

JEENA SIKHO LIFECARE LIMITED

(Formerly known as Jeena Sikho Lifecare Private Limited)

REGD OFFICE: SCO-11, Kalgidhar Enclave, Baltana, Zirakpur, Punjab-140604, 01762-513185

Branch: B-26, Opp. Metro Pillar No. 223, Rohtak Road, New Multan Nagar, Delhi - 110056

CIN NO.: L52601PB2017PLC046545

Email ID.: cs@jeenasikho.com

Ref. No.

Dated

Date: 29.11.2024

To,
The Manager
Listing Compliance Department
National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Bandra (East), Mumbai-400051

SYMBOL: JSLL
ISIN: INE0J5801011

Subject: :Business Responsibility & Sustainability Report for the Financial Year ended March 31, 2024

Dear Sir/Madam,

Please find enclosed herewith the Business Responsibility & Sustainability Report of Jeena Sikho Lifecare Limited for the Financial Year ended March 31, 2024.

Kindly take the same on record and oblige.

Thanking you,
Yours faithfully,

For Jeena Sikho Lifecare Limited

Manish Grover
Managing Director
DIN: 07557886
Place: Zirakpur, Punjab

SECTION A: GENERAL DISCLOSURES			
I.	Details of the listed entity		
1	Corporate Identity Number (CIN) of the Listed Entity		L52601PB2017PLC046545
2	Name of the Listed Entity		JEENA SIKHO LIFECARE LIMITED
3	Date of Incorporation		29-05-2017
4	Registered office address		SCO 11 FIRST FLOOR, KALGIDHAR ENCLAVE, Mohali, ZIRAKPUR, Punjab, India, 140604
5	Corporate address		SCO 11 FIRST FLOOR, KALGIDHAR ENCLAVE, Mohali, ZIRAKPUR, Punjab, India, 140604
6	E-mail		divyaupchar.zk@gmail.com
7	Telephone		01762-513185
8	Website		www.jeenasikho.com
9	Financial year for which reporting is being done	Start date	End date
	Current Financial Year	01-04-2023	31-03-2024
	Previous Financial Year	01-04-2022	31-03-2023
	Prior to Previous Financial year	01-04-2021	31-03-2022
10	Name of the Stock Exchange(s) where shares are listed		
Details of the Stock Exchanges			
Sr. No.	Name of the Stock exchange	Description of other stock exchange	Name of the Country
1	NSE		
11	Paid-up Capital (In Rs)		248601460.00
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		ANSHIKA GARG
	Contact		8376816902
	E mail		cs@jeenasikho.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).		Standalone basis
14	Whether the company has undertaken reasonable assurance of the BRSR Core?		No

II.	Products/services			
17	Details of business activities (accounting for 90% of the turnover)			
Details of business activities (accounting for 90% of the turnover)				
Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity	
1	Trade	Retail Trading	57.00%	
2	Hospital and Medical Care	Other Hospital and Medical Care Activities	43.00%	
18	Products/Services sold by the entity (accounting for 90% of the entity's Turnover)			
Products/Services sold by the entity (accounting for 90% of the entity's Turnover)				
Sr. No.	Product/Service	NIC Code	% of total Turnover contributed	
1	Retail Trading	4772	57.00%	
2	Other Hospital and Medical Care Activities	8690	43.00%	
NIC Code list link:		https://www.ncs.gov.in/Documents/NIC_Sector.pdf		
III.	Operations			
19	Number of locations where plants and/or operations/offices of the entity are situated			
	Location	Number of plants	Number of offices	Total
	National	0	111	111
	International	0	0	0
20	Markets served by the entity			
A	Number of locations			
	Locations		Number	
	National (No. of States)		25	
	International (No. of Countries)		0	
B	What is the contribution of exports as a percentage of the total turnover of the entity?		0.14%	
C	A brief on types of customers		Jeena Sikho Lifecare Limited is involved in offering ayurvedic healthcare services and medicines to the public via its own hospitals, clinics, dealers and franchisees.	

IV.	Employees												
21	Details as at the end of Financial Year												
A.	Employees and workers (including differently abled)												
Sr. No.	Particulars	Total (A)	Male		Female		Other						
			No. (B)	% (B / A)	No. (C)	% (C / A)	No. (H)	% (H / A)					
EMPLOYEES													
1	Permanent (D)	2558	1272	49.73%	1286	50.27%	0	0.00%					
2	Other than permanent (E)	384	294	76.56%	90	23.44%	0	0.00%					
3	Total employees(D + E)	2942	1566	53.23%	1376	46.77%	0	0.00%					
WORKERS													
4	Permanent (F)	0	0	0.00%	0	0.00%	0	0.00%					
5	Other than permanent (G)	0	0	0.00%	0	0.00%	0	0.00%					
6	Total workers (F + G)	0	0	0.00%	0	0.00%	0	0.00%					
B.	Differently abled Employees and workers:												
Sr. No.	Particulars	Total (A)	Male		Female		Other						
			No. (B)	% (B / A)	No. (C)	% (C / A)	No. (H)	% (H / A)					
DIFFERENTLY ABLED EMPLOYEES													
1	Permanent (D)	0	0	0.00%	0	0.00%	0	0.00%					
2	Other than Permanent (E)	0	0	0.00%	0	0.00%	0	0.00%					
3	Total differently abled employees (D + E)	0	0	0.00%	0	0.00%	0	0.00%					
DIFFERENTLY ABLED WORKERS													
4	Permanent (F)	0	0	0.00%	0	0.00%	0	0.00%					
5	Other than Permanent (G)	0	0	0.00%	0	0.00%	0	0.00%					
6	Total differently abled workers (F + G)	0	0	0.00%	0	0.00%	0	0.00%					
22	Participation/Inclusion/Representation of women												
		Total (A)	No. and percentage of Females										
			No. (B)	% (B / A)									
	Board of Directors	5	2	40.00%									
	Key Management Personnel	2	1	50.00%									
23	Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)												
		Turnover rate in current FY (2023-24)				Turnover rate in previous FY (2022-23)				Turnover rate in the year prior to the previous FY (2021-22)			
		Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
	Permanent Employees	4.00%	6.00%	0.00%	10.00%	4.50%	6.50%	0.00%	11.00%	5.00%	5.00%	0.00%	10.00%
	Permanent Workers	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
V.	Holding, Subsidiary and Associate Companies (including joint ventures)												
VI.	CSR Details												
25	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)					Yes							
	(ii) Turnover (in Rs.)					2038962525.00							
	(iii) Net worth (in Rs.)					1257998519.28							

