

CDSL/CS/NSE/MJ/2024/169

July 26, 2024

**The Manager,
Listing Compliance Department,
National Stock Exchange of India Ltd.,
Exchange Plaza, Bandra Kurla Complex,
Bandra (East), Mumbai – 400051.**

Symbol: CDSL
ISIN: INE736A01011

Subject: Business Responsibility and Sustainability Report for the financial year 2023-24

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report for the financial year 2023-24, which also forms part of the Annual Report.

The above information is also available on the website of the Company:
www.cdslindia.com

This is for your information and records.

Thanking you,
Yours faithfully,
For Central Depository Services (India) Limited

**Nilay Shah
Company Secretary & Head Legal
Membership No.: A20586**

Encl: As above

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L67120MH1997PLC112443		
2	Name of the Listed Entity	Central Depository Services (India) Limited		
3	Year of incorporation	12-12-1997		
4	Registered office address	Unit No. A-2501, Marathon Futurex, Mafatlal Mills Compound, N.M. Joshi Marg, Lower Parel (East), Mumbai - 400013		
5	Corporate address	Unit No. A-3401, Marathon Futurex, Mafatlal Mills Compound, N.M. Joshi Marg, Lower Parel (East), Mumbai - 400013		
6	E-mail	shareholders@cdslindia.com		
7	Telephone	02262343000/3001		
8	Website	www.cdslindia.com		
9	Date Of Start Of Financial Year	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			
	Sr. No.	Name of the Stock exchange	Description of other stock exchange	Name of the Country
	1	National Stock Exchange of India Limited	-	-
11	Paid-up Capital	₹1,04,50,00,000		
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 of Contact Person	Shri Nilay Shah		
	Contact Number of Contact Person	02262343000/3001		
	Email of Contact Person	shareholders@cdslindia.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 mandatorily undertaken reasonable assurance of the BRSR Core?	No		

II. Products/services

15. Details of business activities

Sr. No.	Description of main activity	Description of business activity	% of turnover
1	Depository Services	Financial Services	100

16. 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	Depository Services	64990	100

III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	14	14
International	0	0	0

**18. Markets served by the entity:****a) Number of locations**

Location	Number
National(No. of States)	28 States and 8 Union Territories
International(No. of Countries)	0

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

The depository's business lines cater to a diverse group of customers such as Depository Participants (DPs), Issuers, Registrar & Transfer Agents (RTAs), Clearing Members (CMs), Clearing Corporations (CCs).

IV. Employees**19. Details as at the end of Financial Year:****a) Employees and workers (including differently abled):**

S. No	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
EMPLOYEES								
1.	Permanent (D)	335	244	72.84	91	27.16	0	0.00
2.	Other than Permanent (E)	0	0	0.00	0	0.00	0	0.00
3.	Total employees (D + E)	335	244	72.84	91	27.16	0	0.00
WORKERS								
4.	Permanent (F)	NA	NA	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA	NA	NA

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

b) Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
DIFFERENTLY ABLED EMPLOYEES								
1.	Permanent (D)	3	2	66.67	1	33.33	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)	3	2	66.67	1	33.33	0	0.00
DIFFERENTLY ABLED WORKERS								
4.	Permanent (F)	NA	NA	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA	NA	NA

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

20. Participation/ Inclusion/ Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors@	9	2	22.22
Key Management Personnel*	17	2	11.76

@Board of Directors includes MD & CEO and Directors on Governing Board as on March 31, 2024.

*Key Management Personnel refers to KMP as defined under Section 203(1) of the Companies Act, 2013 and SEBI (Depositories & Participants) Regulations, 2018 and does not include MD & CEO as on March 31, 2024.

21. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY) [values in %]				FY 2022-23 (Turnover rate in previous FY) [values in %]				FY 2021-22 (Turnover rate in the year prior to the previous FY) [values in %]			
	Male	Female	Others	Total	Male	Female	Others	Total	Male	Female	Others	Total
Permanent Employees	10.99	10.06	0.00	10.75	13.79	6.61	0.00	12.14	9.78	13.86	0.00	10.66
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Notes: 1) Average is calculated based on opening and closing count of employees for the financial year.

2) The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

V. Holding, Subsidiary and Associate Companies (including joint ventures)

22. (a) Names of holding/ subsidiary/ associate companies/ joint ventures

Sr. 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	CDSL Ventures Limited	Subsidiary	100	No
2	CDSL Insurance Repository Limited	Subsidiary	54.25*	No
3	CDSL Commodity Repository Limited	Subsidiary	52.00	No
4	India International Bullion Holding IFSC Limited	Associate	20.00	No

*3.25% is held through CDSL Ventures Limited, Wholly Owned Subsidiary.

VI. CSR Details

23. CSR Details

Whether CSR is applicable as per Section 135 of Companies Act, 2013	Yes
Turnover (in ₹)	6,40,95,70,000
Net worth (in ₹)	11,59,87,76,000

VII. Transparency and Disclosures Compliances

24. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	if Yes, then provide web-link for grievance redress policy	FY 2023-24			FY 2022-23		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	NA	-	-	-	-	-	-	-
Investors (other than Shareholders)	NA	-	-	-	-	-	-	-
Shareholders#	Yes		6	0	Complaints were suitably resolved in a timely manner	15	0	Complaints were suitably resolved in a timely manner
Employees and workers	Yes		0	0	-	1	0	Complaints were suitably resolved in a timely manner
Customers*	Yes		13082	485**	-	6620	124	-
Value Chain Partners*	Yes		0	0	-	0	0	-

* Customers/Value chain Partners can register their complaints/grievances at the Company's following weblink: <https://www.cdslindia.com/Footer/grievances.aspx>

** All pending complaints as on March 31, 2024 stands resolved.

#<https://www.cdslindia.com/InvestorRels/ShareholderCorner.html>

Shareholders can register their complaints/grievances at the Company's following email id: shareholders@cdslindia.com



25. 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:

