

Business Responsibility and Sustainability Report 2023-2024

SECTION **A**

GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L23201DL1998PLC097614
2.	Name of the Listed Entity	Indraprastha Gas Limited
3.	Year of Incorporation	1998
4.	Registered office address	IGL Bhawan, Plot No 4, Community Center, R. K Puram, Sector 9, Rama Krishna Puram, New Delhi- 110022
5.	Corporate address	IGL Bhawan, Plot No 4, Community Center, R. K Puram, Sector 9, Rama Krishna Puram, New Delhi- 110022
6.	E-mail	investors@igl.co.in
7.	Telephone	011- 46074607
8.	Website	www.iglonline.net
9.	Financial year for which reporting is being done	1st April 2023 to 31st March 2024 (FY2023-24)
10.	Name of the Stock Exchange(s) where shares are listed	1. National Stock Exchange of India Limited (NSE) 2. BSE Limited (BSE)
11.	Paid-up Capital	Rs. 1,40,00,01,600
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Shri S.K. Jain Email: investors@igl.co.in Telephone: 011-46074607
13.	Reporting boundary -	Standalone
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

II. Products/services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Natural Gas	City Gas Distribution	100

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

Sl. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Natural gas	3520 - Manufacture of gas; distribution of gaseous fuels through mains	100

III. Operations

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

Location	Number of plants		Number of offices	Total
National	1. No. of IGL owned CNG stations 2. No. of CNG distribution outlets	175 707	1. Fire and safety control rooms 2. CNG control rooms 3. PNG control rooms 4. Offices	6 10 74 16
International	NA		NA	NA

Note: IGL's main line of business is distribution of CNG and PNG and the company has 882 CNG stations spread across different locations of India.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	4 States/UT (NCT of Delhi, Uttar Pradesh, Haryana, and Rajasthan)
International (No. of Countries)	NA

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

Not Applicable

c. A brief on types of customers

PARTICULARS	% of sales volume
i. CNG customers	74.5
ii. Domestic customers	7.4
iii. Commercial customers	2.7
iv. Industrial customers	9.5
v. Sale to other CGD consumers	5.9
Total	100 %

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	719	681	94.71%	38	5.29%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D+E)	719	681	94.71%	38	5.29%
WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	10,708	10,617	99.15%	91	0.85%
6.	Total workers (F+G)	10,708	11,617	99.15%	91	0.85%

b. Differently abled Employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	4	4	100%	0	0%
2.	Other than Permanent (E)	0	0	-	0	-
3.	Total employees (D+E)	4	4	100%	0	0%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	This is not reported as it pertains to contract workers who are outsourced from third parties.				
5.	Other than Permanent (G)					
6.	Total workers (F+G)					

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	1	12.5%
Key Management Personnel	2	0	0%

22. Turnover rate for permanent employees and workers

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	3.84%	0.57%	4.41%	4.32%	0.12%	4.44%	3.39%	0.14%	3.53%
Permanent Workers				Not Applicable					

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

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Central U.P. Gas Limited	Associate Company	50%	No
2	Maharashtra Natural Gas Limited	Associate Company	50%	No
3.	IGL Genesis Technologies Limited	Subsidiary Company	51%	No

VI. CSR Details
24.

Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	FY 2023-2024	FY 2022-2023
	YES	YES
Turnover (in Rs.)	15,403.13 crores	15,543.67 crores
Net worth (in Rs.)	8,551.74 crores	7,086.56 crores

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2023-2024			FY 2022-2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	-	0	0	-
Investors (other than shareholders)	Yes	0	0	-	0	0	-
Shareholders	Yes	234	1	-	42	0	-
Employees and workers	Yes	0	0	-	0	0	Grievances are recorded through Igloo platform over the Company's intranet.

<https://igloo.igl.co.in/login?returnUrl=%2F>

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2023-2024			FY 2022-2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes	3,84,180	2,770	-	2,84,149	3,433	
Value Chain Partners	Yes	0	0	-	0	0	
Other (please specify)				Nil			

Notes:

1. The Company has a well-defined vigilance framework which provides a platform to the employees, Directors, vendors, suppliers, and other stakeholders to lodge their grievances/ complaints. The Company has a separate vigilance department headed by Chief Ethics & Vigilance officer who reports to the Chairman of the Audit Committee,
2. Shareholders of the Company can send their grievances to Company Secretary / Registrar and Transfer Agent (M/s Kfin Technologies Limited). The email addresses are skjain@igl.co.in or investors@igl.co.in or einward.ris@kfintech.com.
3. The Company has a base of around 27 lakhs domestic PNG customers. Resolution of customers complaints is an ongoing process, and it is an endeavour of the Company to attend/resolve complaints within defined Turn Around Time (TAT).

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Asset integrity and critical incident management	Risk	City Gas Distribution is a high-risk industry, with the potential for serious accidents and environmental damage. Asset integrity is essential for ensuring the safe and reliable operation of City Gas Distribution.	Critical incident management is the process of responding to and mitigating the risks of major accidents. IGL's Board approved risk management policies and mitigation measures shall help to prevent accidents, protect people and the environment, and mitigate the financial and reputational risks	Negative
2.	Data Privacy and Security	Risk	IGL is in the gas distribution business for domestic households. A large amount of personal data is captured for operational reasons. To ensure the data privacy and security of its customers, it is necessary for the Company to take actions to ensure the safety of the data being recorded.	IGL is taking steps to protect data from unauthorized access, use, disclosure, disruption, modification, or destruction. IGL shall establish a framework for managing data privacy risks. This may include things like developing policies and procedures, conducting risk assessments, and training employees.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Energy and carbon emission Management	Opportunity/ Risk	IGL is committed towards reducing its carbon footprint in line with GOI vision. IGL is developing its net zero strategy roadmap by incorporating Science based Target initiatives.	IGL is taking initiatives towards optimizing its resources and energy efficiency. A series of energy audit assignments are being undertaken to identify opportunities for energy efficiency. IGL is also developing its net zero strategy.	Negative
4.	Diversity inclusion and equal opportunity	Opportunity	IGL is dependent on its employees and contractual workers to achieve operational targets. IGL follows policy of non-discrimination in gender, disability, caste, creed etc. and motivates the workers to continue being a part of IGL and contribute to its overall growth.	IGL follows policy of non-discrimination in gender, disability, caste, creed etc. and motivates the workers to continue being a part of IGL and contribute to its overall growth.	Positive
5.	Occupational Health and safety	Risk	Improper handling of health and safety risks can lead to disastrous impacts on both property and humans. Health and safety are integral part of operation of IGL.	Comprehensive quality, health, safety and environment policy and procedure have been instituted by IGL which emphasizes on safety as a precondition from employment at the organization. IGL investments in developing new assets are accessed through process of hazard identification and risk analysis.	Negative

SECTION B

MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles as P1- P9 as given below:

Principle

1

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

Principle

2

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

Principle

3

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

Principle

4

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

Principle

5

Businesses should respect and promote human rights.

Principle

6

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

Principle

7

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

Principle

8

Businesses should promote inclusive growth and equitable development.

Principle

9

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

Disclosure Questions

	P1	P2	P3	P4	P5	P6	P7	P8	P9
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Policy and management processes

1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs.