VII.	Transparency and Disclosures Compliances									
26	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/NA)	(If Yes, then provide web-link for grievance redress policy)	FY (2023-24)			PY (2022-23)			(If NA, then provide the reason)
				Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	
	Communities	No		0	0	NA	0	0	NA	
	Investors (other than shareholders)	Yes	https://jeenasikho.com/investor-grievance/	1	1	NA	0	0	NA	
	Shareholders	Yes	https://jeenasikho.com/investor-grievance/	0	0	NA	0	0	NA	
	Employees and workers	Yes	https://jeenasikho.com/employee-grievance/	0	0	NA	0	0	NA	
	Customers	Yes	https://jeenasikho.com/customer-grievance/	0	0	NA	0	0	NA	
	Value Chain Partners	NA								NA

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

[illegible]

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)	Jeena Sikho believes in environmental transparency and disclosing its activities' economic, environmental, and social impacts through sustainability reports. It had published thirteen sustainability reports accredited by the Global Reporting Initiative guidelines. The Company engages a third-party assurance provider to review the contents and accuracy of our sustainability reporting.	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	MANISH GROVER DIN:07557886	
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No/ NA).	Yes	
If yes, provide details.	The Company's CSR Committee is responsible for decision making on sustainability related issues.	

[illegible]

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No	No	No	No	No	No	No	No	No
If Yes, Provide name of the agency									
12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:									
Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									
Notes									

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	%age of persons in respective category covered by the awareness programmes	
Board of Directors	0	Business, strategy, risk and update of laws	100.00%	
Key Managerial Personnel	5	Health and Safety, Cyber Security, Upskilling, Clinical Upskilling, Patient Safety, POSH, Occupational Health and Safety, Internal Control developing	100.00%	
Employees other than BoD and KMPs	8	Health and Safety, POSH, Occupational Health and Safety and Human Rights and Internal Control Implementation	100.00%	
Workers	0	labour laws policies, POSH, Occupational SOP	100.00%	
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				
Non- Monetary				
4. Does the entity have anti-corruption or anti-bribery policy?		Yes		
If Yes, provide details in brief		Yes, The Company has ‘zero tolerance’ of any practice that may be classified as corruption, bribery or giving or receipt of bribes. The Code of Conduct of the Company serves as a guide for all Executive Directors, Senior Management Personnel and Functional Heads including Members of the core Management Team for ensuring compliance with applicable anti-bribery laws, rules and regulations.		
Provide a web-link if the entity has anti-corruption or anti-bribery policy		https://jeenasikho.com/investors/		
5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:				
	FY (2023-24)		PY (2022-23)	
Directors	0		0	
KMPs	0		0	
Employees	0		0	
Workers	0		0	
6. Details of complaints with regard to conflict of interest:				
	FY (2023-24)		PY (2022-23)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	Na	0	NA
7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.				Na
8. Number of days of accounts payables				
		FY (2023-24)	PY (2022-23)	

i) Accounts payable x 365 days	16271027352.00	22161171745.90	
ii) Cost of goods/services procured	246488918.80	152858075.00	
iii) Number of days of accounts payables	66	145	
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)	PY (2022-23)
Concentration of Purchases	a. i) Purchases from trading houses		
	ii) Total purchases		
	iii) Purchases from trading houses as % of total purchases		
	b. Number of trading houses where purchases are made		
	c. i) Purchases from top 10 trading houses		
	ii) Total purchases from trading houses		
	iii) Purchases from top 10 trading houses as % of total purchases from trading houses		
Parameter	Metrics	FY (2023-24)	PY (2022-23)
Concentration of Sales	a. i) Sales to dealer / distributors	498836090.23	498732846.41
	ii) Total Sales	3244089148.53	2038962525.00
	iii) Sales to dealer / distributors as % of total sales	15.38%	24.46%
	b. Number of dealers / distributors to whom sales are made	78	105
	c. i) Sales to top 10 dealers / distributors	218352615.60	238009414.06
	ii) Total Sales to dealer / distributors	498836090.23	498732846.41
	iii) Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	43.77%	47.72%
Parameter	Metrics	FY (2023-24)	PY (2022-23)
Share of RPTs in	a. i) Purchases (Purchases with related parties)	0.00	0.00
	ii) Total Purchases	246488918.80	152858074.00
	iii) Purchases (Purchases with related parties as % of Total Purchases)	0.00%	0.00%
	b. i) . Sales (Sales to related parties)	44190125.79	53368378.00
	ii) Total Sales	3244089148.53	2038962526.38
	iii) Sales (Sales to related parties as % of Total Sales)	1.36%	2.62%
	c. i) Loans & advances given to related parties	20448767.00	30000000.00
	ii) Total loans & advances	273773689.58	124005193.00
	iii) Loans & advances given to related parties as % of Total loans & advances	7.47%	24.19%
	d. i) Investments in related parties	0.00	0.00
	ii) Total Investments made	41400000.00	45478781.00
	iii) Investments in related parties as % of Total Investments made	0.00%	0.00%
Leadership Indicators			
2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board?			
	Yes		
If Yes, provide details of the same.	the Company has a detailed policy known as the code of conduct, the purpose of which is to ensure that "Board of Directors and Senior Management shall observe high standards of ethical conduct, fairness and integrity and shall work to the best of their ability, responsibility and judgement in a manner that is in consonance with the best interests of the Company and its stakeholders".		
Notes			

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe						
Essential Indicators						
1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.						
	FY (2023-24)			PY (2022-23)		Details of improvements in environmental and social impacts
R&D	0.00%			0.00%		
Capex	0.00%			0.00%		
2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)				No		
b. If yes, what percentage of inputs were sourced sustainably?						
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)			Not Applicable			
(b) E-waste			Not Applicable			
(c) Hazardous waste			Not Applicable- Waste generated in Hospitals is handed over for safe disposal through third party.			
(d) other waste			Not Applicable			
4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).				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.						
Leadership Indicators						
1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)?				No		
4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:						
	FY (2023-24)			PY (2022-23)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E waste						
Hazardous waste						
Notes						