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Social Responsibility towards Society	O	CDSL through its Corporate Social Responsibility (CSR) programmes endeavours to enrich the lives of the citizens of this country. CDSL believes that a nation progresses when its communities are empowered. Extending this belief to our Corporate Social Initiatives, we remain committed to enriching the lives of the citizens of India. Our vision is to create a world in which everyone can thrive through social, environmental, and economic progress. We reached out to the socially and economically disadvantaged communities in association with 10 CSR partners in FY 2023-24. CDSL focused on health, education, environment, and research to leave a visible impact.	Not Applicable	Positive Implications
2	Financial Literacy/ Investor Awareness	O	As the number of investors entering the Indian capital market is increasing at a steady pace, there is a need to protect the interests of investors. CDSL IPF, through its various investor awareness and education initiatives, endeavours to equip the investors with knowledge and resources to enable them to become self-sufficient investors	Not Applicable	Positive Implications
3	Governance and Compliance	O	Effective compliance can help in building brand trust	Not Applicable	Positive Implications
4	Data Security	R&O	Privacy and data security present a significant risk for CDSL, especially considering the increasing digitisation of financial services and the growth in the number of digital users. As more transactions and sensitive information are being exchanged digitally, the risk of cyber threats and unauthorised access to privileged information becomes increasingly prominent. Any breach in data security could result in severe consequences, including financial loss, reputational damage, legal implications, and loss of trust from stakeholders.	To address the risk of privacy and data security, CDSL can implement several measures: Robust Information Security Infrastructure: CDSL invests in advanced software solutions, firewalls, encryption techniques, and intrusion detection systems to create a secure environment for data storage and transmission. This infrastructure should be regularly updated and tested to ensure its effectiveness against emerging cyber threats. Expert Manpower: CDSL employs a team of skilled professionals with expertise in information security to continuously monitor and respond to potential threats. These experts should be well-versed in the latest security practices, industry standards, and regulations to ensure the implementation of effective security measures. Training and Awareness: Conducting regular training sessions and awareness programmes for employees, clients, and other stakeholders is vital. These initiatives should focus on educating them about best practices for data security, including strong password management, safe browsing habits, and identifying potential phishing attempts or social engineering attacks.	Positive Implications

SECTION B: Management and Process Disclosures

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.cdslindia.com/InvestorRels/CorporateGovernance.html Some of the policies being internal documents are accessible only to the employees through the Company's intranet portal.								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications / labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 27001:2022 and ISO 22301:2019 Standard								

Note: The policies are applicable to the value chain partners wherever relevant

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.

As a Market Infrastructure Institution (MII), CDSL recognises its responsibility to foster sustainable progress with purpose. The Company has set forth distinct commitments, goals, and targets. Although there are currently no mandatory targets or standardised evaluation processes for all policies, CDSL rigorously monitors diverse aspects through its ESG and CSR initiatives.

6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.

CDSL is dedicated to upholding sustainability objectives and promptly implements necessary measures, bolstered by robust governance framework. This approach aids the Board in supervising the effectiveness of the ESG & CSR strategy, governance, progress monitoring, and the review of associated policies, practices, initiatives, and goals. While notable strides have been achieved, CDSL remains committed to enhancing performance and addressing any identified gaps. The Company remains unwavering in its dedication to sustainability and social responsibility, striving to create a positive impact on both society and the environment.

For detailed information about CDSL's CSR initiatives, please refer to the Annual Report.

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

CDSL is dedicated to conducting business responsibly and sustainably, upholding the highest standards of integrity. We prioritise ESG initiatives such as responsible energy and water usage, safeguarding human rights, and engaging with stakeholders, employees, and promoting social welfare. Additionally, we recognise the importance of educating consumers about capital market investments. CDSL has established the Investor Protection Fund (IPF), which plays a crucial role in raising awareness about capital markets among investors in India.

CDSL will remain committed to a robust governance framework. The adoption of various policies and controls has strengthened our governance structure significantly.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

The Board of Directors particularly the Managing Director & CEO is responsible for implementation of Business Responsibility policies.



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, Corporate Social Responsibility Committee and Risk Management Committee are the specified Committees of the Board responsible for decision-making on sustainability related issues.

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								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Indicate whether Policies mandated by existing regulations and as outlined in the report review was undertaken by Director/ Committee of the Board/Any other have been officially endorsed by the Board or its Committee as required.								
Committee									
Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
Performance against above policies and follow up action	Frequency Any other								
(Annually/ Half yearly/ Quarterly/ Any other - please specify)									
if Any other, provide details	Relevant policies of the Company are reviewed periodically or on a need basis								
Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances. Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee	The necessary Committees and the Board of Directors ensure compliance with relevant statutory requirements and promptly rectify any non-compliance. Additionally, the Company adheres to all applicable regulations.								
Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances. Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)	Any other Relevant policies of the Company are reviewed periodically or on a need basis								
If NA, provide details.	-								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No)

No

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

Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
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)						NA			
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	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	7	1. Training to Directors on: a) Recent Amendments under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. b) SEBI (Depositories & Participants) Regulations (Amendment) 2023. 2. Training to Directors on CDSL DP's online platform for better understanding of the trading and settlement process. 3. Masterclass for Directors by the Institute of Directors (IOD) on – Corporate Strategy. 4. Masterclass for Directors by the Institute of Directors (IOD) on – Enterprise Risk Management. 5. Masterclass for Directors by the Institute of Directors (IOD) on – The Board's Legal Environment: The Duties, Responsibilities and Liabilities of a Director. 6. Masterclass for Directors by the Institute of Directors (IOD) on – Corporate Sustainability: ESG & Resilience. 7. Masterclass for Directors by the Institute of Directors (IOD) on – Board Committees: Enhancing Effectiveness and Accountability.	100.00
Key Managerial Personnel*	6	1. Business Communication 2. Power BI 3. Code of conduct 4. POSH 5. Crisis Management 6. Infosec	85.00
Employees other than BoD and KMPs	20	1. Communication 2. Teamwork & Collaboration 3. Time Management & Prioritisation 4. Focus & Concentration 5. Articulation & Presentation 6. Positive Mindset and Self confidence 7. Crisis Management 8. Power BI 9. Business Communication 10. Medical Emergency 11. Cyber Awareness and Hygiene 12. Tableau 13. Prevention of Sexual Harassment at Workplace (POSH) Training 14. Code of Conduct 15. Troubleshooting and Problem solving 16. Infosec 17. Leadership development programme 18. Strategic Management for leadership excellence 19. Interpersonal effectiveness and leadership excellence 20. Managerial leadership and conflict resolution.	93.40
Workers	0	NA	0.00

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

** Key Managerial Personnel refers to KMP as defined under Section 203 (1) of the Companies Act, 2013 and SEBI (Depositories & Participants) Regulations, 2018.*