(Yes/No x)

√	√	√	√	√	√	√	√	√
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- b. Has the policy been approved by the Board? (Yes/ No x)

√	√	√	√	√	√	√	√	√
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Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
c. Web Link of the Policies, if available									
	All policies of IGL are hosted on: https://www.iglonline.net/dashboard								
a.	Related party policy: https://www.iglonline.net/uploads/files/Related_Party_Policy.pdf								
b.	Dividend Distribution Policy: https://www.iglonline.net/uploads/files/Dividend-Distribution-Policy.pdf								
c.	Whistle Blower Policy: https://www.iglonline.net/uploads/files/Whistle-Blower-Policy.pdf								
d.	Insider Trading Policy: https://www.iglonline.net/uploads/files/reporting_trading_by_Insiders_(1).pdf								
e.	Code of Fair Disclosure: https://www.iglonline.net/uploads/files/Code-for-Fair-Disclosure.pdf								
f.	Procurement Plan: https://www.iglonline.net/uploads/files/Proc_Plan_5Y.PDF								
g.	Determination of Materiality and Disclosure policy: https://www.iglonline.net/uploads/files/Policy-for-Determination-of-Materiality-and-Disclosure.pdf								
h.	HSE Policy: https://www.iglonline.net/hse-policy								
i.	Code of conduct: https://www.iglonline.net/uploads/files/Code_of_Conduct.pdf								
2. Whether the entity has translated the policy into procedures. (Yes/No x)	√	√	√	√	√	√	√	√	√
3. Do the enlisted policies extend to your value chain partners? (Yes/No x).	√	√	√	√	√	√	√	√	√
4. Name of the national and international codes / certifications / labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001 ISO 14001 ISO 45001	ISO 14001 ISO 50001							
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	IGL has plans to expand its renewable energy space by setting up solar plants and Green Hydrogen generation plants in future. For FY 2024-2025, IGL has the following goals and commitments:								
	a. IGL shall set a target for minimum expenditure on R&D / Innovation initiative.								
	b. IGL shall include in its procurement policy the aspects of procurement from marginalized and vulnerable groups/ MSMEs.								
	c. IGL is in the process to formulate a sustainability policy for implementation in all its operations. In addition, IGL is considering Conflict of interest policy, third party due diligence policy, POSH policy, Quality policy to be placed online.								
	d. IGL has investment plans to diversify in the areas of solar power, electric charging infrastructures, compressed biogas plants (CBG plants), ethanol, municipal solid waste management plant, LNG / CNG retrofitment & procurement of new Type IV buses and other areas.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9									
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.																		
The performance of the Company in FY 2023-24 against specific commitments, goals and targets is as follows:																		
<p>a. IGL has generated 469,302 units of power from IGL installed solar systems.</p> <p>b. The company has invested Rs. 0.19 Crore in specific technology to improve the environment and social impact of IGL product and processes.</p> <p>c. The value of total procurement from MSMEs was Rs. 1348.73 Crore which is approx. 55% of total procurement.</p> <p>d. IGL contributed Rs. 34.70 Crores towards multiple CSR projects.</p> <p>e. IGL has off taken 2529 tons of Compressed Biogas (CBG) from six biogas generating plants of total capacity 25 Tons Per Day (TPD) and IGL has integrated it into the city gas distribution network after compressing and transporting the CBG to IGL retail outlets.</p>																		
Governance, Leadership, and Oversight																		
7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)																		
<p>IGL recognizes the importance of ESG for sustainable growth of the Company, IGL is continuously expanding its operations to provide eco-friendly fuel to its customers and taking further steps to reduce carbon emissions in its direct or indirect operations. IGL is fully conscious of its duties towards society and discharges the same in letter and spirit.</p> <p>IGL is committed to the best corporate governance inclusive growth practices and culture for safeguarding the interests of all its stakeholders.</p> <p>IGL is dedicated to environmental stewardship and recognizes its role and duty in mitigating the impact of climate change. The Company's most significant contribution is the product, i.e., natural gas, which is a cleaner fuel as compared to other available options. The Company's vision and mission is also aligned with the ESG goals. The Company's role in reducing the pollution level in and around Delhi has been recognized and applauded at various national and international forums. IGL constantly endeavors to reduce pollution levels further by supplying Natural Gas, a cleaner and greener fuel, to various parts of the country.</p>																		
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: - Shri Mohit Bhatia Designation: - Director (Commercial)																	
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Director (Commercial) is responsible for decision making on sustainability related issues. A multidisciplinary team is handling various aspects of ESG across all IGL locations.																	
10. Details of Review of NGRBCs by the Company:																		
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
	P	P	P	P	P	P	P	P	P	P								
Performance against Above policies and follow up action	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	√	√	√	√	√	√	√	√	√	Reviews are undertaken from time to time.	√	√	√	√	√	√	√	√
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9	√	√	√	√	√	√	√	√	√

Multiple external agencies have carried out audits/assessments of various policies. Some of the external agencies engaged for the same have been mentioned below:

- Compliance audit covering aspects of human right, wages, working condition etc. is undertaken by Labor Department of Government for IGL suppliers.
- M/s KPMG for Whistle blower and Cyber security policies.
- M/s ERDMP LLP for Emergency Response and Disaster Management Plan.

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/ No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									Not Applicable
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C

PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

PRINCIPLE

1

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	Awareness programs on familiarization of applicable NGRBC principles are being held and attended by all respective committee members of the Board and/or the Board of Directors from time to time.		100%
Key Managerial Personnel			100%
Employees other than BoD and KMPs	126 (Fire and Safety) 4 (Ethics & Vigilance)	<ul style="list-style-type: none"> • Ethics & Vigilance, • Safety Management System, • Common threats, End point security, Ransomware attacks, Phishing attacks, Detection & Cyber general awareness, Do's & Don't • Phishing Email simulation (Cyber Security) • Microsoft team & One drive • CISO training – Specialized • Data Protection – Bill • Cyber hygiene - Specialized • Public procurement • HR Legal Compliance • Dispute Resolution • Finance Risk Management etc. • Behaviour Based Safety • Permit to Work, Life Saving Rules, Firefighting, • ERDMP • Emergency Evacuation • Safety Induction • Vigilance Awareness Pledge across IGL establishments, Posters on Vigilance/Anti Corruption 	100%

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Workers	39,379	<ul style="list-style-type: none"> • First Aid Training • Permit to Work • Life Saving Rules • Fire & Safety Training at CNG/PNG Sites/Project sites, • STC Trainings at CNG/PNG Sites • Stress Management by Bramhkumaris – 200 DSMs 	100%

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

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty / Fine	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable	National Stock Exchange of India (NSE)	10,000/-	Non Compliance of Regulation 42(3) of SEBI LODR Regulations	No
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment Punishment		No Such instances have occurred therefore not applicable			

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

Not applicable

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

Whistle Blower Policy has been adopted by IGL which is applicable to employees and Directors of IGL. The policy provides a channel for employees to report genuine concerns about unethical behavior or frauds and safeguards a Whistle Blower from any victimization.

The Company has a code of conduct for Board members, senior management, and employees. The same is available on the website of the Company at:

<https://www.iglonline.net/searchdata?search=code+of+conduct>

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

There have been no cases of any disciplinary action taken by any law enforcement agency on charges of bribery / corruption against any Directors / KMPs of IGL during the FY 2023-24.

6. Details of complaints about conflict of interest

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	NIL	There have been no cases of complaints with respect to conflict of interest of the Directors	NIL	There have been no cases of complaints with respect to conflict of interest of the Directors
Number of complaints received in relation to issues of conflict of interest of the KMPs	NIL	There have been no cases of complaints with respect to conflict of interest of the KMPs	NIL	There have been no cases of complaints with respect to conflict of interest of the KMPs

7. Provide details of any corrective action taken or underway on issues related to fines / penalties/ action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables.	30	26

9. Open-ness of business

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases b. Number of trading houses where purchases are made from c. Purchases from top 10 trading houses as % of total purchases from trading houses	1	1
Concentration of Sales	a. Sales to dealers / distributors as % of total sales b. Number of dealers / distributors to whom sales are made c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	IGL is a city gas distribution company provides CNG to transport sector and PNG to Domestic households, Industrial and Commercial Customers in various geographical areas.	
Share of RPTs	a. Purchases (Purchases with related parties / Total Purchases) b. Sales (Sales to related parties / Total Sales) c. Loans & advances (Loans & advances given to related parties / Total loans & advances) d. Investments (Investments in related parties / Total Investments made)	In case of IGL, input gas is mainly procured from GAIL and other sources and sell it to CNG and PNG customers. Related Party transactions are given in annual accounts.	