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains											
Essential Indicators											
1. a. Details of measures for the well-being of employees:											
Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	1272	0	0.00%	0	0.00%			0	0.00%	0	0.00%
Female	1286	0	0.00%	0	0.00%	1027	79.86%			0	0.00%
Other	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	2558	0	0.00%	0	0.00%	1027	40.15%	0	0.00%	0	0.00%
Other than permanent employees											
Male	294	0	0.00%	0	0.00%			0	0.00%	0	0.00%
Female	90	0	0.00%	0	0.00%	0	0.00%			0	0.00%
Other	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	384	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
b. Details of measures for the well-being of workers:											
Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	0	0	0.00%	0	0.00%			0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0.00%			0	0.00%
Other	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Other than permanent workers											
Male	0	0	0.00%	0	0.00%			0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0.00%			0	0.00%
Other	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
C. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:											
	FY (2023-24)						PY (2022-23)				
i) Cost incurred on wellbeing measures (well-being measures means well-being											

of employees and workers (including male, female, permanent and other than permanent employees and workers)	5789461.07			3214540.00		
ii) Total revenue of the company	3308486595.58			2061787406.00		
iii) Cost incurred on wellbeing measures as a % of total revenue of the company	0.17%			0.16%		
2. Details of retirement benefits						
Benefits	FY (2023-24)			PY (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	70.80%	0.00%	Yes	74.80%	0.00%	Yes
Gratuity	100.00%	0.00%	NA	100.00%	0.00%	NA
ESI	74.60%	0.00%	Yes	78.90%	0.00%	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?					Yes	
If not, whether any steps are being taken by the entity in this regard.						
4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?					Yes	
If so, provide a web-link to the policy.		NA				
5. Return to work and Retention rates of permanent employees and workers that took parental leave.						
Gender	Permanent employees			Permanent workers		
	Return to work rate	Retention rate		Return to work rate	Retention rate	
Male	100.00	100.00		0.00	0.00	
Female	85.00	100.00		0.00	0.00	
Other	0.00	0.00		0.00	0.00	
Total	0.00	0.00		0.00	0.00	
6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?					Yes	
If yes, give details of the mechanism in brief.		Yes/No		(If Yes, then give details of the mechanism in brief)		
Permanent Workers		No				
Other than Permanent Workers		No				
Permanent Employees		Yes		1. Purpose To provide employees with a structured framework to voice and resolve workplace grievances in a confidential, fair, and prompt manner. 2. Scope This policy applies to all employees, irrespective of their roles or tenure, and covers grievances related to: • Workplace discrimination or harassment • Unfair treatment or favoritism • Workplace safety concerns • Policy violations • Disputes with colleagues or managers 3. Guiding Principles • Confidentiality: Ensure grievances are handled discreetly. • Non-Retaliation: Protect employees from retaliation for raising grievances. • Transparency: Provide clarity on the process and resolution. • Fairness: Treat all parties involved impartially. 4. Grievance Redressal Mechanism Step 1: Informal Resolution Employees are encouraged to: • Discuss the issue directly with the person concerned (if comfortable). • Seek support from their immediate supervisor or HR representative. Step 2: Formal Grievance Submission If unresolved, employees can: 1. Submit a written grievance to the HR department, detailing: o The nature of the grievance o Relevant facts, dates, and witnesses (if any) o Desired resolution 2. Use an online grievance portal (if available). Step 3: Acknowledgment HR acknowledges receipt of the grievance within 48 hours, providing a reference number. Step 4: Investigation • A grievance committee (including HR, management, and, where necessary, external experts) investigates the matter. • The investigation is completed within 10-15 business days. • Both the complainant and the respondent are interviewed, and evidence is reviewed. Step 5: Resolution • HR provides a formal response outlining findings and the resolution. • If disciplinary action is warranted, appropriate measures are taken as per company policy. Step 6: Appeal If unsatisfied with the resolution, the employee can appeal to senior management or an external arbitrator (if specified). 5. Roles and Responsibilities • Employees: Raise genuine grievances promptly and provide necessary details. • Managers/Supervisors: Address issues at the departmental level and escalate if unresolved. • HR Department: Facilitate the process, ensure compliance with timelines, and maintain records. • Grievance Committee: Conduct unbiased investigations and recommend resolutions. 6. Confidentiality and Record-Keeping		

		• Maintain records of all grievances and resolutions for a minimum of 2-3 years. • Share grievance details only on a need-to-know basis. 7. Review and Compliance The policy is reviewed annually and updated to reflect changes in laws or workplace dynamics.								
Other than Permanent Employees		No								
7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:										
Category	FY (2023-24)			PY (2022-23)						
	Total employees/workers in respective category (A)	No.of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No.of employees /workers in respective category,who are part of association(s) or Union (D)	% (D / C)				
Total Permanent Employees	2558	0	0.00%	1897	0	0.00%				
Male	1272	0	0.00%	964	0	0.00%				
Female	1286	0	0.00%	933	0	0.00%				
Other	0	0	0.00%	0	0	0.00%				
Total Permanent Workers	0	0	0.00%	0	0	0.00%				
Male	0	0	0.00%	0	0	0.00%				
Female	0	0	0.00%	0	0	0.00%				
Other	0	0	0.00%	0	0	0.00%				
8. Details of training given to employees and workers:										
Category	FY (2023-24)					PY (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	1272	1272	100.00%	1272	100.00%	964	964	100.00%	964	100.00%
Female	1286	1286	100.00%	1286	100.00%	933	933	100.00%	933	100.00%
Other	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Total	2558	2558	100.00%	2558	100.00%	1897	1897	100.00%	1897	100.00%
Workers										
Male	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Other	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Total	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
9. Details of performance and career development reviews of employees and worker:										
Category	FY (2023-24)			PY (2022-23)						
	Total (A)	No. (B)	% (B / A)	Total (D)	No. (E)	% (E / D)				
Employees										
Male	1272	1272	100.00%	964	964	100.00%				
Female	1286	1286	100.00%	933	933	100.00%				
Other	0	0	0.00%	0	0	0.00%				
Total	2558	2558	100.00%	1897	1897	100.00%				
Workers										
Male	0	0	0.00%	0	0	0.00%				
Female	0	0	0.00%	0	0	0.00%				
Other	0	0	0.00%	0	0	0.00%				
Total	0	0	0.00%	0	0	0.00%				
10. Health and safety management system:										
a.Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No/ NA).				Yes						
If yes, the coverage such system?				We provide first aid facility at the office premises & we do have ambulance facility available 24*7 for critical cases.						
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?				We identify work-related hazards and assess risks by conducting workplace inspections, reviewing procedures (routine and non-routine) analyzing incident reports and consulting employees. Risks are assessed based on likelihood and severity. prioritized and mitigated using the hierarchy of controls (elimination, substitution, engineering, administrative and PPE). Regular reviews ensure updates for changes in tasks, equipment or incidents.						
c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks?				Yes						
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?				NA		yes, through ESI (Employee's State Insurance)				
11. Details of safety related incidents, in the following format:										
Safety Incident/Number		Category*	FY (2023-24)		PY (2022-23)					
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)		Employees	0.00		0.00					
		Workers	0.00		0.00					
Total recordable work-related injuries		Employees	0		0					
		Workers	0		0					
No. of fatalities		Employees	0		0					
		Workers	0		0					
High consequence work related injury or ill-health (excluding fatalities)		Employees	0		0					

