current power consumption requirements of the Company at its office building at Exchange Plaza, it was estimated that the total sizing of Wind Mills would be around 6.25 Megawatt (MW) (i.e. 5 fans of 1.25 MW Wind Mills). Accordingly, the aforesaid capacity of project has got commissioned through M/s. Suzlon Energy Ltd. at Satara in Maharashtra, successfully by taking necessary compliances.

3) Solar Power Plant: In addition to various power saving measures being undertaken at the building, a need had been felt to ascertain the possible alternatives of energy conservation including sourcing of energy from natural resources which is environment friendly (i.e. Green Power). In view of this, Solar Power Plant has been installed in the Exchange Plaza building which harnesses the Solar Power and then converts the same into Electrical Power to cater the part of lighting load at Exchange Plaza.

5.	Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.	Yes The Company has undertaken following initiatives towards energy conservation, green / renewable energy: 1) Thermal Energy Storage System 2) Automation in Operation of the Services 3) Regulated Voltage for Lighting System 4) Electronic Ballast and Compact Fluorescent Lamps (CFL) used in Lighting System, Use of LED Lights 5) Automatic Power Factor Control Units 6) Solar Power Plant 7) Rain Water Harvesting System 8) Wind Power Plant 9) Use of energy efficient star rated products The Company is carrying on its operations from the premises of NSE which has an E-Waste Policy (applicable applies to NSE, its subsidiaries, affiliates and group companies) which seeks to address concerns over the management, handling and disposal of electronic waste generated by and in NSE premises as per statutory requirements and industry standards
6.	Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	Nil
Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner		
1.	Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	Yes, refer Page 28 (Public Policy Advocacy)
2.	Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas	Yes, refer Page 28 (Public Policy Advocacy)

Principle 8 : Businesses should support inclusive growth and equitable development		
1.	Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.	Yes, refer Page 3 3 (Inclusive Growth and Equitable Development)
2.	Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?	NSE's own Foundation named as NSE Foundation
3.	Have you done any impact assessment of your initiative?	Yes, refer Page 33 (Inclusive Growth and Equitable Development)
4.	What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?	Yes, refer Page 33 (Inclusive Growth and Equitable Development)
5.	Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.	Yes, refer Page 33 (Inclusive Growth and Equitable Development)

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner		

1.	What percentage of customer complaints/consumer cases are pending as on the end of financial year	Complaints against :	Opening Balance	Complaints received during the FY	Complaints endian at the end of FY
		Trading Members	509	5733	1624
		Companies	251	3550	440
2.	Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./ Remarks (additional information)	Not Applicable			

3.	Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so	NIL
4.	Did your company carry out any consumer survey/ consumer satisfaction trends?	Yes, refer Page 61 (Customer Value)

Awards & Accolades

Sr. No.	Award	Organiser	Department
1	Innovative Practices Award 2018 on Sustainable Development Goals	UN Global Compact Network India	CSR/NSE Foundation
2	CSR Times Awards for Best Project in Education under the Corporate Foundation Category	CSR Times	CSR/NSE Foundation