Leadership Indicators

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

Total number of awareness Programmes held	Topic/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
12,104	<ul style="list-style-type: none"> 1. Safety Awareness Programs for CNG station staff and other contractual manpower. 2. Safety awareness programs conducted for Industrial, domestic, and commercial customers. 3. CNG Safety awareness programs conducted for OMC service station staff, School bus drivers and CNG Safety awareness clinics conducted for CNG customers. 	<p>IGL conducts multiple training and awareness session for various value chain partners as part of regular business requirement.</p> <p>IGL is in the process of collecting percentage of value chain partners covered and the same shall be disclosed in future reports.</p>

2. Does the entity have processes in place to avoid / manage conflicts of interest involving members of the Board? (Yes / No) If yes, provide details of the same.

Existence of Policy such as	Provisions under policy	Weblink of policy
i. Code of conduct	Yes, IGL has a Code of Conduct policy. The purpose of this policy is to enhance further scope of good Corporate Governance with an ethical and transparent process in managing the affairs of the Company.	https://www.iglonline.net/uploads/files/Code_of_Conduct.pdf
ii. Recruitment or appointment of Directors	Yes, IGL has a Policy specifying the terms and conditions of the Appointment of Independent Directors. The detailed policy consists of provisions w.r.t Roles and Duties, Code of conduct, Fees & Commission payable and Directors Insurance.	https://www.iglonline.net/uploads/files/Appointment_of_Independent_Directors.pdf

PRINCIPLE 2

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

Essential Indicators

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

Particulars	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	No	No	Not applicable
CAPEX	0.015 %	0.74%	The Company is investing in various initiatives as follows: Details of improvements in environmental and social impacts
Specific Initiative			<ol style="list-style-type: none"> 1. Setting up Electric Charging Infrastructure 2. Creation of new job opportunities.

Particulars	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
2. Setting up of MSW based Biogas Plants and offtake of CBG from CBG producers			<ul style="list-style-type: none"> 1. Reduction of carbon emissions 2. Job opportunities at rural level 3. Rural income 4. Solid waste management 5. Reduction in stubble burning 6. Reduction in import of LNG 7. Saving forex reserve 8. Entrepreneurs are encouraged to setup CBG plants 9. FOM (Fermented Organic Manure) to be used for organic farming, increases agricultural yield. 10. Reduced human migration. 11. Better resource utilization
3. Setting up LNG/ CNG Retrofitting & Procurement of new Type IV BUSES			<ul style="list-style-type: none"> 1. LNG/ CNG Retrofitting & Procurement of new Type IV BUSES would reduce the carbon emission to significant level.
4. Setting up Meter Manufacturing Plant			<ul style="list-style-type: none"> 2. Creation of new job opportunities.
5. Setting up Solar Power plant			<ul style="list-style-type: none"> 1. Creation of new job opportunities. 1. Replacement of conventional energy from the renewable energy with the installation of Solar Plants at Dabar Hare Krishna Gaushala, Najafgarh- New Delhi (500 kWh) & Rooftop of IGL Bhawan (21 kWh)
6. Net Zero			<ul style="list-style-type: none"> 2. Creation of new job opportunities. <p>The Company has engaged an agency for :</p> <p>Inventorization of a GHG Emission by Saas based tool, Decarbonization Roadmap, Net- Zero Strategy</p>

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

Yes.

IGL follows an orderly and ethical approach to sourcing gas, primarily through pipelines, which effectively reduces emissions. Approximately 85% of the domestic gas procured by IGL is sourced from GAIL at government-determined prices. The remaining gas is acquired through a transparent and accountable process, primarily through a least priced tendering mechanism, ensuring equal opportunity for all participants.

To ensure transparency and accountability, IGL has a well-documented Contract & Procurement Manual approved by its Board. This manual serves as a guide for the procurement of goods and services, outlining the necessary procedures and guidelines to be followed and enabling steady continuous and sustainable procurement.

In the fiscal year 2023-2024, IGL demonstrated its commitment to supporting the MSME (Micro, Small, and Medium Enterprises) sector by sourcing 55% of its total procurement from this sector. This emphasizes IGL's efforts to promote inclusive growth and provide opportunities to smaller enterprises.

b. what percentage of inputs were sourced sustainably?

IGL is in the process of development of systems to calculate sustainable and non-sustainable sourcing.

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

IGL prime product is natural gas, which cannot be recycled. However, the Company has defined processes for managing waste at each of its sites/locations. Hazardous waste is handled, segregated, stored, and transported in accordance with applicable regulatory requirements and best industry practices.

Hazardous waste is disposed of in an environmentally sound manner through authorized vendors for recycling as required by regulation.

The other prominent waste includes Metal Scrap. Indraprastha Gas Limited has its policy and procedure to identify, authorize for sale, tendering/auction, and disposal of scrap/disposable items, termed as "Scrap Management and Control Procedure (SMC&P)." IGL has an agreement with M/s MSTC (Metal Scrap Trade Corporation) (Govt. PSU) for carrying out scrap sale through auctioning.

Categories of Scrap are mentioned below:

1. Operations and Maintenance (O&M): Spares replaced during overhauling and maintenance.
2. Project: Scrap generated during project execution.
3. Obsolescence: Scrap machines & equipment's, furniture & fixture / other office & IT assets generated due to damage or obsolescence.
4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not applicable

Leadership Indicators

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

Type of Waste	FY 2023-24			FY 2022-23		
	Re-Used	Recycled	Safely Disposed (Metric Tons)	Re-used	Recycled	Safely Disposed (Metric Tons)
Plastics (including packaging)	-	-	2.77	-	-	5.13
E-waste	-	-	0.00	-	-	0.09
Hazardous waste	-	-	0.00	-	-	25.34
Other non-hazardous waste	-	-	0.00	-	-	17.9
C&D waste	-	-	82.15	-	-	24.7
Battery waste	-	-	5.45	-	-	2.4

PRINCIPLE 3

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

Essential Indicators

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

Category	Total (A)	% of employees covered by								
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits	Day Care facilities	
	Total (B)	% (B/A)	Total (C)	% (C/A)	Total (D)	% (D/A)	Total (E)	% (E/A)	Total (F)	% (F/A)
Permanent employees										
Male	681	100	681	100	NA	-	0	0	0	0
Female	38	100	38	100	4	11%	0	0	0	0
Total	719		719		4	0.56%	0	0	0	0
Other than Permanent employees										
Male										
Female										
Total										

There are no other than permanent Employees engaged by IGL

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

Category	% of employees covered by									
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/D)
PERMANENT WORKERS										
Male										
Female										
Total										
OTHER THAN PERMANENT WORKERS										
Male	10,617	10,617	100	10,617	100	-	-	-	-	
Female	91	91	100	91	100	91	100	-	-	
Total	10,708	10,708		10,708		91		-	-	

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.02%	0.02%

2. Details of retirement benefits for the Current financial year and Previous financial year

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	NA	YES	100	NA	Yes
Gratuity	100	NA	YES	100	NA	Yes
Employee State Insurance (ESI)	0	NA	NA	0	NA	NA
Others- Protection and indemnity cover	100	NA	Yes	100	NA	Yes

3. Accessibility of workplaces

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

Yes, IGL has wheelchairs and ramp facilities available at the corporate office as special provisions for differently abled employees and workers in accordance with Rights of Persons with Disabilities Act, 2016.

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

IGL is committed to providing equal opportunities in employment and creating an inclusive work environment. The Company provides equal opportunities to all their employees and to all eligible applicants for employment in the Company. IGL does not discriminate on any ground, including race, caste, religion, marital status, gender, age, disability, or any other category. The Company is also compliant with the provisions of the Equal Remuneration Act.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	-	-	NA. (There are no permanent workers engaged with IGL)	
Female	100%	100%	NA. (There are no permanent workers engaged with IGL)	
Total	-	-	NA. (There are no permanent workers engaged with IGL)	

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

		Yes/No (If yes, then give details of the mechanism in brief)
Permanent Employees		Yes, the Company has always believed in open and transparent communication. Employees are encouraged to share their concerns with their HODs, HR or the members of the Senior Leadership Team. The Company has followed an open-door policy, wherein any employee irrespective of hierarchy has access to the Leadership Team. In addition, new employees are sensitized to the Code of Conduct principles, which also forms part of the employee induction Programmes.
Other than Permanent Employee		The Company on a regular basis sensitizes its employees on the Prevention of Sexual Harassment (POSH) at the workplace through workshops and awareness programmes.
Permanent Workers		IGL doesn't have Other than Permanent Employee staff
Other than Permanent Workers		IGL doesn't have Other than Permanent workers staff
		Yes. Workers who are engaged on a contractual basis can report their grievances to their respective contractor representative or the Company supervisor. The contractor is expected to take the required action to address the worker grievances, and if required, can raise the grievance to HR and respective functional heads.