		Workers	0		0	
				Jeena Sikho Lifecare Limited ensures a safe and healthy workplace by maintaining high standards of hygiene and sanitation across all facilities. Regular health check-ups and wellness programs are conducted to monitor and enhance employee well-being. The organization provides necessary safety equipment for employees in high-risk areas and conducts routine training sessions to educate staff on workplace safety protocols and emergency preparedness. Mental health support, including counseling and stress management initiatives, is also offered to promote emotional well-being. By adhering to workplace safety regulations and conducting regular audits, Jeena Sikho Lifecare Limited fosters a culture of safety and care, encouraging open communication to address any concerns promptly.		
12. Describe the measures taken by the entity to ensure a safe and healthy work place.						
13. Number of Complaints on the following made by employees and workers:						
	FY (2023-24)			PY (2022-23)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0		0	0	
Health & Safety	0	0		0	0	
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			0.00%			
Working Conditions			0.00%			
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.			Incident Response- Immediate actions taken (e.g., first-aid, area secured, incident logged). Preventive Measures- Safety training, updated procedures and new safety equipment implemented.			
Leadership Indicators						
1. Does the entity extend any life insurance or any compensatory package in the event of death of						
(A) Employees (Y/N)					No	
(B) Workers (Y/N).						
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.						
3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:						
	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)	PY (2022-23)		FY (2023-24)	PY (2022-23)	
Employees	0	0		0	0	
Workers	0	0		0	0	
4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No/ NA)					No	
5. Details on assessment of value chain partners:						
			% of value chain partners (by value of business done with such partners) that were assessed			
Health and safety practices						
Working Conditions						
6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.			No			
Notes						

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.	<p>We engage with our stakeholders including Investors, Customers, Healthcare professionals, Employees, Communities, Regulators, Suppliers, and Industry Associations to understand their expectations and concerns at regular intervals. Effective stakeholder engagement is the cornerstone of building strong, mutually beneficial relationships. By identifying and understanding the needs, interests, and potential concerns of our stakeholders, we can mitigate risks and identify opportunities, drive innovation, foster collaboration, and increase trust. Our stakeholder engagement process consists of the following steps: * Identifying key stakeholders involves recognising the groups or individuals who hold significant influence over our operations or are directly affected by the Company's activities * Developing a clearly defined communication strategy requires finalising different approaches to engage with stakeholders, considering factors such as communication frequency and the preferred mode of communication * Engagement objectives help specify the desired goals and outcomes of the engagement process. For example, objectives might include enhancing customer satisfaction or improving employee retention rates * To measure the effectiveness of the engagement plan, we define specific metrics. These metrics allow us to quantitatively assess the success of our engagement efforts. Additionally, we diligently track our progress against these metrics to maintain transparency and accountability * We frequently evaluate and refine the stakeholder engagement plan to ensure its continued effectiveness and relevance as our operations evolve</p>

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.							
List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.							
Sr. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication	Details of Other Channels of communication	Frequency of engagement	Details of Other Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Investor/ Shareholders	Yes	Other	* Email, Newspaper, Website, Investor and Analyst Meetings/ Conferences * One-to-one Meetings (Physical and Virtual), * Earnings Call with Analysts and Investors * Annual General Meeting * Press Releases * Stock Exchange Filings	Others - please specify	Annually/Half yearly/ Quarterly/ Ongoing	* To ensure transparent and effective communication of business performance * To provide insights into Company's strategy and sustainability initiatives * To address investor/ analyst queries and concerns * To ensure sound corporate governance mechanisms * To enhance Company reputation
2	Patients/ Customers	Yes	Other	* Listening to patients posts via email, SMS, website, feedback App, social media platforms, verbal, patient feedback surveys, complaint box, etc. * Patient communication by the hospital: email, meetings/ telephonic/ verbal	Others - please specify	Ongoing	* Establishing an effective mechanism for promptly recognising and resolving concerns and complaints raised by patients and their attendants * Enhancing the provision of highquality healthcare services and safeguarding patient health and safety through thorough review, investigation, tracking and trend analysis of complaints * Ensuring immediate responses to patient and attendant complaints and grievances in real-time
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.							
2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics.	No						
If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.							
3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.							
Notes							

PRINCIPLE 5 Businesses should respect and promote human rights										
Essential Indicators										
1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:										
Category	FY (2023-24)					PY (2022-23)				
	Total (A)	No. of employees/workers covered (B)		% (B / A)		Total (C)	No. of employees/workers covered (D)		% (D / C)	
Employees										
Permanent	2558	2558		100.00%		1897	1897		100.00%	
Other than permanent	384	0		0.00%		0	0		0.00%	
Total Employees	2942	2558		86.95%		1897	1897		100.00%	
Workers										
Permanent	0	0		0.00%		0	0		0.00%	
Other than permanent	0	0		0.00%		0	0		0.00%	
Total Workers	0	0		0.00%		0	0		0.00%	
2. Details of minimum wages paid to employees and workers, in the following format:										
Category	FY (2023-24)					Total (D)	PY (2022-23)			
	Total (A)	Equal to Minimum Wage		More than Minimum Wage			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	2558	1100	43.00%	1458	57.00%	1897	987	52.03%	910	47.97%
Male	1272	432	33.96%	840	66.04%	939	386	41.11%	553	58.89%
Female	1286	668	51.94%	618	48.06%	958	601	62.73%	357	37.27%
Other	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Other than Permanent	384	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Male	294	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Female	90	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Other	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Workers										
Permanent	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Male	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Other	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Other than Permanent	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Male	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Other	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
3. Details of remuneration/salary/wages, in the following format:										
a. Median remuneration / wages:										
	Male				Female				Other	
	Number	Median remuneration/ salary/ wages of respective category			Number	Median remuneration/ salary/ wages of respective category			Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	1	24000000			1	18000000			0	0
Key Managerial Personnel	1	1475000			1	249167			0	0
Employees other than BoD and KMP	1271	326824227			1285	246190969			0	0
Workers	0	0			0	0			0	0
b. Gross wages paid to females:										
					FY (2023-24)				PY (2022-23)	
Gross wages paid to females					264440136.00				176569314.00	
Total wages					616739363.00				404579968.00	
Gross wages paid to females (Gross wages paid to females as % of total wages)					42.88%				43.64%	
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					
5. Describe the internal mechanisms in place to redress grievances related to human rights issues.					1. Reporting Work-Related Hazards Create a straightforward, accessible process for workers to report hazards. Steps to Implement: Reporting Mechanisms: Provide multiple ways for workers to report hazards, such as a digital platform, physical forms, or direct reporting to a supervisor. Anonymous Reporting: Allow for anonymous reporting to encourage employees who may feel hesitant about speaking up. Training: Educate employees on how to identify and report hazards effectively. Clear Workflow: Establish a documented process showing what happens after a report is made (e.g., acknowledgment, investigation, resolution). Example Process: Worker identifies a hazard. Worker submits a report via an app, email, or paper form. Supervisor or safety officer reviews the report within 24 hours. Corrective action is implemented and communicated back to the worker. 2. Removing Themselves from Risks Enable workers to step away from unsafe situations without fear of retaliation. Steps to Implement: Empowerment: Clearly communicate that employees have the right to refuse unsafe work without consequences. Policy Development: Include a formal policy in your safety manual that outlines this right. Safe Escalation: Provide clear instructions on how to alert a supervisor or safety officer if a risk is identified. Incident Documentation: Create a protocol for documenting the incident, including the worker's account and any actions taken to resolve the					

