



NAYE INDIA KA NAYA JOSH

REPORT ON CORPORATE SOCIAL RESPONSIBILITY 2019-20


Reliance
Industries Limited
Growth is Life

Transforming Lives



The last few months have been exceptional for mankind. The global pandemic has affected rich and poor nations alike. Our hearts reach out to lakhs of people who have been affected by the COVID-19 virus. Millions of livelihoods have been affected over the last three months or so. The small and marginalised farmers, the landless and those who are self-employed have been particularly affected.

We at Reliance stand in solidarity with our national and state governments in addressing this challenge. We are fortunate to be able to support the country in times like this through our businesses and CSR initiatives particularly in the areas of healthcare and rural development.

At times like these, our extensive development work over the years, continues to be the backbone of all our efforts. This year Reliance Foundation completes 10 years of its work in service of the nation. Reliance's interventions now have reached out and impacted the lives of more than 3.6 crore people in more than 37,000 villages and several urban locations across India.

And yet to us this is only the beginning of a much larger journey towards a better India. The pandemic has offered us a moment to reflect on our scale and strategy. It is also an opportunity to renew our commitment towards building an aspirational India.



Reliance works towards building a stronger and inclusive India by going beyond its business initiatives to enable lives, living and livelihoods.

Reliance is helping to create change at the ground level across the nation, supporting especially the most vulnerable and marginalised communities. The interventions are aligned with the United Nation's Sustainable Development Goals (SDGs) as delineated in the UN 2030 Agenda for Sustainable Development and India's National Developmental Goals. During FY 2019-20, Reliance spent ₹1,022 crore in supporting programmes under its corporate social responsibility initiatives.

The programme initiatives are spearheaded by Reliance Foundation, the philanthropic arm of Reliance Industries Limited (RIL), led by Founder and Chairperson Smt. Nita M. Ambani to play a catalytic role in addressing the nation's development challenges, through innovative and sustainable solutions. The Foundation is creating long-term positive impact through a comprehensive multi thematic programme that reaches out to all segments of the population. The communities Reliance Foundation work with through its programmes need access and opportunity. Reliance Foundation aspires to create such a development platform.

Reliance applies a three pronged strategy to enhance the impact, scale and speed of its CSR interventions:

i) Direct Engagement

Reliance works with communities to co-create models of social and economic development, foster a spirit of ownership of the process and empower them to lead the change for better.

ii) Partnerships and Collaborations

Partnerships are forged to build an enabling ecosystem of social development across government, academia, private institutions and agencies. These strategic partnerships



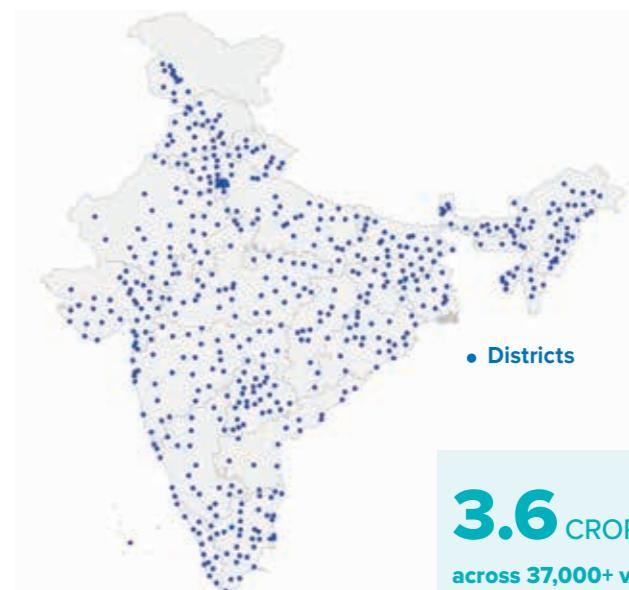
Farmer Santosh Kalokar along with his family in his farm at Yavatmal, Maharashtra

on knowledge, technology and infrastructure help Reliance augment impact on the ground and expand its reach.

iii) Leveraging Technology:
Reliance leverages the power of technology to broaden the scale and

strengthen impact at an augmented pace. Using technology, knowledge resources are made easily available to communities enabling informed decision-making which impacts lives and livelihoods.

RELIANCE FOUNDATION REACH



3.6 CRORE LIVES TOUCHED
across 37,000+ villages and several urban locations in 530 districts

Map not to scale and for illustration purpose only

Key highlights of CSR initiatives

Through its ever evolving and inclusive development approach, Reliance supports meaningful activities to address some of India's most pressing development challenges.

The efforts of Reliance have touched the lives of more than 3.6 crore people across India in more than 37,000 villages and several urban locations.