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

The Company does not have any employee associations.

8. Details of training given to employees and workers:

Category	FY 2023-24				FY 2022-23					
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	681	681	100	681	100	648	648	100	648	100
Female	38	38	100	38	100	39	39	100	39	100
Total	719	719		719		687	687		687	
Workers										
Male	10,617	10,617	100	10,617	100	11,468	11,468	100	11,468	100
Female	91	91	100	91	100	33	33	100	33	100
Total	10,708	10,708		10,708		11,501	11,501		11,501	

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	681	681	100	648	648	100
Female	38	38	100	39	39	100
Total	719	719	100	687	687	100
Workers						
Male	IGL has contracted a third-party vendor for sourcing workers. Data systems are currently being developed to capture this data					
Female						
Total						

10. Health and safety management system:

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

Yes, ISO 45001:2018 Occupational Health and Safety Management System is in place.

IGL is an ISO 45001:2018 certified company, demonstrating its commitment to occupational health and safety as a top priority. The occupational health and safety management system is strictly enforced by the Top management of the organization. The HSE policy of IGL itself covers all the key elements for the implementation of occupational health and safety management system like:

1. Legal compliances to follow all the applicable codes, standards, and safety practices during design, operation, maintenance/modifications, including a safety work permit system for non-routine and high-hazard activities, to ensure HSE protection.
 2. Annual Health check-ups of all the employees.
 3. Safety Trainings are conducted for all the employees, contract workers and awareness sessions are conducted for domestic, commercial and industrial customers.
 4. Safety audits, safety trainings are done in compliance to PNGRB requirements.
 5. Carrying out the routine and surprise safety inspections of IGL worksites and sharing the identified hazards to all concerned for immediate compliance.
 6. Internal and External Safety Audit System in place to identify the gaps and sharing of observations to all concerned for timebound compliance.
 7. Joint Site Inspection prior to start up of CNG Facilities and pipeline shutdowns to eliminate the hazards prior to actual work/operation.
 8. All the incidents are responded, reported and investigated as per the approved Emergency Response and Disaster Management Plan of IGL.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

IGL employees and contract workers are provided with necessary Safety Trainings which enable them to protect themselves, their colleagues, and other workers on the workplace from injuries and accidents. IGL has adopted the 09 Life Saving Rules established by IOGP (The International Association of Oil & Gas Producers), which provide basic guidance on identifying major workplace risks. Additionally, every department has conducted a Hazard Identification and Risk Assessment (HIRA) of its activities. Hazard identification & risk assessment techniques are also included in the safety training for field staff.

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

Yes.

IGL has implemented a Near Miss reporting system to encourage immediate reporting and facilitate corrective and preventive actions, ultimately controlling the occurrence of incidents. Mock drills are regularly conducted at sites to keep the workforce rehearsed and updated about emergency preparedness and the actions to be taken at the time of actual emergencies. Site inspections, internal and external safety audits, and awareness trainings are also conducted.

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

Yes.

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

Safety Incident /Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities (safety incidence)	Employees	0	0
	Workers	3 (1 fatality in first fatal incident and 2 fatalities in another fatal incident)	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

1. IGL has its HSE policy which is all about giving topmost priority to Safety & Health of all the personnel, property and protecting the environment.
2. To ensure safety at the workplace, SOPs are followed to inculcate Safety in design, operations, maintenance, and modifications.
3. All the critical jobs are reviewed through work permits before the start of jobs and all the preconditions and PPE compliances are strictly ensured.
4. Lifesaving Rules are adopted and implemented at each IGL installation.
5. Annual Health Checks of all the employees of IGL.
6. Doctor deputed for employees to avail on job consultations and medicine.
7. Safety & Technical Competency (STC) training conducted for the contract workers for prevention of incidents.

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

Parameters	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	ISO re-certification is done by ICS in Sep-Oct 2023 and New GA Ajmer, Pali, Rajsmand, Muzaffarnagar and Kanpur also included in ISO certification .
Working Conditions	100% - CNG Control rooms, PNG Control Rooms, Emergency Control Centres, IGL Stores (IP Store, Mundka Store and Murad Nagar Store), Office Buildings (IGL Bhawan, Quantum Building, ISID Vasant Kunj). All these facilities were covered in the Internal Safety audit.

Note: A variety of assessment modes were adopted to review the health and safety practices and working conditions at IGL facilities in FY 2023-2024, including but not limited to:

- **Third Party External Safety Audit:** This audit was conducted by a team of independent safety experts who were not affiliated with IGL. The audit team reviewed all of IGL's facilities and operations to ensure that they were meeting all applicable safety standards. The audit report identified any areas where IGL could improve its safety practices and working conditions.
- **Regular Internal Checklist Based Safety Inspection:** This inspection is conducted on a regular basis by IGL's own safety team. The team uses a checklist to review all of the safety conditions /practices in place at each facility.
- **Annual Internal Audit:** This audit is conducted once a year by IGL's internal audit team. The team reviews all applicable PNGBR T4S, IMS and ERDMP regulations. The audit report identifies any areas where IGL could improve its compliance w.r.t. PNGBR regulations thereby improving the health and safety practices.
- **Surprise Inspections:** These inspections are conducted at random times throughout the year by IGL's team. The team checks to see if workers are following safety procedures and working conditions are safe e.g., SOP of the CNG refuelling.
- **Review of Critical Activities through Hot Work Permit System:** This review is conducted by Fire & Safety Representatives to ensure that all hot work activities are being conducted safely against the Safety Work permit issued by the concerned IGL line in charge of the IGL's O&M, Project, other department. Hot work activities include welding cutting job near the natural gas facilities, work at height jobs, lifting activities using cranes/ hoist system, confined space entry, deep excavations etc. The review team checks to see if contractors and their workers are following the proper safety work permit conditions.

By using a variety of assessment modes, IGL was able to get a comprehensive view of its health and safety practices and working conditions. This information has been used to identify areas where IGL could improve its safety performance and to develop and implement corrective actions.

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

All the safety audit observations, corrective and preventive actions (CAPA) related to incidents and mock drill observations have been included in Monthly Fire & Safety Report, GSP and compliance is monitored, necessary follow-ups are taken for the same.

The HSE initiatives of IGL include the following.

- **Safety Training**

Training needs identification is carried out for all employees as well as contractors. TNI based training is imparted. Safety training is also imparted to handle emergency situations effectively.

- **Reporting of Hazards**

Any Near Miss incidents, unsafe acts/unsafe conditions observed in the workplace are being reported by the employees. Corrective actions and mitigation plan for the reported incident are being taken accordingly. HSE safety alerts are shared with the employees to inform them about the cause of the incident along with safety guidelines to be followed to prevent recurrence of such incidents in future.

- **Learning from Incident**

Learning from incidents ensures that lessons are learned from previous incidents so that similar incidents are prevented from occurring at work sites. Findings of incident is carried out by a process of incident investigation that ensures that underlying immediate cause and root cause of the incident is analyzed and concerned actions are taken for the same.

- **Safety Audits**

Safety Assurance audits are conducted internally for evaluating the effectiveness of occupational health and safety programs.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)

Employees	Yes. Company has a detailed HR policy which covers in the event of death of any employee through different Life Insurance Policies
Workers	Vendors and Contractors are required to adhere with the statutory compliance as per the applicable rules. i.e., Covered through EDLI (Employees Deposit Linked Insurance scheme)

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	0	0	0	0
Workers	3	0	0	0

5. Details on assessment of value chain partners.

	% of the value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100 %.
	When any value chain partner or vendor is taken on board by IGL, they are assessed on multiple parameters as part of on boarding exercise in order to align with IGL requirement. This includes the health and safety practices along with other parameters.
Working conditions	100 %.
	IGL conducts site visits to monitor and accessed the work being carried out by the value chain partners including safety management systems, protocols to ensure safe working condition of work force, health and hygiene of the facilities, use of PPEs etc.