			issue. Example Guidelines for Workers: Stop work immediately if a hazard poses an imminent threat. Notify your supervisor or safety officer of the risk. Relocate to a safe area if needed. Resume work only after the hazard has been mitigated and deemed safe. 3. Encourage a Safety-First Culture Regularly communicate the importance of safety during meetings. Celebrate hazard reporting and corrective actions to encourage proactive behavior. Conduct periodic safety audits and act on findings promptly.			
6. Number of Complaints on the following made by employees and workers:						
	FY (2023-24)			PY (2022-23)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	Sexual Harassment and POSH (Prevention of Sexual Harassment) Objective Our organization is committed to maintaining a safe, respectful, and inclusive work environment for all employees. This policy outlines our zero-tolerance approach to sexual harassment and adherence to the POSH (Prevention of Sexual Harassment) Act, ensuring every individual is protected from unwelcome conduct. Scope This policy applies to all employees, including permanent, temporary, contract, and third-party staff, across all locations where the organization operates. Definitions Sexual harassment includes but is not limited to: • Unwelcome sexual advances or comments. • Requests for sexual favours. • Sending sexually explicit messages or images. • Physical, verbal, or non-verbal conduct of a sexual nature. • Any act that creates a hostile or intimidating work environment. Key Provisions of POSH 1. Internal Committee (IC): o The organization has established an Internal Committee to address and redress complaints of sexual harassment. 2. Awareness and Training: o Regular training sessions and awareness programs will be conducted to educate employees on POSH compliance and workplace conduct. 3. Confidentiality: o All complaints will be treated with the utmost confidentiality to protect the privacy of individuals involved. Complaint and Redressal Process 1. Filing a Complaint: o Complaints should be made in writing to the IC within three months of the incident. 2. Investigation: o The IC will investigate the matter thoroughly, ensuring fair treatment for all parties. 3. Resolution: o Appropriate disciplinary action, up to and including termination, will be taken against offenders. 4. Appeal: o Either party may appeal the decision as per legal provisions. Zero Retaliation The organization prohibits retaliation against anyone who reports sexual harassment in good faith or participates in an investigation. Implementation Employees are encouraged to report any concerns without fear. Managers and team leaders are responsible for promoting a harassment-free workplace. This policy demonstrates our unwavering commitment to fostering dignity, respect, and safety for everyone. For questions or further details, please contact the HR department.	0	0	
Discrimination at workplace	0	0	No	0	0	
Child Labour	0	0	No	0	0	
Forced Labour/Involuntary Labour	0	0	No	0	0	
Wages	0	0	No	0	0	
Other human rights related issues	0	0	No	0	0	
7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:						
			FY (2023-24)	PY (2022-23)		
i) Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)						
ii) Female employees / workers						
iii) Complaints on POSH as a % of female employees / workers						
iv) Complaints on POSH upheld						