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.	Arbitral Tribunal Arbitration Petition No. 2/2023 filed by Mr. Nimish Shah	34,52,75,447	In the arbitration petition the Claimant has alleged that Anugrah (being the Stock-Broker/Trading Member of the Claimant) had allegedly and without the consent of the Claimant, mis-utilised the securities belonging to the Claimant, had failed to return them to the Claimant and had allegedly pledged them as collaterals towards its own obligations. It has further been contended that Edelweiss Custodial Services Limited (being the Clearing Member) had thereafter allegedly illegally sold the said securities to recover the outstanding debit balance of Anugrah. The Claimant has contended that the aforesaid alleged fraudulent transfers had taken place on account of failure of CDSL (being the Depository) to stop the same. By present arbitration case the Claimant is seeking indemnification in respect of the alleged losses caused to him on account of the purported negligence. The Arbitral Tribunal vide Award dated April 29, 2024, dismissed the Arbitration Petition No. 2/2023.	No
Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable	Arbitral Tribunal Arbitration Petition No. 3/2023 filed by Mr. Ketan Shah	46,18,90,057	In the arbitration petition the Claimant has alleged that Anugrah (being the Stock-Broker/Trading Member of the Claimant) had allegedly and without the consent of the Claimant, mis-utilised the securities belonging to the Claimant, had failed to return them to the Claimant and had allegedly pledged them as collaterals towards its own obligations. It has further been contended that Edelweiss Custodial Services Limited (being the Clearing Member) had thereafter allegedly illegally sold the said securities to recover the outstanding debit balance of Anugrah. The Claimant has contended that the aforesaid alleged fraudulent transfers had taken place on account of failure of CDSL (being the Depository) to stop the same. By present arbitration case the Claimant is seeking indemnification in respect of the alleged losses caused to her on account of the purported negligence. The Claimant vide letter March 28, 2024 informed the Arbitral Tribunal about withdrawing its claim and accordingly the Arbitral Tribunal vide Award dated April 18, 2024, disposed the Arbitration Petition No. 3/2023, 4/2023 and 6/2023 as withdrawn by the Claimant, with the liberty to file fresh proceedings.	Yes
Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable	Arbitral Tribunal Arbitration Petition No. 4/2023 filed by Mr. Ketan Lalit Shah (legal heir of deceased Mr. Lalit Shah)	96,94,70,596	In the arbitration petition the Claimant has alleged that Anugrah (being the Stock-Broker/Trading Member of the Claimant) had allegedly and without the consent of the Claimant, mis-utilised the securities belonging to the Claimant, had failed to return them to the Claimant and had allegedly pledged them as collaterals towards its own obligations. It has further been contended that Edelweiss Custodial Services Limited (being the Clearing Member) had thereafter allegedly illegally sold the said securities to recover the outstanding debit balance of Anugrah. The Claimant has contended that the aforesaid alleged fraudulent transfers had taken place on account of failure of CDSL (being the Depository) to stop the same. By present arbitration case the Claimant is seeking indemnification in respect of the alleged losses caused to her on account of the purported negligence. The Claimant vide letter March 28, 2024 informed the Arbitral Tribunal about withdrawing its claim and accordingly the Arbitral Tribunal vide Award dated April 18, 2024, disposed the Arbitration Petition No. 3/2023, 4/2023 and 6/2023 as withdrawn by the Claimant, with the liberty to file fresh proceedings.	Yes
Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable	Arbitral Tribunal Arbitration Petition No. 6/2023 filed by Mrs. Prafulla Shah	53,00,10,566	In the arbitration petition the Claimant has alleged that Anugrah (being the Stock-Broker/Trading Member of the Claimant) had allegedly and without the consent of the Claimant, mis-utilised the securities belonging to the Claimant, had failed to return them to the Claimant and had allegedly pledged them as collaterals towards its own obligations. It has further been contended that Edelweiss Custodial Services Limited (being the Clearing Member) had thereafter allegedly illegally sold the said securities to recover the outstanding debit balance of Anugrah. The Claimant has contended that the aforesaid alleged fraudulent transfers had taken place on account of failure of CDSL (being the Depository) to stop the same. By present arbitration case the Claimant is seeking indemnification in respect of the alleged losses caused to her on account of the purported negligence. The Claimant vide letter March 28, 2024 informed the Arbitral Tribunal about withdrawing its claim and accordingly the Arbitral Tribunal vide Award dated April 18, 2024, disposed the Arbitration Petition No. 3/2023, 4/2023 and 6/2023 as withdrawn by the Claimant, with the liberty to file fresh proceedings.	Yes
Settlement				
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
NA				
Compounding fee				
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
NA				

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

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

Case Details	Name of the regulatory/enforcement agencies/ judicial institutions
Arbitral Tribunal in Arbitration Petition No. 3/2023 filed by Mr. Ketan Shah vide Award dated April 18, 2024, disposed the Arbitration Petition No. 3/2023 as withdrawn by the Claimant, with the liberty to file fresh proceedings. CDSL has challenged the liberty granted to the Claimant to file fresh proceedings by filing a Writ Petition before the Hon'ble Bombay High Court and the same is pending for adjudication.	The Hon'ble Bombay High Court
Arbitral Tribunal in Arbitration Petition No. 4/2023 filed by Mr. Ketan Lalit Shah (legal heir of deceased Mr. Lalit Shah) vide Award dated April 18, 2024, disposed the Arbitration Petition No. 4/2023 as withdrawn by the Claimant, with the liberty to file fresh proceedings. CDSL has challenged the liberty granted to the Claimant to file fresh proceedings by filing a Writ Petition before the Hon'ble Bombay High Court and the same is pending for adjudication.	The Hon'ble Bombay High Court
Arbitral Tribunal in Arbitration Petition No. 6/2023 filed by Mr. Prafulla Shah vide Award dated April 18, 2024, disposed the Arbitration Petition No. 6/2023 as withdrawn by the Claimant, with the liberty to file fresh proceedings. CDSL has challenged the liberty granted to the Claimant to file fresh proceedings by filing a Writ Petition before the Hon'ble Bombay High Court and the same is pending for adjudication.	The Hon'ble Bombay High Court

4. Does the entity have an anti-corruption or anti-bribery policy?

Yes

If yes, provide details in brief

We have implemented an Anti-Bribery & Anti-Corruption (ABC) policy at CDSL. This policy underscores our unwavering stance against bribery and corruption, underscoring CDSL's dedication to upholding the highest ethical standards and best practices in corporate governance.

Our policy strictly prohibits all forms of bribery and corruption, whether involving public officials, private sector individuals, or companies.

Provide a web-link if the entity has anti-corruption or anti-bribery policy

<https://www.cdslindia.com/Anti-BriberyandAnti-CorruptionPolicy.pdf>

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	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	NA	NA

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	0	0	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	0	0	0



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.

During the reporting period, there have been no instances of cases of corruption and conflicts of interest that requires action by regulators/law enforcement agencies/judicial institutions.

8. Number of days of accounts payables :

	FY 2023-24	FY 2022-23
Number of days of accounts payables	11.60	1.47

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	-	-
Concentration of Sales	a) Sales to dealer/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 dealer/ distributors	-	-
Share of RPTs in	a) Purchases (Purchases with related parties as % of Total Purchases)	0.56	0.92
	b) Sales (Sales to related parties as % of Total Sales)	0.10	0.23
	c) Loans & advances given to related parties as % of Total loans & advances	-	-
	d) Investments in related parties as % of Total Investments made	10.20	12.48

Leadership Indicators

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

Sr. no	Total number of awareness programmes held in Financial Year 2023-2024	Topics/principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	4	Depository Participants Training - Includes functional and operational overview	100%
2	2	Registrar & Transfer Agents Training (RTA) - Includes overview on CDSL.	100%
3	4	NISM CPE Programmes for Depository Operations Certification Examination (DOCE)	100%
4	1	Compliance Officers/Internal & Concurrent Auditors Training	100%

Additionally, around 2,345 Investor Awareness Programmes are conducted by CDSL IPF for general investors.