PRINCIPLE

4

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

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Yes, IGL has mechanisms to map both its internal and external stakeholders as part of the sustainability reporting process. IGL has identified key stakeholders that are critical for the Company and who are directly or indirectly influenced by the business. The stakeholder mapping has been carried out after brainstorming IGL's internal and external connections, prioritizing, understanding the goal of their engagement with IGL and defining the frequency, mode, and level of engagement.

The key stakeholders identified by IGL include:

Internal stakeholder	External stakeholder
i. Investor	i. Government and regulatory authorities
ii. Employees	ii. Industry partners (Dealers / Contractors/ Suppliers / Transporters)
iii. Joint Ventures/Subsidiaries	iii. Customers
iv. Shareholders	iv. Competitors
v. Promoters	v. Industry associations
	vi. Community / Media
	vii. Financial institutions/ academic institutions

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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly /others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1. Government/ Regulatory Authority	NO	Need based	One to One meeting; MoUs	Financial results/ statutory requirement. Support government missions to promote sustainable development goals. Support government in transitioning to a clean gas-based economy. Submission of progress reports

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly /others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
2. Joint Ventures / Subsidiaries	NO	Need based meeting; consultative engagement; reports and newsletters	Regular	Discussions on major investment plans. Sharing of performance data. Facilitate decision-making on major topics. Business growth and stability
3. Industry Partners (Dealers / Contractors/ Suppliers / Transporters)	NO	Need based meeting; consultative engagement; reports and newsletters; Websites	Regular	Communicate operational decisions. Align their work with company policies and mandates (Compliance). Seek their performance data/ information. Understand and address their concerns. Communicate company obligations such as contract renewal, payments etc. Dispute resolution. Review of Contracts.
4. Investors/ Shareholders	NO	Meetings (one to one and group)	Regular	Financial results, business plans, ESG related issues, future prospects.
5. Industrial/ domestic Customers	NO	Customer satisfaction survey. RWA visits. Telephonic feedback	Regular	Understand their satisfaction levels. Address operational concerns. Get feedback on new product development. Take queries pertaining to price billing & supply related to technical issues
6. Employees/ Workers	NO	Satisfaction surveys. Social Media Grievance Redressal. Suggestion schemes Various committees. IGL Day celebration. Emails, Journals. Meetings with employee associations and unions.	Regular	Communication on IGLS business goals, values, and principles. Action planning on major projects. Implementation of best practices Facilitating learning and developing. Track key performance indicators and action plans. Understand and address concerns Idea generation, sharing and learning.
7. Communities	YES	Face to face meetings through the implementing partners to execute CSR projects/ programs or through district administration, etc.	As per need basis, social media- daily basis	Feedback from beneficiary

Leadership Indicators

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

IGL has mechanisms to map both its internal and external stakeholders. IGL has identified key stakeholders that are critical for the Company and who are directly or indirectly influenced by the business and has a stakeholder engagement framework in place.

The stakeholder mapping has been carried out after brainstorming IGL's internal and external connections, prioritizing, understanding the goal of their engagement with IGL and defining the frequency, mode, and level of engagement. Depending on the category of stakeholder the level of engagement is decided to be informative, consultative, collaborative involving or empowering.

The Company also engages with the stakeholders through materiality survey and one-on-one discussions.

IGL conducts the materiality assessment exercise to examine the issues that are important to the business. Important stakeholders are involved in the materiality process, they are encouraged to give their perspectives on the Company's sustainability goal and their perspectives are considered while assessing the key material concerns. This stakeholder feedback is used to determine the major ESG areas.

IGL reviews the outcomes of stakeholder consultations.

PRINCIPLE

5

Businesses should respect and promote human rights.

Essential Indicators

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

	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
EMPLOYEES						
Permanent	719	719	100	687	687	100
Other than permanent	0	0	0	0	0	0
Total Employees	719	719		687	687	
WORKERS						
Permanent	0	0	0	0	0	0
Other than permanent	10,708	10,708	100	11,501	11,501	100
Total Workers	10,708	10,708		11,501	11,501	

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

Category	FY2023-24						FY2022-23					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage			
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)		
Employees												
Permanent												
Male	681	-	-	681	100	648	-	-	648	100		
Female	38	-	-	38	100	39	-	-	39	100		
Other than Permanent												
Male							Not Applicable					
Female												
Workers												
Permanent												
Male							Not Applicable					
Female												
Other than Permanent												
Male	10,617	10,617	100	-	-	11,468	11,468	100	-	-		
Female	91	91	-	-	-	33	33	100	-	-		

3. Details of remuneration/salary/wages, in the following format:

- a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration / salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	8	Only 2 Directors are paid monthly salaries	1	-
Key Managerial Personnel (other than BOD)	2	Rs. 84.61 Lakhs	0	-
Employees other than BoD and KMP	718	Rs. 20.59 Lakhs	38	Rs. 20.59 lakhs
Workers		IGL has contracted a third-party vendor for sourcing workers. Data systems are currently being developed to capture this data		

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

	FY2023-24	FY2022-23
Gross wages paid to females as % of total wages	4.757	4.968

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

Yes, IGL has a system and processes it in place in a manner that minimizes human right violation in all its operation. The HR department has policies which ensure implementation of Human Rights as per applicable guidelines. IGL has Grievance Redressal Committee, as outlined in next response.

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

Employee grievance redressal mechanism is in place with pre-defined Turn Around Time (TAT) and defined escalation matrix wherein an employee can share her/his grievance to her/his reporting officer at first level. All grievances need to be addressed within the specified TAT.

There are well established policies in place at IGL such as whistle blower policy, insider trading policy, and related party policy etc. to addresses grievances related to human rights.

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

	FY 2023-24			FY2022-23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labor	0	0	-	0	0	-
Forced Labor/ Involuntary Labor	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY2023-24	FY2022-23
Total Complaints reported under sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act,2013 (POSH)	0	0
Complaints on POSH as a % of female employees/workers	0	0
Complaints on POSH upheld	0	0

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

IGL has the resolution mechanism in place as per the provisions of the POSH Act.

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

Yes, IGL business agreement and contracts have specific clauses of statutory compliance under their SCC (Special Contract conditions.) which covers the aspects of ESI, PF, Minimum wages, working hours, leave, bonus etc.

IGL has a human right clause included in agreements and contracts with supplier. All the bidders are required to confirm acceptance to IGL's General Conditions of Contracts wherein they confirm abiding to all provisions relating to impact on society, environment, labor practice and human rights aspects.

10. Assessments for the year:

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

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

There were no significant risks / concerns arising from the human rights assessments. IGL has an internal system to carry out audits with respect to Human Rights requirements.

Leadership Indicators

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

- In FY 2023-2024, IGL has revised its minimum wages for permanent and other than permanent workers
Earlier the applicable minimum wage of the concerned state was applicable for IGL's workers. After revision in FY 2023-2024, the minimum wages applicable at the Center or state, whichever is HIGHER shall be applicable to the workers.
- IGL has included the human rights clause in the agreements and contracts with suppliers. All the bidders are required to confirm acceptance to IGL's General Conditions of Contracts wherein they confirm abiding to all provisions relating to impact on society, environment, labor practice and human rights aspects.
- IGL has planned to initiate an Employee Assistance program (EAP) through 1 to 1 help, Net private ltd for helping its employees & their family members to share any of their concerns related to human rights or more and obtain expert counselling. The program is being developed to sustain and improve upon mental health and overall wellbeing of employees and their family members.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes. IGL's office is accessible for differently abled visitors. The Company has installed ramps in corporate offices and has also installed elevators for convenient movement across the facility.