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.	Policy to Prevent Adverse Consequences to Complainants The organization is committed to ensuring a safe and equitable workplace where individuals feel confident reporting concerns of discrimination or harassment without fear of retaliation. All complaints will be addressed promptly, confidentially, and impartially. Any form of retaliation against complainants or witnesses is strictly prohibited and will result in disciplinary action, up to and including termination. Mechanisms to Prevent Adverse Consequences 1. Confidentiality • Limit information about the complaint to those directly involved in its resolution. • Use anonymous reporting systems where feasible. 2. Anti-Retaliation Measures • Clearly define and enforce anti-retaliation policies. • Monitor interactions involving the complainant, ensuring no changes to their role, responsibilities, or work environment are punitive. 3. Independent Investigation • Assign neutral investigators who have no stake in the outcome. • Avoid involving individuals in the process who have prior conflicts of interest. 4. Support Systems • Provide access to counseling or Employee Assistance Programs (EAPs). • Designate a liaison to support complainants through the process. 5. Continuous Monitoring • Conduct periodic check-ins with the complainant post-resolution to ensure there are no adverse impacts. • Monitor workplace dynamics to prevent subtle forms of retaliation, like exclusion or unjust criticism. 6. Training and Awareness • Conduct regular anti-discrimination and anti-harassment training emphasizing non-retaliation. • Educate employees on the importance of supporting a culture of openness and accountability. 7. Escalation and Appeal • Provide clear pathways for complainants to escalate their concerns if they experience adverse consequences. • Allow appeals if the complainant is dissatisfied with the handling of their case. 8. Documented Processes • Maintain detailed records of all complaints, investigations, and resolutions to ensure transparency and accountability. • Use this documentation to identify and address patterns of retaliation or discrimination. These measures aim to build trust and reinforce the organization's commitment to fairness and safety.	
9. Do human rights requirements form part of your business agreements and contracts? (Yes/No/NA)	No	
10. Assessments for the year:		
	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labour	0.00%	
Forced/involuntary labour	0.00%	
Sexual harassment	0.00%	
Discrimination at workplace	0.00%	
Wages	0.00%	
11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.	NA	
Leadership Indicators		
1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.	No	
2. Details of the scope and coverage of any Human rights due-diligence conducted	1. Risk Assessment and Mapping: • Identify human rights risks: The organization identifies and assesses risks associated with human rights violations in its operations and supply chain. This includes evaluating risks of forced labor, child labor, discrimination, health and safety concerns, and freedom of association. • Assess context: This involves understanding the regional and industry-specific challenges related to human rights, considering factors like legal frameworks, social dynamics, and historical concerns. 2. Supply Chain Assessment: • Engagement with suppliers: Conducting assessments of suppliers to ensure they comply with human rights standards. This includes both direct and indirect suppliers, subcontractors, and third-party service providers. • Supplier code of conduct: Ensuring suppliers are required to follow a code of conduct that aligns with the organization's human rights policy. • Audits and inspections: Regular monitoring, audits, and inspections of suppliers and partners to ensure compliance. 3. Stakeholder Engagement: • Consultation with affected stakeholders: Engaging with affected communities, workers, and other stakeholders to gather input on human rights risks and impacts. This might include labor unions, NGOs, and community groups. • Grievance mechanisms: Establishing clear and accessible grievance mechanisms to allow workers, stakeholders, and communities to report human rights concerns. 4. Policy Integration: • Internal policies: Ensuring that the company's internal policies, procedures, and business practices integrate human rights principles. This includes labor practices, anti-discrimination policies, and health and safety standards. • Training and awareness: Implementing training programs to educate employees and management on human rights principles and due diligence processes. 5. Impact Monitoring and Mitigation: • Impact evaluation: Regularly evaluating whether the organization's activities have caused or contributed to any human rights violations, and taking corrective action if necessary. • Remediation processes: Establishing a process to provide remedy and compensation for any human rights abuses, such as providing support for victims or taking action to stop the harmful practice. 6. Reporting and Transparency: • Due diligence reports: Regularly publishing reports on human rights due diligence efforts, including findings from risk assessments, steps taken to mitigate adverse impacts, and actions taken in response to grievances. • Accountability: The organization ensures accountability through senior management oversight and integration of human rights due diligence into corporate governance structures. 7. Continuous Improvement: • Feedback loops: Creating mechanisms for ongoing feedback and improvement, ensuring that human rights due diligence is an evolving and continuous process. • Adaptation to new risks: Adapting to emerging risks, including shifts in regulations, socio-political environments, and global human rights trends.	
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	
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		
Discrimination at workplace		
Child Labour		
Forced Labour/Involuntary Labour		
Wages		
5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.		
Notes		

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:			
Whether total energy consumption and energy intensity is applicable to the company?		No	
Revenue from operations (in Rs.)		FY (2023-24)	PY (2022-23)
		3244089148.86	2038962525.00
Parameter	Units	FY (2023-24)	PY (2022-23)
From renewable sources			
Total electricity consumption (A)			
Total fuel consumption (B)			
Total energy consumed from renewable sources (A+B+C)			
From non-renewable sources			
Total electricity consumption (D)			
Total fuel consumption (E)			
Total energy consumed from non-renewable sources (D+E+F)			
Total energy consumed (A+B+C+D+E+F)			
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)			
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)			
Energy intensity in terms of physical Output			
Energy intensity (optional) - the relevant metric may be selected by the entity			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)			
If yes, name of the external agency.			
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?		No	
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.			
3. Provide details of the following disclosures related to water, in the following format:			
Parameter		FY (2023-24)	PY (2022-23)
Water withdrawal by source (in kilolitres)			
(i) Surface water		0.00	0.00
(ii) Groundwater		0.00	0.00
(iii) Third party water		24662.00	1610.00
(iv) Seawater / desalinated water		0.00	0.00
(v) Others		0.00	0.00
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		24662.00	1610.00
Total volume of water consumption (in kilolitres)		0.00	0.00
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)		0.00	0.00
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)		0.00	0.00
Water intensity in terms of physical output		0.00	0.00
Water intensity (optional) - the relevant metric may be selected by the entity			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?		No	
If yes, name of the external agency.			
4. Provide the following details related to water discharged:			
Parameter		FY (2023-24)	PY (2022-23)
Water discharge by destination and level of treatment (in kilolitres)			
(i) To Surface water		0.00	0.00
No treatment		0.00	0.00
With treatment - please specify level of treatment		0.00	0.00
(ii) To Groundwater		0.00	0.00
No treatment		0.00	0.00
With treatment - please specify level of treatment		0.00	0.00
(iii) To Seawater		0.00	0.00
No treatment		0.00	0.00
With treatment - please specify level of treatment		0.00	0.00
(iv) Sent to third-parties		0.00	0.00
No treatment		0.00	0.00
With treatment - please specify level of treatment		0.00	0.00
(v) Others		0.00	0.00
No treatment		0.00	0.00
With treatment - please specify level of treatment		0.00	0.00
Total water discharged (in kilolitres)		0.00	0.00
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)		No	
If yes, name of the external agency.			
5. Has the entity implemented a mechanism for Zero Liquid Discharge?		No	
If yes, provide details of its coverage and implementation.			
6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:			
Whether air emissions (other than GHG emissions) by the entity is applicable to the company?		No	
Parameter	Please specify unit	FY (2023-24)	PY (2022-23)
NOx			
SOx			

Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)			
If yes, name of the external agency.			
7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:			
Whether greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity is applicable to the company?	No		
Parameter	Unit	FY (2023-24)	PY (2022-23)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)			
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)			
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)			
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)			
If yes, name of the external agency.			
8. Does the entity have any project related to reducing Green House Gas emission?	NA	NA	
If Yes, then provide details.			
9. Provide details related to waste management by the entity, in the following format:			
Parameter	FY (2023-24)	PY (2022-23)	
Total Waste generated (in metric tonnes)			
Plastic waste (A)	0.00	0.00	
E-waste (B)	0.00	0.00	
Bio-medical waste (C)	4.82	4.10	
Construction and demolition waste (D)	0.00	0.00	
Battery waste (E)	0.00	0.00	
Radioactive waste (F)	0.00	0.00	
Other Hazardous waste. Please specify, if any. (G)	61.72	52.46	
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0.00	0.00	
Total (A+B + C + D + E + F + G + H)	66.54	56.56	
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000000205	0.0000000277	
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00	0.00	
Waste intensity in terms of physical output	0.00	0.00	
Waste intensity (optional) - the relevant metric may be selected by the entity			
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)			
Category of waste			
(i) Recycled	0.00	0.00	
(ii) Re-used	0.00	0.00	
(iii) Other recovery operations	0.00	0.00	
Total	0.00	0.00	
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)			
Category of waste			
(i) Incineration	0.00	0.00	
(ii) Landfilling	0.00	0.00	
(iii) Other disposal operations	0.00	0.00	
Total	0.00	0.00	
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)	No		
If yes, name of the external agency.			
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.	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/NA).	NA	Not Applicable	
If not, provide details of all such non-compliances, in the following format:			
Leadership Indicators			
1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):			
For each facility / plant located in areas of water stress, provide the following information:			
Details For each facility / plant located in areas of water stress			
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.			
2. Please provide details of total Scope 3 emissions & its intensity, in the following format:			
Whether total Scope 3 emissions & its intensity is applicable to the company?	No		
Parameter	Unit	FY (2023-24)	PY (2022-23)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)			
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)		
If yes, name of the external agency.		
3. With respect to the ecologically sensitive areas reported at Question 10 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.		
5. Does the entity have a business continuity and disaster management plan?		
Details of entity at which business continuity and disaster management plan is placed or weblink.		
6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.		
7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.		
Notes		