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.

CDSL has Code of Conduct for Directors and Senior Management that addresses actual or potential conflict of interest and ensures that business is conducted in an ethical manner. Our Company's Code of Conduct complies with all the governed laws and regulations; including mechanisms to resolve ethical issues & unethical conduct, legitimate handling of conflicts of interest and fostering culture of transparency, honesty and accountability. Directors are required to make appropriate disclosures on potential areas of conflict of interest which would impair its ability to render fair, objective and unbiased services. Additionally, Annual Declarations regarding their compliance with the Code of Conduct is also taken by the Company. The policy is available on our website and can be viewed at <https://www.cdslindia.com/InvestorRels/CorporateGovernance.html>. Further, Interested Directors recuse from participating in the interested Agenda items.

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	FY 2022-23	Details of improvements in environmental and social impacts
R&D	0	0	NA
Capex	0	0	NA

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

No

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)

As the Company provides Depository services, this is Not Applicable to the Company. Empty plastic bottles at the Company level are handed over to Bisleri International Pvt Ltd for recycling.

(b) E-waste

Battery waste generated at the Company level are handed over to the authorised recyclers for safe disposal and extended life. In FY 2023-24, 237 numbers of hard disks were degaussed through authorised vendors.

(c) Hazardous waste

Not Applicable

(d) other waste.

Not Applicable

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No).**

No

Leadership Indicators

1. **Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

NA

If NA, provide details

This is not applicable to CDSL as the Company does not have any physical products as a part of its offerings to customers.

2. **If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Name of Product/Service	Description of the risk/concern	Action Taken
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Not applicable, as CDSL solely provides Depository Services without any associated social or environmental concerns related to its offerings.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
	Nil	Nil



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			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	0	0	0	0	0
E-waste	0	0	0	0	0	0
Hazardous waste	0	0	0	0	0	0
Other waste	0	0	0	0	0	0

Not applicable as the Company does not have any physical products as a part of its offerings to customers.

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
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Not applicable as the Company does not have any physical products as a part of its offerings to customers.

PRINCIPLE 3

BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

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	%	Number	%	Number	%	Number	%	Number	%
		(B)	(B / A)	(C)	(C / A)	(D)	(D / A)	(E)	(E / A)	(F)	(F / A)
Permanent employees											
Male	244	244	100.00	244	100.00	0	0.00	244	100.00	244	100.00
Female	91	91	100.00	91	100.00	91	100.00	0	0.00	91	100.00
Others	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total	335	335	100.00	335	100.00	91	27.16	244	72.84	335	100.00
Other than Permanent employees											
Male	0	0	0.00	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	0	0.00
Others	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

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	%	Number	%	Number	%	Number	%	Number	%
		(B)	(B / A)	(C)	(C / A)	(D)	(D / A)	(E)	(E / A)	(F)	(F / A)
Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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
i) Cost incurred on well-being measures (well-being measures means well-being of employees and workers (including male, female, permanent and other than permanent employees and workers))	1,29,05,860	89,18,013
ii) Total revenue of the Company	7,42,89,01,000	5,44,06,75,000
iii) Cost incurred on well-being measures as a % of total revenue of the Company	0.17	0.16

2. Details of retirement benefits :

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	0	Yes
Gratuity	100	NA	Yes	100	0	Yes
ESI	0	NA	NA	0	0	NA
Others – please specify						
NA						

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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

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.

The equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016 is a part of internal service rules document which is not in public domain and hence not uploaded on the website of the Company. The Company is committed to providing a safe, fair, and inclusive work environment where employees can excel without barriers. Our framework promotes equality and meritocracy, ensuring all individuals, regardless of gender, colour, religion, caste, race, age, community, physical ability, or sexual orientation, have equal opportunities.

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%	100%	NA	NA
Female	100%	100%	NA	NA
Others	-	-	NA	NA
Total	100%	100%	NA	NA

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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)	Remark
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	Yes Yes, we have a Grievance redressal mechanism as a part of Service rule. The Company has implemented a Whistleblower Policy to enable Employees to report concerns regarding unethical behaviour, suspected fraud, or violations. This policy ensures a secure environment for reporting and safeguards whistleblowers against victimisation. Whistleblowers can access the Chairperson of the Audit Committee for assistance.
Other than Permanent Employees	



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

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

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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	244	10	4.10	229	93.85	211	-	-	110	52.13
Female	91	4	4.40	85	93.41	68	-	-	44	64.71
Others	-	-	-	-	-	-	-	-	-	-
Total	335	14	4.18	314	93.73	279	-	-	154	55.20
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	244	229	93.85	211	203	96.21
Female	91	80	87.91	68	63	92.65
Others	-	-	-	-	-	-
Total	335	309	92.24	279	266	95.34
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Others	-	-	-	-	-	-
Total	-	-	-	-	-	-

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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, Employee well-being and safety continue to be a priority of the Company. The Company conducts periodic trainings on fire safety and fire-fighting equipment along with the evacuation drills. Further, inspection of extinguishers is undertaken regularly. Apart from Health Insurance and Accident Policy, the Company is arranging annual Health check up facility for all employees free of cost.

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

Since our Company is a financial services entity, it is not applicable. However, the Company undertook several precautions at its offices, which included:

- Installation of hands-free sanitiser dispenser
- The Company has made available instruments to monitor Blood Pressure, Diabetes and Oxygen levels.

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

NA

If NA, provide details

Since our Company is a financial services entity, it is not applicable. A grievance redressal mechanism is in place under which the employees can report grievances resulting from working conditions due to poor safety and bad physical conditions. The employees are encouraged to offer their suggestions for improvements in safety, considering the nature of activity of the Company.

d) Do the employees/worker of the entity have access to non-occupational medical and healthcare services?

Yes, all employees of the Company are covered under our health insurance and accident policy. The Company has well-defined medical and healthcare policies and allied services. Apart from Health Insurance and Accident Policy, Company provides facility of annual Health check up facility for all employees free of cost. Certain employees are given periodic training on basic and advanced fire safety including evacuation drills.

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

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

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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

Well-being and providing health, safe and secure workplace to all employees is a key priority for the Company. Considering nature of business, following are the key measures taken by the Company:

- Premise Floorplans are displayed at crucial locations.
- Frequent equipment checks are carried out to mitigate any wear and tear due to continued use, E.g.: Air Conditioners.
- Fire alarm systems and smoke detectors are installed at all premises.
- Health and Accident Insurance.
- Mediclaim Insurance.

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

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

14. Assessments for the year:

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

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

NA

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

a) Employees (Y/N)

Yes, The Company provides life insurance cover.

b) Workers (Y/N).

NA

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

Necessary due diligence is undertaken by the concerned department for appropriate steps to ensure that the statutory dues have been deducted before the settlement of dues.