4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Sexual Harassment	IGL's Contractors and service providers are audited annually by Labor Department (GOI) on a random basis under compliance audit which covers the aspect of minimum wages, child labor, welfare, health and safety conditions of Contractors and service providers.
Discrimination at workplace	
Child Labor	
Forced Labor/Involuntary Labor	
Wages	
Others – please specify	Mechanism for quantification of % of value chain partners is planned to be developed.

PRINCIPLE

6

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

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

Parameter	FY 2023-24 (In Tera joules)	FY 2022-23 (In Tera joules)
From renewable sources		
Total electricity consumption (A) Energy Consumption from Solar Systems	1.69 TJ	0.25 TJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	1.69 TJ	0.25 TJ
From non-renewable sources		
Total electricity consumption (D)	621.48 TJ	615.31 TJ
• Electricity consumption by IGL offices and plants		
• Energy Consumption from EV		
• Energy Consumption for compression of Biogas		
Total fuel consumption (E)	2150.5 TJ	1752.1 TJ
• Fuel consumption in system utilities, Production, venting, compression		
• Fuel consumption in IGL owned vehicles/patrolling.		
• Fuel consumption in DG/GG sets.		
Energy consumption through other sources (F)	-	-
Total energy consumption from non-renewable sources (D+E+F)	2,771.98 TJ	2367.41 TJ
Total energy consumed (A+B+C+D+E+F)	2773.67 TJ	2367.66 TJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.00000001799 TJ/ INR of turnover or 0.1799 TJ/Crore of turnover	0.00000001523 TJ/ INR of turnover or 0.1523 TJ/Crore of turnover
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Energy consumed / Revenue from operations adjusted for PPP)	0.0000003988 TJ/ INR Or 3.988 TJ/Crore of Turnover	0.0000003376 TJ/ INR Or 3.376 TJ/Crore of Turnover
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – Per Million standard cubic meter (MMSCM) of natural gas sold	0.90 J/MMSCM	0.80 J /MMSCM

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

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

None.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kiloliters)		
(i) Surface water	Nil	Nil
(ii) Groundwater	-	-
(iii) Third party water	45,565	1,17,402
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	-	-
Total volume of water withdrawal (In kiloliters) (i + ii + iii + iv + v)	-	-

Parameter	FY 2023-24	FY 2022-23
Total volume of water consumption (In kiloliters)	45,565	1,17,402
Water intensity per rupee of turnover (Total Water consumed / Revenue from Operations)	0.0000002958 KL/INR of turnover or 2.96 KL/ Crore of turnover 0.000006558 KL/INR of turnover Or 65.58 KL/Crore INR of Turnover NA	0.000007553 KL/ INR of turnover or 7.55 KL/Crore of turnover 0.00001675 KL/INR of turnover Or 167.45 KL/Crore INR of Turnover NA
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Water consumed / Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		
Water intensity (optional) – Million standard cubic meter (MMSCM) of natural gas sold	14.77 KL/MMSCM	39.77 KL/MMSCM

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

4. Provide the following details related to water discharged .

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of Treatment*		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	Mechanisms are being developed to capture the data on water discharge	

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

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

No

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx		2771.21 Kg	2,916.06 kg
SOx		153.9 Kg	67.2 kg
Particulate matter (PM)		446 Kg	410 kg
Persistent organic pollutants (POP)		Nil	Nil
Volatile organic compounds (VOC)	Kg	Nil	Nil
Hazardous air pollutants (HAP)		Nil	Nil
Others–		i. 18,606 Kg	i. 18,735 Kg
i. CO		ii. 9,053 Kg	ii. 7,808 Kg
ii. HC			

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

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

Parameter	Unit	FY 2023-24	FY2022-23
Total Scope 1 emissions Emissions from IGL operations	Metric Tonnes of CO ₂ Equivalent	9,01,836	7,28,886
Total Scope 2 emissions	Metric Tonnes of CO ₂ Equivalent	1,23,769	1,22,028
Total Scope 1 and Scope 2 emission Intensity per rupee of turnover	TCO ₂ e /INR	0.00000066584 TCO ₂ per INR of turnover or 66.58 TCO ₂ per crore of turnover	0.00000054747 TCO ₂ per INR of turnover or 54.75 TCO ₂ per crore of turnover
Total Scope 1 and Scope 2 emission Intensity rupee of turnover adjusted for Purchasing Power Parity (PPP)	TCO ₂ e /INR	0.00001476 TCO ₂ per INR of turnover or 147.6 TCO ₂ per crore of turnover	0.00001214 TCO ₂ per INR of turnover or 121.37 TCO ₂ per crore of turnover
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO ₂ e /INR	NA	NA
Total Scope 1 and Scope 2 emission intensity per Million standard cubic meter (MMSCM) of natural gas sold	CO ₂ e/MMSCM	332.486	288.242

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

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

IGL carries out GHG accounting of its annual Scope 1 and Scope 2 emission. Natural gas is the sole product of IGL which has methane as its prime component (>90%). Methane has a higher global warming potential and a lower emission rate during combustion. During the process of city distribution of Natural Gas transmission, some losses / leakages occur leading to certain amount of gas escaping into the atmosphere.

IGL continuously strives to reduce the overall gas loss and leakage during transmission with the assistance to its industry partners to establish effective strategies to detect and reduce potential leaks.

IGL's direct emission is primarily from system usage of Natural Gas in compression, venting, fuel consumption by IGL owned vehicles / patrolling vehicles, DG/GG gen sets. Natural Gas and LPG are also vented out in minuscule quantities in some processes causing methane emissions.

Electricity purchased for operational purposes including manufacturing and transmission contributes to Scope 2 emissions.

To curb IGL's GHG emissions, IGL has set up power generation through renewable sources i.e., Solar energy. IGL has a total installed capacity of 500 KWH of solar power plant at Gaushala in Najafgarh New Delhi and 21 kWh rooftop solar panel at IGL's corporate office.

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

Parameter	FY 2023-24	FY2022-23
Total Waste generated (in metric tons / KG)		
Plastic waste (A)	2772.15 Kg	5,131.14 Kg
E-waste (B)	-	90 Kg
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	1643 cubic meters (Assuming Density = 50 Kg /m ³) 82,150 Kg 5454.9 Kg	495 cubic meters (Assuming Density = 50 Kg /m ³) 24,750 Kg 2408.6 Kg
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. (G) Scrap oil / lube oil	0.00 litre or 0.00 Kg	28,801.92 litre or 25,345.7 Kg
Other Non-hazardous waste generated (H).	1. 0 numbers or 0 Kg 2. 0 Kg 3. 0 Kg	1. 224 numbers or 2,240 Kg 2. 618.7 Kg 3. 14,165.35 Kg
1. Empty oil barrel		
2. Scrap copper cable		

Parameter	FY 2023-24	FY2022-23
3. Scrap heavy ferrous	4. 0 Kg	4. 893.50 Kg
4. Scrape stainless steel	Total=0.00 Kg	Total=17,917.55 Kg
Total (A+B + C + D + E + F + G+ H)	90,377 Kg or 90.4 Tons	75,643 Kg or 75.6 Tons
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000005867 kg/INR Or 5.867 kg per Crores INR	0.0000004866 kg/INR or 4.866 kg per Crores INR
Waste intensity per rupee of turnover for Purchasing Power Parity (PPP)	0.000013007 Kg/INR Or 130.07 kg per Crores INR	0.000010787 Kg/INR Or 107.88 kg per Crores INR
Waste intensity in terms of physical output	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of Waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	90.4 Tons	75.6 Tons
Total	90.4 Tons	75.6 Tons
For each category of waste generated, total disposed by nature of disposal method (in metric tonnes) (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	0	0

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

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

IGL's sole hazardous waste is scrap/lube oil which they offload to MSTC for safe disposal.

Hazardous wastes are segregated and stored in dedicated storage space. Later they are disposed of through approved recyclers.

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

None.

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

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

- 13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

Yes. IGL is compliant with the applicable environmental law / regulations / guidelines in India.