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.		2
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/International)
1	NABH	National
2	AYURVEDA FEDERATION OF INDIA	National
3		
4		
5		
6		
7		
8		
9		
10		
Leadership Indicators		
Notes		

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development			
Essential Indicators			
3. Describe the mechanisms to receive and redress grievances of the community.	Not Applicable		
4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:	FY (2023-24)	PY (2022-23)	
Directly sourced from MSMEs/ small producers	100.00%	100.00%	
Sourced directly from within the district and neighbouring districts	100.00%	100.00%	
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:			
	FY (2023-24)	PY (2022-23)	
1. Rural			
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)			
ii) Total Wage Cost			
iii) % of Job creation in Rural areas			
2. Semi-urban			
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)			
ii) Total Wage Cost			
iii) % of Job creation in Semi-Urban areas			
3. Urban			
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	673429266.58	433770820.00	
ii) Total Wage Cost	673429266.58	433770820.00	
iii) % of Job creation in Urban areas	100.00%	100.00%	
4. Metropolitan			
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)			
ii) Total Wage Cost			
iii) % of Job creation in Metropolitan area			
Leadership Indicators			
3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No/NA)			
(b) From which marginalized /vulnerable groups do you procure?			
(c) What percentage of total procurement (by value) does it constitute?			
6. Details of beneficiaries of CSR Projects:			
Details of beneficiaries of CSR Projects			
Sr.No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Mata Krishnawanti Memorial Educational Society	1500	50.00%
2	All India Ayurvedic Congress	25000	50.00%
3	Kheti Virasat Mission	500	40.00%
Notes			

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.	Mechanisms for Responding to Complaints and Feedback: Complaint Resolution Process Each complaint is logged into our system, assigned a unique ID, and categorized based on urgency and nature. A designated team follows up on the issue, ensuring resolution within the shortest possible time. Customer Acknowledgment and Updates Customers receive immediate acknowledgment upon lodging complaints, along with regular updates on the progress of resolution. Feedback Analysis and Action Consumer feedback is reviewed periodically to identify trends and areas for improvement. Insights from complaints and suggestions are used to refine products, services, and operational practices. Training for Continuous Improvement Our customer support team undergoes regular training to handle complaints effectively and empathetically.					
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	100.00%					
Safe and responsible usage	0.00%					
Recycling and/or safe disposal	0.00%					
3. Number of consumer complaints in respect of the following	FY (2023-24)		Remark	PY (2022-23)		Remark
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	212	2	Not Applicable	123	0	Not Applicable
Advertising	0	0	Not Applicable	0	0	Not Applicable
Cyber-security	0	0	Not Applicable	0	0	Not Applicable
Delivery of essential services	376	0	Not Applicable	487	0	Not Applicable
Restrictive Trade Practices	0	0	Not Applicable	0	0	Not Applicable
Unfair Trade	146	0	Not Applicable	165	0	Not Applicable