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	FY 2022-23	FY 2023-24	FY 2022-23
Employees	-	-	-	-
Workers	NA	NA	NA	NA

Not applicable, as CDSL solely provides Depository Services without any associated social or environmental concerns related to its offerings.

4. Does the entity provide transition assistance programmes 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:

Percentage of value chain partners (by value of business done with such partners) that were assessed	
Health and safety practices	-
Working Conditions	-

We are in the business of depository services and assessment of value chain partners are not required.

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.

NA

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.

Individuals and organisations having significant impact on the operations of the Company are considered as stakeholders of the Company. The key stakeholders identified by CDSL are:

- | | |
|-----------------------------|--|
| a) Capital Market Investors | f) Depository Participants |
| b) Employees | g) Issuers |
| c) Shareholders | h) Registrar and Transfer Agents |
| d) Regulatory Bodies | i) Stock Exchanges/Clearing Corporations |
| e) Vendors and Bankers | |

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	Channels of communication	Details of Other Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Capital Market Investors	No	Other	Emails, Investor awareness programmes, SMSs, Social Media, Website	On need basis	To educate investor from the Capital Market point of view in particular to take informed decision
Employees	No	Other	Direct, Email, Town Halls, whistleblower mechanism, Annual performance appraisals and Other employee engagement events	On need basis	- Training & Development; - Update on Organisation's development/ changes/ progress; - Update on employee-related policy changes; - Update on Employee Wellness/ welfare measures.
Shareholders	No	Other	Email, SMS, Newspaper, Advertisement, Notice, Website, Annual General Meeting, intimation to stock exchange, press release, investors meeting, and annual report	Quarterly, Annual and Event based	- Awareness about developments and performance of the Company; - To address concerns/grievances.
Regulatory Bodies	No	Other	Emails, Meetings, Website, Quarterly/Annual and event based filing	Quarterly, Annual and Event based	- To make them aware about developments in the Company; - To make them aware about material changes in the Company; - Compliances with regulatory requirements.
Vendors and Bankers	No	Other	Email, SMS, Calls, Digital Platforms	Event based	- Due diligence during Onboarding product and Service Support; - Commercial Services.
Depository Participants	No	Other	Email, SMS, Calls, Communiques, Digital Platforms	Quarterly/ Half yearly/ Annually and Event based	Inspection/Compliances and support
Issuers	No	Other	Email, SMS, Calls, Communiques	Event based	Statutory Compliances
Registrar and Transfer Agents	No	Other	Email, SMS, Calls, Digital Platforms	Quarterly and Event based	Compliances, Data storage
Stock Exchanges/ Clearing Corporations	No	Other	Email, SMS, Calls, Digital Platforms	Quarterly and Event based	- Statutory and Regulatory compliances; - Clearing and settlement of all trades

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.

CDSL recognises the importance of engaging with stakeholders regarding economic, environmental, and social matters, valuing their feedback in guiding our operations and decisions. To support this engagement, CDSL has developed a thorough consultation framework. This process includes consistent interactions and communications with stakeholders such as vendors, market participants, and other relevant parties. These engagements offer CDSL crucial insights and perspectives on a variety of issues, allowing the Company to better understand its stakeholders' concerns and expectations.

Furthermore, the Company has established a reporting mechanism to provide feedback from these consultations to the Board. This includes timely reports that summarise the main findings, concerns, and suggestions gathered during the consultations. By sharing this information with the Board, we ensure they remain informed about stakeholders' views on economic, environmental, and social topics.

The Company conducts Investor/Analysts calls from time to time to address the queries/concerns of the investors.

Ultimately, CDSL is committed to fostering an inclusive and transparent consultation process, ensuring effective communication between stakeholders and the Board on issues related to the economy, environment, and society.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No).

Yes

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.

Enhancing stakeholder value is a continuous endeavour at CDSL. The Company engages regular consultations with a diverse group of stakeholders, including investors, market participants, regulatory bodies, and community representatives. These interactions provide CDSL with essential insights and viewpoints on significant environmental and social matters.

The feedback gathered from these consultations is carefully reviewed and analysed by our team. We assess its relevance and importance, considering how it fits with our strategic objectives and commitments. This valuable information is then integrated into the development and evaluation of our policies and activities related to environmental and social issues.

For example, if stakeholders voice concerns about the environmental or social impacts of our operations, we take these concerns seriously, evaluate them, and look for ways to improve.

This process helps us identify areas that need improvement, incorporate a range of perspectives, and ensure our actions align with stakeholder expectations, promoting a more sustainable future.

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

CDSL is committed to enriching lives and building a better future through its Corporate and Social Responsibility (CSR) initiatives. We focus on creating positive impacts in the society by contributing to the social causes like promoting education and healthcare, empowering women, and support children/elderly, fostering environmental sustainability and also committed towards research & innovation projects. These initiatives strive to create a positive ripple effect and fosters a bright future.

Healthcare:

Smile Foundation: CDSL, in collaboration with Smile Foundation, has deployed one fully equipped mobile healthcare unit navigating the challenging terrains of Jaisalmer and Ladakh each. These units bring essential medical services to the doorsteps of remote communities, staffed by skilled medical professionals dedicated to addressing the healthcare needs of women, children and individuals in need. The aim is to reduce out-of-pocket expenses by providing outpatient services, encourage healthier behaviours, increase demand for quality healthcare, and ensure safe motherhood for pregnant and lactating mothers.

Medical support provided to ~11,400 beneficiaries from Jaisalmer, Rajasthan and 4,000+ from Ladakh

Lions Charitable Trust: CDSL has collaborated with Lions Charitable Trust to provide a life support Ambulance service, catering to underprivileged below-poverty-line patients on a daily basis. The ambulance has been deployed for medical camps in Mumbai as well as rural areas across Maharashtra.

3,000+ lives have been benefitted from Life Support Ambulance Service

Narayana Hrudayalaya Charitable Trust (NHCT): We collaborated with NHCT to delivering medical support to individuals from marginalised backgrounds across Maharashtra, Karnataka, Haryana, Rajasthan, West Bengal, Assam, Chhattisgarh and Gujarat. These patients are facing life-threatening conditions and life-altering disorders. Through our combined efforts, we provided them with hope and a chance for a better future.

168 patients from marginalised backgrounds were provided with Medical Support

Education:

Educate Girls: Our dedication lies in ensuring that every girl has access to education. In pursuit of this goal, we collaborate with “Educate Girls” to deploy programmes aimed at reaching out-of-school girls in educationally disadvantaged regions of Maharajganj district, Uttar Pradesh. Working alongside Team Balika, their field staff actively identify and engage with girls who have never been enrolled in school or had to interrupt their primary education.

Enrollment, Retention and Learning provided to 8,900+ out-of-school girls.