S. No.	Specify the law / regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
			Not Applicable	

Leadership Indicators

- 1. Water withdrawal, consumption, and discharge in areas of water stress (in kiloliters):**
IGL has not withdrawn any water in the areas of water stress.
- 3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**
Not Applicable
- 4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Electric Charging Infrastructure	IGL has installed more than 32 EV Chargers at its Station or other allotted sites. Two Standalone Model EV Charging Stations has been constructed and Commissioned in FY 23-24	More Standalone EV Charging Stations shall come up in this FY.
2.	Biogas Plants	IGL is procuring CBG from 6 plants in Muzaffarnagar, Karnal and Hapur GA weblink: https://www.iglonline.net/uploads/files/FINAL_MAY24_CBG_08A.pdf	3800 TONNES OF CUMULATIVE CBG has been procured so far since march 2022. Municipal Solid Waste, Press mud, cow-dung and spent wash are being used to generate CBG as a fuel and FOM as a carbon rich organic manure. Import of LNG has been reduced by this much quantity, thereby reducing carbon footprints and preserving forex reserves. Also, it has lead to local employment and use of CBG as a clean fuel. IGL is also planning to setup 10 CBG plants with own investment/JV mode. One plant is already under construction. once commissioned, Approx. 80 TPD of gas shall be produced from these proposed CBG plants . LOI for 02 shortlisted land parcels has been issued.
3.	LNG/ CNG Retrofitting and Procurement of new Type IV buses	Setting up of LNG/LCNG station on Golden Quadrilateral Highway in IGL's awarded G.A's. MoU has been signed with M/s CONCOR for setting up LNG Stations at their premises on PAN India Level.	
4.	Green Hydrogen Plant	Participated in Hydrogen Valley Innovation Cluster (HVIC) & Consortium at IIT- Jodhpur, an initiative under Department of Science and Technology (DST)	IGL participated as a knowledge partner to understand the effect of Hydrogen blending in the CGD network i.e. Steel/ MDPE pipeline and other equipment in HVIC & Consortium at IIT- Jodhpur. Other possibilities under HVIC will also be explored.
5.	Meter Manufacturing Plant	M/s IGTL was formed in July'23.	JV Company has identified the shed for manufacturing of Meters. Agreement has been signed with the company. Order for supplying plant & Machinery has been placed.
6.	Solar /Renewable	Consultant has been engaged for setting up Solar Modules at the canopy of CNG Stations. M/s NVVN Consultant has been hired for assisting IGL in replacement of conventional energy generated from renewable energy from Solar Plants	IFC V has been identified for establishing a pilot project. PESO approval has also been granted to IGL. Draft Report has been submitted by the Consultant. Representation to DERC & CERC has been given by IGL for notifying open access for usage of RE Power.
7.	Net Zero	Consultant has been engaged for formulating the Net Zero strategy for IGL	Green House Gas Inventorization is under progress.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

The business continuity plan of IGL is under development, and it shall be ready by FY 2024-2025.

The organization is considering establishing a sustainability department with specialized focus on energy and environment issues.

PRINCIPLE

7

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

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

Yes, IGL is a member of several industrial and trade associations. Some of the major ones are listed in 1 b.

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

Sr. No	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1	Federation of Indian Petroleum Industry (FIP)	National
2	All India Management Association (AIMA)	National
3	Natural Gas Society (NGS)	National

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

None

Leadership Indicators

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

Sr. No	Public Policy Advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
			NIL		

PRINCIPLE

8

Businesses should promote inclusive growth and equitable development.

Essential Indicators

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

Not Applicable

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

Not Applicable

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

Mechanism to receive grievance:

The local community/ RWA concerns are received at IGL's end through E Mails (customercare.png@igl.co.in inchargecustomercare@igl.co.in nodalofficer@igl.co.in appellateauthority@igl.co.in) Letters, Social Media (www.facebook.com/IGLOnline, www.twitter.com/IGLSocial www.instagram.com/iglsocial/) and Govt Grievance Portals. The community concerns are also received by phone at our 24x7 customer care (011-41387000 / 011-69020500). Further, some of the community members also meet us in person at Customer Walking Centers, IGL Maitri Camps and IGL Office (CRM Cell ISID Vasant Kunj, Delhi) to appraise gas related issues.

Mechanism of redressal of grievance:

The customer concerns are acknowledged. They are further shared with concerned teams for resolution within defined TAT periods. For concerns without defined TAT periods, the timelines of resolution are shared with the community representatives. Further, our team follows up with respective team for urgent resolution of community complaints.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	55% INR 1348,73,37,750/- Procured from MSME out of total procurement of INR 2464,43,29,630/- 100 %	44% INR 490,51,07,533/- Procured from MSME out of total procurement of INR 1125,67,43,747/- 100%
Directly from within India		

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

Location	FY 2023-24	FY 2022-23
Rural	0 %	0 %
Semi-urban	0.837 %	0.800 %
Urban	26.247 %	24.376 %
Metropolitan	72.916 %	74.824 %

Note: The above data includes the job creation by IGL for IGL permanent employees only. To provide the data for workers on contract basis, our data systems are at development stage.

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact assessments (Reference: Question 1 of Essential Indicators above)

Not Applicable

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

Sr. No	State	Aspirational Districts	Amount spent (in crores)
1	Jharkhand	Hazaribagh, Jharkhand	Rs. 3,60,000
2	Uttar Pradesh	Chitrakoot, Uttar Pradesh	Rs. 91,58,625

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

Yes

Public Procurement Policy 2021 for Micro and Small Enterprises (MSEs).

The policies target 25% of procurement from MSEs with sub targets for marginalized communities of 4% from MSEs owned by Scheduled Castes or the Scheduled Tribes and 3% owned by Women entrepreneurs for the Goods and Services procured.

Policy to provide Purchase Preference - Make in India (PPPMII)

- Policy to provide Purchase Preference to Domestically Manufactured Electronic Products in Furtherance to Public Procurement Policy (Preference to Make in India), Order 2017.

Policy to Provide Purchase Preference to Domestically Manufactured Products of Petroleum and Natural Gas Sector in Furtherance to Public Procurement Policy (Preference to Make in India), Order 2017.

- Policy for Preference to Domestically Manufactured Products, Services or works Relating to Telecom in Furtherance to Public Procurement Policy (Preference to Make in India), Order 2017.
- Policy for Providing Preference to Domestically Manufactured Iron & Steel Products

(b) From which marginalized /vulnerable groups do you procure?

Igl follows procurement policy for MSEs with sub targets for marginalized communities from MSEs owned by Scheduled Castes or the Scheduled Tribes and Women entrepreneurs for the Goods and Services procured.

(c) What percentage of total procurement (by value) does it constitute?

Igl follows Public Procurement Policy 2021 for Micro and Small Enterprises (MSEs) which has a target of 25% of procurement from MSEs with sub targets for marginalized communities of 5% from MSEs owned by Scheduled Castes or the Scheduled Tribes and 3% owned by Women entrepreneurs for the Goods and Services procured.

In FY 2023-24, the value of total procurement made from MSEs was Rs. 1348.73 crore, which is approx. 55% of the total procurement.