Practices						
Other	1845	6	Not Applicable	1645	0	Not Applicable
4. Details of instances of product recalls on account of safety issues	Number	Reasons for recall				
Voluntary recalls	0	No Calls received				
Forced recalls	0	No Calls received				
5. Does the entity have a framework/ policy on cyber security and risks related to data privacy?			Yes			
If available, provide a web-link of the policy			Jeena Sikho Lifecare Limited has a robust framework and policy in place to ensure the security of its digital infrastructure and protect the privacy of customer data. Our policy outlines: Measures to safeguard customer data from unauthorized access or breaches. Protocols for secure handling, storage, and sharing of personal information. Regular audits and updates to ensure compliance with the latest cybersecurity standards. Employee training programs to promote awareness of data privacy practices. For further details, please refer to our Cyber Security and Data Privacy Policy available at: https://jeenasikho.com/privacy-policy/			
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.			Advertising We ensure all advertisements strictly comply with regulatory guidelines and ethical standards. Any concerns raised about advertising practices are promptly reviewed, and necessary corrections are implemented. Regular monitoring and audits are conducted to ensure advertisements convey accurate and transparent information. Delivery of Essential Services Steps have been taken to strengthen supply chain management to minimize delays or disruptions. Enhanced communication mechanisms ensure that customers are informed promptly in case of any service disruptions and provided with alternative solutions. Cyber Security and Data Privacy We have implemented advanced cybersecurity measures, such as firewalls, data encryption, and multi-factor authentication, to safeguard customer data. In case of any potential breach, our response team takes immediate action to mitigate risks and notify affected customers if necessary. Regular risk assessments are conducted to prevent reoccurrence of issues. Product Recalls To date, there have been no significant instances of product recalls. However, in the event of a product safety concern, a recall protocol is in place to ensure prompt action, including customer notifications and safe disposal/replacement of the product. Regulatory Penalties or Actions We adhere strictly to all regulatory guidelines for product safety and service delivery. Any regulatory observations are addressed immediately, with corrective measures implemented to prevent recurrence. Jeena Sikho Lifecare Limited is committed to maintaining the highest standards of transparency, compliance, and customer satisfaction across all its operations.			
7. Provide the following information relating to data breaches:						
a. Number of instances of data breaches along-with impact			0			
b. Percentage of data breaches involving personally identifiable information of customers			0.00%			
c. Impact, if any, of the data breaches			Not Applicable			
Leadership Indicators						
1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).			We ensure all advertisements strictly comply with regulatory guidelines and ethical standards. Any concerns raised about advertising practices are promptly reviewed, and necessary corrections are implemented. Regular monitoring and audits are conducted to ensure advertisements convey accurate and transparent information. Delivery of Essential Services Steps have been taken to strengthen supply chain management to minimize delays or disruptions. Enhanced communication mechanisms ensure that customers are informed promptly in case of any service disruptions and provided with alternative solutions. Cyber Security and Data Privacy We have implemented advanced cybersecurity measures, such as firewalls, data encryption, and multi-factor authentication, to safeguard customer data. In case of any potential breach, our response team takes immediate action to mitigate risks and notify affected customers if necessary. Regular risk assessments are conducted to prevent reoccurrence of issues. Product Recalls To date, there have been no significant instances of product recalls. However, in the event of a product safety concern, a recall protocol is in place to ensure prompt action, including customer notifications and safe disposal/replacement of the product. Regulatory Penalties or Actions We adhere strictly to all regulatory guidelines for product safety and service delivery. Any regulatory observations are addressed immediately, with corrective measures implemented to prevent recurrence. Jeena Sikho Lifecare Limited is committed to maintaining the highest standards of transparency, compliance, and customer satisfaction across all its operations. Jeena Sikho Lifecare Limited provides information about its products and services through a wide range of television channels and digital platforms to ensure accessibility for all consumers. Below are the details: Television Channels India TV Sadhna NDTV News Nation ABP NRI Punjabi / Punjabi News Live / Asal Punjabi Santvani Zee Punjabi Pro Punjab TV Zee News Digital Platforms HIIMS Official Facebook: https://www.facebook.com/hiimsofficial Instagram: https://www.instagram.com/hiimsofficial YouTube: https://www.youtube.com/hiimsofficial Shuddhi Ayurveda Facebook: https://www.facebook.com/haveshuddhi Instagram: https://www.instagram.com/haveshuddhi YouTube: https://www.youtube.com/haveshuddhi Guru Manish Ayurveda Facebook: https://www.facebook.com/GuruManishAyurveda Instagram: https://www.instagram.com/chikitsaguru/ Websites HIIMS: https://hiims.in/ Shuddhi: https://shuddhi.com/ Acharya Manish: https://acharyamanish.com/ These channels and platforms provide extensive information about our products, services, and wellness initiatives, ensuring customers can access updates, guidance, and educational content easily.			
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services			At Jeena Sikho Lifecare Limited, educating our consumers about the safe and effective use of our products and services is a core priority. To achieve this, we have implemented the following initiatives: Personalized Guidance by Health Counselors Our call center team of trained health counselors reaches out to every customer individually to explain the correct way to use our products, including dosage, timing, and precautions. They also address any customer queries to ensure proper understanding and responsible usage. Educational Content via YouTube We create informative and engaging YouTube videos that guide consumers on using our products safely and adopting a healthy lifestyle. These videos are also shared directly with customers through WhatsApp for easy access. Live Online Sessions Our team of experts regularly conducts live sessions on social media platforms to educate a wider audience about the benefits, usage, and precautions of our products. These sessions are interactive, allowing participants to ask questions and receive real-time answers. On-Site Education at Clinics and Hospitals For customers visiting our clinics and hospitals, we provide direct education through consultations, workshops, and informational materials. This personalized approach ensures customers leave with a clear understanding of the products and their safe usage. Regular Awareness Campaigns We run awareness campaigns through various channels, including social media, newsletters, and community events, to promote the safe and responsible use of our products and services. By leveraging these strategies, Jeena Sikho Lifecare Limited ensures that every consumer is empowered with the knowledge to use our products effectively and responsibly for their health and well-being.			
			At Jeena Sikho Lifecare Limited, we prioritize transparent and proactive communication with our consumers to keep them informed about any potential risks of disruption or discontinuation of our essential services. To achieve this, we have established the following mechanisms: Personalized Customer Updates via Call Center Our dedicated team of health counselors in the call center promptly informs customers about any potential disruptions to product delivery, service availability, or other essential operations. They provide detailed			

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.	<p>information on alternative solutions, timelines, and next steps to minimize inconvenience.</p> <p>Digital Notifications Across Multiple Channels We ensure timely communication through SMS, email, and WhatsApp messages to notify customers about disruptions or service changes. This enables us to reach customers directly with real-time updates. Social Media Communication All major updates are shared on our official social media platforms to ensure a wider audience is aware of any service-related issues. These posts also provide guidance on how to handle the situation. Dedicated Support for Queries We provide 24/7 support through our helpline, WhatsApp chat services, and email support to address customer concerns or provide further clarification about the disruption. This ensures that customers have direct access to assistance when needed. Website Notifications The official website of Jeena Sikho Lifecare Limited features real-time updates on its homepage or through alert pop-ups to keep visitors informed about ongoing or potential disruptions. Clinic and Hospital-Based Notices For disruptions affecting our offline services, such as in clinics or hospitals, we display notices prominently at the premises. Our staff is also trained to inform and guide walk-in customers about the situation. Proactive Customer Engagement Through Sessions In cases where disruptions may last longer, we organize online and offline sessions to guide and educate customers about temporary alternatives, ensuring continued support for their health and wellness. At Jeena Sikho Lifecare Limited, our goal is to ensure uninterrupted service and, in the rare event of disruptions, to keep our consumers well-informed and supported at every step.</p>	
4. Does the entity display product information on the product over and above what is mandated as per local laws?	No	
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	
Notes	<p>Yes, Jeena Sikho Lifecare Limited conducts regular consumer satisfaction surveys to gather insights and feedback regarding its major products, services, and operations across significant locations. These surveys are integral to our commitment to improving customer experience and ensuring high-quality service delivery. Key Aspects of the Surveys: Scope of Surveys Feedback on the effectiveness of our products and their benefits. Evaluation of services offered at clinics, hospitals, and other operational locations. Customer satisfaction with delivery timelines, call center assistance, and overall support. Survey Methodology Online Feedback Forms: Sent to customers via email, WhatsApp, and SMS to collect quantitative and qualitative feedback. In-Person Surveys: Conducted at our clinics and hospitals to capture insights from walk-in customers. Call Center Interactions: Feedback is collected during follow-up calls by our health counselors. Significant Locations Surveys are conducted across all major locations where Jeena Sikho operates, including HIIMS hospitals, Shuddhi Clinics, and wellness centers. Results and Action Plans The feedback gathered is analyzed to identify areas of improvement. Corrective actions are implemented to address concerns raised by customers. The insights are also used to develop new products and refine existing services. These surveys enable us to maintain strong relationships with our customers, understand their needs better, and continuously enhance our products and services.</p>	