Rotary Charitable Trust: CDSL has collaborated with Rotary Charitable Trusts to introduce Adult Literacy Programme for Women, targeting the empowerment of illiterate tribal women in Palghar, Maharashtra. This initiative focuses on teaching them functional literacy and digital skills in their native language. Trained educators referred to as “Prerikas”, utilise computer-based learning methods to educate these women, equipping them to thrive, with the world and navigate changing circumstances.

Educated ~11,500 non-literate adult women of Palghar, Maharashtra.

AARTH by Rotary: AARTH by Rotary, CDSL's online financial education initiative in partnership with Rotary, delivers comprehensive financial knowledge to learners in the age group of 18-25 years and underprivileged section of the society living in Tier II and Tier III cities. Through our platform, learners can easily access in-depth resources and take free online exams to earn certifications, enhancing their understanding of finance.

100 Webinars/Seminars conducted PAN India

Yuva Unstoppable: CDSL partnered with Yuva Unstoppable to launch a School Transformation Project, utilising modern technology to deliver education through Smart Classrooms with audio-video interactive learning platforms across various region including Maharashtra, Odisha, Uttar Pradesh, Madhya Pradesh, Tamil Nadu, Karnataka, West Bengal, Delhi and Andaman & Nicobar. Yuva Unstoppable ensures that all students comprehend the curriculum while digital technology aids teachers in addressing new challenges and improving their performance.

27 Govt. Schools transformed benefitting 17,000+ under-privileged students.

Environment:

SankalpTaru Foundation: By partnering with the SankalpTaru Foundation, we have participated in an impactful tree plantation initiative, planting saplings across different locations in Kutch, Pune & Hyderabad. Through the visionary Urban Plantation Programme, we are tackling the serious problem of pollution in urban cities by strategically planting native plant species that are prolific oxygen producers in Pune and Hyderabad. Furthermore, through the Barren Community Land Transformation Programme, we are dedicatedly converting barren lands into thriving, biodiverse forests, positively impacting both communities and wildlife in the border areas of Kutch.

5,400+ native trees were planted.

Research Projects:

Indian Institute of Technology (IIT), Bombay: We supported Project Vajra initiated by IIT Bombay, an initiative aimed at empowering micro, small, and medium enterprises (MSMEs) with limited financial resources to defend against cyberattacks. Vajra involves transitioning from a developed version to a production version to enhance cybersecurity defences and mitigate potential damages.

Vajra has been released for use.

Rashtriya Raksha University (RRU), Gandhinagar: We collaborated with Rashtriya Raksha University (RRU) to introduce a programme centred on the Prevention of Victimisation from Forgeries and Financial Frauds. This initiative aims to enhance awareness and equip law enforcement agencies, Central Armed Police Forces (CAPFs), defence personnel, and the public with essential knowledge to effectively protect their finances.

Conducted 8 Awareness Programmes, 4 Workshops and released a Research paper on Gender Dynamics in Reporting Financial Crimes.

PRINCIPLE 5

BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	335	267	79.70	279	209	74.91
Other than permanent	-	-	-	-	-	-
Total Employees	335	267	79.70	279	209	74.91
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.



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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	335	-	-	335	100.00	279	-	-	279	100.00
Male	244	-	-	244	100.00	211	-	-	211	100.00
Female	91	-	-	91	100.00	68	-	-	68	100.00
Others	-	-	-	-	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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)*	1	4,44,25,530	-	-
Key Managerial Personnel®	15	73,63,053	2	1,15,26,104
Employees other than BoD and KMP	229	10,51,877	89	7,72,438
Workers	-	-	-	-

Note: Non-Executive Director do not draw any remuneration from the Company except the Sitting fees.

* includes Managing Director and CEO.

@ Key Management Personnel refers to KMP as defined under Section 203 (1) of the Companies Act, 2013 and SEBI (Depositories & Participants) Regulations, 2018, and does not include MD & CEO

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

	FY 2023-24	FY 2022-23
Gross wages paid to females	11,43,43,413	8,68,62,778
Total wages	61,60,42,285	53,39,51,242
Gross wages paid to females (Gross wages paid to females as % of total wages)	18.56	16.27

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, there are committees responsible for human rights impacts and issues. For instance, the Company has zero tolerance for sexual harassment at workplace and is compliant with provisions relating to the constitution of Internal Complaints Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

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

Policy on prevention of Sexual Harassment (POSH) is in place as a part of Service Rules of the Company wherein, it is mentioned that Complainants or Witnesses will not be victimised or discriminated against while dealing with complaints.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	-	-	NA	1	-	Disposed Off
Discrimination at workplace	-	-	NA	-	-	Not Applicable
Child Labour	-	-	NA	-	-	Not Applicable
Forced Labour/Involuntary Labour	-	-	NA	-	-	Not Applicable
Wages	-	-	NA	-	-	Not Applicable
Other human rights related issues	-	-	NA	-	-	Not Applicable

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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	1
Total female employees/workers	91	68
Complaints on POSH as a % of female employees/workers	-	1.47
Complaints on POSH upheld	-	-

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

Our policies and Code of Conduct strictly prohibits any kind of discrimination and harassment and also spells out action that can be taken against any such activity. The Company has formulated a Whistle Blower Policy to encourage employees to report matters without the risk of subsequent victimisation, discrimination or disadvantage which is available on our website.

In addition to the above, the Company has instituted several policies to ensure adherence to existing statutory laws and regulations such as the Prevention of Sexual Harassment at the Workplace Policy (POSH) as part of Service Rule which is available on Company's Intranet Portal.

The Company's Code of Conduct and Ethics complies with all the governed laws and regulations; including mechanisms to resolve ethical issues & unethical conduct, legitimate handling of conflicts of interest and fostering culture of transparency, honesty, and accountability.

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

Yes, the business agreements and contracts which are entered into by the Company with any party include affirmation of the applicable regulatory requirement, including those pertaining to Human Rights as and where relevant.

10. Assessments for the year:

Percentage of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labour	During the reporting period, no external audits were carried out by the Company or statutory authorities or third parties
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others - please specify	

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

NA

Leadership Indicators

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

The Company recognises its Human assets as a critical resource essential for the growth of the Company. It, therefore, accords high importance to human resource development and consciously endeavours to enhance the quality and competence of its employees across cadres. It conducts an induction programme for new entrants. Nominating employees for training at reputed institutions and for attending seminars in capital market related areas, particularly relating to depositories, has always been a part of human resource development programme of the Company.

The Company regularly sensitises its employees regarding the basis principles of human rights and on the Code of Conduct through various training programme.

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

NA

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:

Percentage of value chain partners (by value of business done with such partners) that were assessed	
Child labour	The Value chain partners are expected to comply to all the applicable rules and regulations. No particular assessment has been carried out during the reporting period.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others - please specify	

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

NA

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?