6. Details of beneficiaries of CSR Projects:

Sr. No	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1	Project Power 4 UP Para Sports Through UP Para Sports Association	10 para athletes from rural areas (elite para powerlifting & athletic athletes for high performance training)	100 %
2	Project 'Give Sight and Prevent Blindness' for the rural villagers in Uttar Pradesh & Haryana through Ishwar Charitable Trust	10000 rural villagers in Delhi NCR	100%
3	Anaemia Screening & Eradication for women & children through Rajasthan Medical Society, Sumerpur, Rajasthan	2000 women & children	100%
4	Vocational computer training for special children - Equshine Global Foundation	100 students with special needs (4 batches each containing 25 students in a year)	100%
5	Empowering underprivileged youth & children through Punarjagran Samiti	75 students & women who are slum dwellers in urban slums of Delhi NCR	100%
6	Trainings to ITI students at Igl Gas Plumbing Training Centre, ITI, Arab-ki-Sarai, Delhi through SEVWA	300 ITI students	100%
7	Contribution towards healthcare & sanitation in Noida, through Apnelog	2100 (500 geriatric, 500 pregnant, lactating women & children in Noida and another 1100 persons in the area as secondary beneficiaries)	100%
8	CSR Contribution Towards Providing Education To Underprivileged Children Through Satsang Foundation	154 under privileged Students in district Hapur	100%
9	Sustainable livelihood programme for Woman Empowerment through Bisnouli Sarvodaya Gram Udyog Sewa Sansthan	110 women	100%
10	CSR Contribution Towards Project Eye and Health Care Through Mahavir International Delhi	Approx. 5000 students of MCD schools of Delhi	NA
11	CSR Contribution Towards Setting Up of Skilled Development Center Through Laghu Udyog Bharti Jaipur	NA	NA
12	CSR Contribution Towards Construction of Bhagwan Birsa Munda Bhawan Through Akhil Bhartiya Vanvasi Kalyan Ashram	NA	NA
13	CSR Contribution Towards Construction Of "Samkalp Globe Bhawan" Through Jan Kalyan Shiksha Samittee	81 Hostel beds at Samkalp Globe Capital Bhawan, Dheerpur for girls from rural & tribal areas	100%

Sr. No	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
14	Youth Empowerment in Haryana for Skill Development Training Through National Yuva Cooperative Society	330 unemployed between 18 to 35 years of age	100%
15	CSR Contribution Towards Project Titled Women Empowerment Through SGH Formation, Training & Promotion Of Entrepreneurship Development And Establishment Of Sanitary Napkin Unit In Rewari, Haryana By Matrix Society For Social Services	50 women (Adolescent girls in age group 10 -19 and women in 20-25 age group)	100%
16	CSR Contribution Towards Treatment Of Children With Heart Disease through Child Heart Foundation	8 Children in age group 0-18 years in economically backward section from schools, communities, orphanages in Delhi NCR	100%
17	CSR Contribution Towards Project Mission Kaushal To Provide Skill Development Training To Marginalized Or Weaker Section Of Society For Livelihood Creation Through Step Ahead Foundation	130 beneficiaries in the age group of 18-45 years belonging to marginalized or weaker section of society	100%
18	CSR Support For 500 Ekal Vidyalayas Through Bharat Lok Shiksha Parishad	12000 children & 500 teachers of Ekal Vidyalayas	100%
19	CSR Contribution Towards Donation Of Ambulance To Medical College at Shahajanpur Through Parivarthan Raj Bhasha	Residents of Shahajanpur	NA
20	CSR Contribution Towards Project For Rejuvenation of Lake Through Say Earth Foundation	NA	NA
21	CSR Contribution Towards Project Healthcare Of Women / Girls In Rural Areas Of Meerut Division Through Golden Village Foundation	550 Girls	100%
22	CSR Contribution Towards Development Of Two Smart Class Through Serve Sukhani Charitable Trust	364 Students	100%
23	CSR Contribution Towards Setting Up Of Smart Classrooms At Fatehpur Through Village India Kalyan Sansthan	Students of 15 inter colleges of Fathepur	NA
24	CSR Contribution Towards Supply And Installation Of Solar LED Mast Lights Through UPSIC	NA	NA
25	CSR Contribution Towards Supply And Installation Of Open Gym Equipment In Ghaziabad Through UPSIC	Residents of Ghaziabad	NA
26	CSR Contribution To Shri Kedarnath Uthan Charitable Trust Towards Of Residential Blocks For The Pilgrims At Devbhoomi Shri Kedarnath Dham	NA	NA
27	CSR Contribution Towards Installation Of Oncology / Cancer Treatment Project In Maharaja Agrasan Hospital	NA	NA
28	CSR Contribution Towards Jan Aarogyam Community Health Care Program In Ghaziabad Through Bisnouli Sarvodaya Gram Udyog Sewa Sansthan	Residents of Khora colony	NA
29	CSR Contribution towards "Sunshine Initiative: Lighting Up Lives with Solar" by Mahavir International Foundation Trust	NA	NA
30	CSR contribution towards Har Ghar Tiranga campaign	NA	NA
31	CSR SUPPORT TOWARDS ANIMAL BIRTH CONTROL PROJECT IN LOW INCOME AREATHROUGH FRIENDCOES-SECA	NA	NA
32	MEGA EYE AND HEALTH CHECK-UP CAMPS AT KANPUR, HAMIRPUR, FATEHPUR AND BANDA THROUGH NATIONAL YOUTH FOUNDATION (NYF)	4000 beneficiaries including women, elderly people and adolescent children	100%
33	CSR Contribution towards procuring bus for differently abled students of Tamana NGO	34 differently abled students	100%

PRINCIPLE
9

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

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

The complaints are received through 24 Hour Call Centre, Emails & Letters, direct phone calls, walk-in etc. Mechanism to receive consumer complaints/feedback.

1. In customer suggestion book kept at each IGL CNG Station
2. Via social media: Twitter and Facebook
3. CRM email

Mechanism to respond: Whenever a customer contacts, register a complaint, the Station operator or the Area Marketing Officer understands the issues. Further action is taken to resolve the issue and feedback is given to the customer.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	Not Applicable

Note : The Company deals in a single product i.e., Natural Gas. Natural Gas is a safe, reliable, and clean fuel. It is a low carbon product.

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

Complaints	FY 2023-24(Current Financial Year)			FY2022-23(Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential Services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others						
Defective meter	12,933	408	-	10,582	340	-
Delayed / Early Connection	80,537	703	-	52,091	1,590	-
Retail invoice generation	2,49,888	1,487	-	1,91,282	1,032	-
Wrong metering reading	40,822	172	-	30,194	471	-
Total	3,84,180	2,770	-	2,84,149	3,433	-

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

Not Applicable

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

Yes,

IGL has an Information Security Policy. The same is available to the employees through the IGL intranet portal. However, it is not disclosed on public platforms.

IGL has information security policy in-force.

IGL has deployed various security solutions like Endpoint security, Email security, web content filtering solution and security system with IPS for protection from threats. IGL is following security guidelines issued by Cert-In & DSCI, along with providing awareness training sessions to employees on cyber security. IGL is also working to deploy more security solutions for enhancement of security posture. IGL has backup solution for taking backup of all business-critical applications.

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

IGL has completed cyber security maturity and vulnerability assessment & penetration testing along with successful mitigation of the reported security gaps. The Company is also in the process of establishing a managed Security Operations Centre (SOC) which would enable IGL to further strengthen their security posture.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches
Nil
- b. Percentage of data breaches involving personally identifiable information of customers
Nil
- c. Impact if any of the data breaches
Nil

Leadership Indicators

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

IGL's Corporate website:

<https://www.iglonline.net/>

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

IGL provides Consumers education on safe handling of PNG through Welcome Mail, Regular Updates on SMS, Radio Spots and Customer Service/Fire & Safety Camps. Pamphlet distribution at CNG stations and also banners and hoardings at CNG stations are placed to educate customers about safe and responsible usage. Live firefighting trainings are also regularly carried out across all the zones.

Other initiatives include the following:

1. Conducting Industry meet /Workshops at notified Industrial areas of Delhi /NCR to educate about the safe usage of PNG along with informing the benefits of PNG.
2. Information regarding the safety aspects are imparted through e-mails as well from time to time.
3. Fire & Safety training programs for industrial customers
4. Newspaper advisories
5. Radio jingles
6. Pamphlets and advisories at all stations
7. Advisories given on social media
8. Conducting Commercial Customers meet and pamphlet distribution to educate about the safe usage of PNG along with informing the benefits of PNG.
9. Information regarding the safety aspects are imparted through e mails as well from time to time .
10. Fire & Safety training programs for Commercial customers

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

Consumers are informed in advance through SMS of outage and later restoration. Estimated time frame of restoration information is also shared through the call center.

In case of any planned shutdown, email is sent to all consumers for the date & time. Further, Notice is put up at prominent locations at affected CNG stations and advisories are shared on social media.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, IGL displays information about PNG/CNG as per PNGRB Guidelines.