Yes

Parameter	Please specify unit	FY 2023-24	FY 2022-23
From renewable sources			
Total electricity consumption (A)	Joule	0	0
Total fuel consumption (B)	Joule	0	0
Energy consumption through other sources (C)	Joule	0	0
Total energy consumed from renewable sources (A+B+C)	Joule	0	0
From non-renewable sources			
Total electricity consumption (D)	Joule	513434000	1831291200000
Total fuel consumption (E)	Joule	0.0029411765	0.2
Energy consumption through other sources (F)	Joule	11536200000	10270440000
Total energy consumed from non-renewable sources (D+E+F)	Joule	12049634000	1841561640000
Total energy consumed (A+B+C+D+E+F)	Joule	12049634000	1841561640000
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	Joule	1.87994	408.69136
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	Joule	0	0
Energy intensity in terms of physical output	Joule	0	0
Energy intensity (optional) - the relevant metric may be selected by the entity		0	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

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)

No

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)			
(i) Surface water	kilolitres	0	0
(ii) Groundwater	kilolitres	0	0
(iii) Third party water	kilolitres	120	99.28
(iv) Seawater/desalinated water	kilolitres	0	0
(v) Others	kilolitres	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	kilolitres	120	99
Total volume of water consumption (in kilolitres)	kilolitres	0	0
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	kilolitres	0.00	0
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total water consumption/Revenue from operations adjusted for PPP)	kilolitres	0	0
Water intensity in terms of physical output	kilolitres	0	0
Water intensity (optional) - the relevant metric may be selected by the entity	kilolitres	0	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

4. Provide the following details related to water discharged:

Parameter	Please specify unit	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)			
(i) To Surface water	kilolitres	0.00	0.00
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(ii) To Groundwater	kilolitres	0.00	0.00
- No treatment)	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(iii) To Seawater	kilolitres	0.00	0.00
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(iv) third party water	kilolitres	0.00	0.00
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(v) Others	kilolitres	0.00	0.00
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
Total water discharged (in kilolitres)	kilolitres	0.00	0.00

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

5. Has the entity implemented a mechanism for Zero Liquid Discharge?

NA

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



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

8. Does the entity have any project related to reducing Green House Gas emission?

CDSL has implemented several initiatives aimed at reducing greenhouse gas (GHG) emissions associated with its operations, in alignment with the “Green Initiative” in Corporate Governance promoted by the Ministry of Corporate Affairs. Here are the key projects focused on GHG reduction:

- CDSL provides companies with services for electronically delivering documents to Shareholders. This initiative aims to minimise paper usage and promote paperless transactions, contributing to a greener and more sustainable business environment.
- CDSL has installed energy-efficient equipment such as Variable Refrigerant Flow (VRF) systems and 5-star rated inverter Air Conditioners (ACs) in its offices. LED lighting systems have also been implemented. These measures help to lower electricity consumption and indirectly reduce GHG emissions.

Through these initiatives and a shift towards electronic operations, CDSL actively promotes environmental sustainability, supports a transition to a greener future. These efforts underscore the Company’s commitment to mitigating GHG emissions and practicing responsible corporate citizenship.

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

Parameter	Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)			
Plastic waste (A)	metric tonnes	0	0
E-waste (B)	metric tonnes	0	0
Bio-medical waste (C)	metric tonnes	0	0
Construction and demolition waste (D)	metric tonnes	0	0
Battery waste (E)	metric tonnes	0.03555	0.5
Radioactive waste (F)	metric tonnes	0	0
Other Hazardous waste. Please specify, if any. (G)	metric tonnes	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	metric tonnes	0	0
Total (A+B + C + D + E + F + G + H)	metric tonnes	0.04	0.50
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	metric tonnes	0.00	0.00000
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	metric tonnes	0	0
Waste intensity in terms of physical output	metric tonnes	0	0
Waste intensity (optional) - the relevant metric may be selected by the entity	metric tonnes	0	0
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	metric tonnes	0	0
(ii) Re-used	metric tonnes	0	0
(iii) Other recovery operations	metric tonnes	0	0
Total	metric tonnes	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	metric tonnes	0	0
(ii) Landfilling	metric tonnes	0	0
(iii) Other disposal operations	metric tonnes	0	0
Total	metric tonnes	0.00	0.00

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

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.

Our waste consists of E-Waste, used paper and single-use plastic water bottles waste. E-Waste contains off data storage devices which are digitally degaussed to destroy the data. Used plastic water bottles and waste paper are disposed off to authorised recycling facilities.

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:

Sr. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N)	If no, the reasons there of and corrective action taken, if any.
Not Applicable				

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/NA).

Yes

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

Water withdrawal, consumption and discharge in areas of water stress			
(i) Name of the area			NA
(ii) Nature of operations			NA
(iii) Water withdrawal, consumption and discharge in the following format:			
Parameter	Please specify unit	FY (Current Financial Year)	PY (Previous Financial Year)
Water withdrawal by source (in kilolitres)			
Surface water	kilolitres	0	0
Groundwater	kilolitres	0	0
Third party water	kilolitres	0	0
Seawater/desalinated water	kilolitres	0	0
Others	kilolitres	0	0
Total volume of water withdrawal (in kilolitres)	kilolitres	0	0
Total volume of water consumption (in kilolitres)	kilolitres	0	0
Water intensity per rupee of turnover (Water consumed/turnover)	kilolitres	0	0
Water intensity (optional) - the relevant metric may be selected by the entity	kilolitres	0	0
Water discharge by destination and level of treatment (in kilolitres)			
(i) Into Surface water	kilolitres	0	0
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(ii) Into Groundwater	kilolitres	0	0
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(iii) Into Seawater	kilolitres	0	0
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0



Parameter	Please specify unit	FY (Current Financial Year)	PY (Previous Financial Year)
(iv) third party water	kilolitres	0	0
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(v) Others	kilolitres	0	0
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
Total water discharged (in kilolitres)	kilolitres	0	0

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N)

No

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

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.

NA

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	Corrective action taken, if any
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NA

5. Does the entity have a business continuity and disaster management plan?

Yes

Details of entity at which business continuity and disaster management plan is placed or weblink.

CDSL has been accredited with the ISO 22301:2019 certification for its business continuity management systems. CDSL has a Business Continuity Management (BCM) framework to ensure resilience and continuity of its Depository services, e-voting Services. CDSL conducts Business impact analysis and risk assessment annually to assess the likely impact on the Company's business processes due to adverse events like, natural disaster, pandemic, technical disruption etc.

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.

NA

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

0

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.
5
- 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.
5

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	ACG-Asia Pacific Central Securities Depository Group	International
2	Association of Eurasian Central Securities Depositories (AECSD)	International
3	International Securities Services Association	International
4	Association of National Exchanges Members of India (ANMI)	National
5	Bombay Stock Exchange Brokers Forum (BBF)	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.

Name of authority	Brief of the case	Corrective action taken
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During FY 2023-24, the Company has not received any adverse orders from regulatory authorities

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
Not Applicable					

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.

Name and brief details of project	SIA notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web Link
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:

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	Percentage of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

The Company has adequate grievance redressal mechanism in place to understand and resolve complaints from all stakeholders

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	0	0
Directly from within India	0	0

Not applicable considering the nature of business.

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 percentage of total wage cost

Location	FY 2023-24	FY 2022-23
Rural		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis)	0	0
ii) Total Wage Cost	0	0
iii) % of Job creation in Rural areas	0.00	0.00
Semi-urban		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis)	0	0
ii) Total Wage Cost	0	0
iii) % of Job creation in Semi-Urban areas	0.00	0.00
Urban		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis)	1,04,04,313	99,78,679
ii) Total Wage Cost	61,60,42,285	53,39,51,242
iii) % of Job creation in Urban areas	1.69	1.87
Metropolitan		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis)	60,56,37,972	52,39,72,563
ii) Total Wage Cost	61,60,42,285	53,39,51,242
iii) % of Job creation in Metropolitan area	98.31	98.13

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):**

Details of negative social impact identified	Corrective action taken
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 District	Amount spent (In INR)
1	Karnataka	Raichur	3,63,879
2	Karnataka	Yadgir	1,28,364
3	West Bengal	Nadia	85,000
4	Bihar	Katihar	80,000
5	Odisha	Balangir	75,000
6	Jharkhand	Dumka	70,000
7	Uttar Pradesh	Fatehpur	69,578
8	Kerala	Wayanad	62,500
9	West Bengal	Dinajpur	50,000
10	Bihar	Purnea	50,000
11	Jharkhand	Ranchi	37,500
12	Uttarakhand	Udham Singh Nagar	37,500
13	Andhra Pradesh	Y S R Kadapa	37,500
14	Chhattisgarh	Mahasamund	35,000
15	Jammu & Kashmir	Baramulla	25,000
16	Maharashtra	Osmanabad	12,500
17	Jammu & Kashmir	Kupwara	12,500

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

Equal opportunity is provided to all our vendors. In this regard, the Company does not have a preferential procurement policy

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

Not Applicable

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

Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
1	Nil	No	No	Nil

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
Nil	Nil	Nil

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	Smile Foundation	15,565	100
2	Lions Charitable Trust	3,079	100
3	Narayana Hrudayalaya Charitable Trust	168	100
4	Educate Girls	8,953	100
5	Rotary Charitable Trust	11,500	100
6	Yuva Unstoppable	17,303	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 grievance redressal policy for customers includes redressal framework to ensure prompt and effective resolution of grievances. We have a centralised investor grievance redressal team, who is responsible for addressing all grievances effectively in a time bound manner. We offer multiple channels to report grievances such as e-mail, letter, website, SEBI's SCORES portal, SMART ODR portal and social media. We offer the best possible solution after a review of the customer's complaint and after taking feedback from the Depository Participant/RTA (as applicable). If an investor is not satisfied with the resolution, he or she can escalate it to our Multi-level complaint resolution mechanism available with CDSL such as SMARTODR (Level 1), Arbitration (Level 2) and Appellate Arbitration (Level 3).

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	0
Safe and responsible usage	0
Recycling and/or safe disposal	0

These fields are not applicable as the Company does not provide any physical products

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (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	1687	32*	-	1030	16	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	0	0	-	0	0	-

*All pending complaints as on March 31, 2024 stands resolved.

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

	Number	Reasons for recall
Voluntary recalls	0	NA
Forced recalls	0	NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)

CDSL has formed and periodically reviews its Information Security Policy, Cyber Security Policy, Business Continuity Policy, and Personal Data-Information Privacy Policy. These policies are accessible on the Company's intranet portal.

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.

No penalties/regulatory action has been levied or taken on the above-mentioned parameters.

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

c) Impact, if any, of the data breaches

0

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

Channels and platforms where information on the products and services of the Company can be accessed are below mentioned:

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

The Company is committed to educating investors to make an informed decisions regarding Capital Market. During FY 2023-24, CDSL IPF conducted 2,345 Investor Awareness Programmes (IAPs) in English, Hindi and 16 other Indian languages reaching out to more than 1.45 Lakh investors across India.

We utilised social media channels to connect with a younger audience and enhance investor awareness. The 'NoShakNiveshak' campaign served as the focal point of our digital strategy, featuring a variety of content types including quizzes, videos, static posts, and more to offer interesting and informative material.

SEBI, CDSL, and other MIIs have jointly prepared an informative booklet, 'Securities Market Understanding from Investor's Perspective,' in 13 regional languages. It's been distributed to investors for future reference and knowledge.

In addition to IAPs, CDSL utilises various social media platforms like Facebook: @cdslindia, X (formerly known as Twitter): (@cdslindia), LinkedIn (@cdslindia), Koo App (@cdslindia), Instagram: (@cdslindia) and YouTube (@CDSLIndiaLtd) to engage with investors. Posts including pictures, GIFs & videos related to IAPs and CDSL services are regularly uploaded for the benefit of investors.

Furthermore, investors can access valuable information on the 'Investors Corner' section of the CDSL website at <https://www.cdslindia.com/Investors/InvestorCorner.aspx>

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

E-mail/Website:

Investors can email us at our dedicated Email ID - complaints@cdslindia.com for any queries, complaints or feedback. CDSL has also provided facility to post the complaints through CDSL website. A user friendly format is made available on the website to enable the investors to send their complaints with ease on the 'Post your Grievance' link available on the website (<https://www.cdslindia.com/Footer/grievances.aspx>).

Call centre: Investors can call us from 10.00 am to 6.15 pm (Monday to Friday) on the tollfree number 1800-21-09911.

SCORES/SEBI Letter: The investors can also send their complaints directly to SEBI or upload through dedicated website - www.scores.sebi.gov.in. SEBI also forwards the letters received from the investors by them to CDSL for redressal.

Mechanism for processing of consumer complaints:

The Company has a digital grievance management platform to upload, respond and monitor disposal of customer grievances. All complaints received across various above-mentioned sources are auto uploaded into a Complaint Management Platform which has a rule-based allotment to the Depository Participants and RTA who respond to investors. All complaints are handled by the Investor Grievance Redressal team to ensure a prompt, and an effective resolution. The team takes a decision for the resolution of the complaint. Feedback is also provided to the relevant department to ensure that the same problem does not recur.

Mechanism to respond to consumer complaints:

- The officials of the Investor Grievance Cell, reviews the response/resolution provided by the intermediary and informs the investor accordingly. If the investor is not satisfied with the resolution, they can escalate the matter/ complaint to our Multi-level complaint resolution mechanism available at CDSL.
- The Grievance team monitors the redressal of all complaints and the response provided to the investor. The team also monitors pendency and regularly shares its analysis with the Company. The summary of grievances is reported to Regulatory Oversight Committee and to the Governing Board of the Company.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not applicable)

Yes

If yes, provide details in brief.

The information on various services offered by the Company is available on <https://www.cdslindia.com/> and detailed description of our services is mentioned on <https://www.cdslindia.com/About/overview.html>

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)

No