Empowering rural communities and livelihoods

- Empowered people through its digital knowledge interventions in over 37,000 villages
- Livelihoods of 1.09 crore (FY 2019-20: 37 lakh) farmers, fisher folk and livestock owners enhanced
- More than 65,500 ha of land brought under improved cultivation
- Around 45,800 ha (FY 2019-20: 7,250 ha) land brought under irrigation through water harvesting and conservation efforts
- Nearly 9.9+ crore m³ (FY 2019-20: 1.3 crore m³) of rainwater harvesting capacity created
- 2.2+ crore (FY 2019-20: 8.7 lakh) saplings planted
- Improved nutrition outcomes of 3+ lakh children through anganwadis



Affordable solutions for healthcare through improved availability and accessibility

- 67 lakh (FY 2019-20: 7.2 lakh) health consultations provided
- 1.3 lakh (FY 2019-20: 49,000) women screened for anaemia; nearly 75,000 (FY 2019-20: 31,900) were diagnosed and treated
- More than 81,500 (FY 2019-20: 22,500) children screened for malnutrition, 4,200+ (FY 2019-20: 663) malnourished children were treated
- 18,500+ Cornea transplants conducted under RF Drishti Programme
- 500,000 Women & Newborns benefitted from project Asman

KEY HIGHLIGHTS OF CSR INITIATIVES



Access to quality education, training and skill enhancement

- Quality education provided to 2 lakh (FY 2019-20: 35,000) underprivileged children, 15 partner NGOs supported
- 12,776 (FY 2019-20: 491) scholarships given to students to pursue higher studies
- Nearly 77,000 (FY 2019-20: 15,645) students received quality education through 14 Reliance Foundation Schools



Promoting sports amongst youth to enable and augment their skills and development

- 2.15 crore youth and children reached through different sports initiative
- Engaged 1.1. crore (FY 2019-20: 60 lakh) students through RF Jr. NBA programme
- Reached out to 90 lakh (FY 2019-20: 70 lakh) children and youth through football and athletics initiatives
- 79 (FY 2019-20: 22) scholarships provided under Reliance Foundation Young Champs programme for developing football abilities
- 389 (FY 2019-20: 163) RFYS athletes provided with scholarships



Managing and responding to disaster*

- Technology enabled support to government and non-government organisations
- Capacity building of more than 700 individuals for better response to emergency situations
- Supported relief activities in 14 states in the aftermath of natural disasters benefiting over 10 lakh people (FY 2019-20: 80,000)

*excluding COVID-19 initiatives



The Rural Transformation initiative is a long-term programme that addresses all the critical development indicators rural livelihoods, water, food and nutrition, women's empowerment and access to knowledge resources. In doing so, Reliance seek to de-risk livelihoods, make vulnerable communities more resilient and empower leadership to work with local authorities.

Reliance's work in the last ten years helped promote over 550 models of Rural Transformation. The change is led by the Village Associations (VAs) that have emerged as a key institution of community mobilisation and played a significant role in catalysing the development process. Over the years, the village institutions have graduated to become a development partner of the Gram Panchayat to help channelise benefits of various government programmes to the poor and needy. The empowered communities went on to promote Farmer Producer Organisations (FPOs) which are mentored by Reliance. These farmer owned entities helped thousands of farmers to access quality farm inputs and realise a fair market value for their produce.

These models of rural transformation are now being replicated in over 3,200 villages across the country with the active engagement of local authorities.

The information services platform offers real time information on farm and non-farm livelihoods, weather risk advisories and information on accessing entitlements. By addressing information asymmetry, households are able to augment their income through informed decisions. Through use of digital technology, Reliance has empowered people through its digital knowledge interventions in over 37,000 villages till date.

These initiatives have contributed to various national priority missions such as Gram Uday Se Bharat Uday Abhiyan, Unnat Bharat Abhiyan, Swachh Bharat Abhiyan, Skill India Mission, Digital India and Doubling Farmers' Income.

STRENGTHENING INSTITUTIONS

Strengthening Gram Panchayats: Improving Governance and Leadership Skills

Reliance is building grassroots leadership to enhance governance at the Gram Panchayat (GP) level. Through focus on a participatory approach to planning, the GPs are supported to formulate effective and actionable Gram Panchayat Development



Plans. These plans contribute to the Sabki Yojana Sabka Vikas programme of the Government of India.

Women are at the forefront in bringing about this change. Currently, Reliance is working with over 2,000 GPs across 12 states.



8,500
Leaders developed at village level



3,500
Community Based Organisations trained for effective Gram Panchayat Development Plan

All data figures are since inception

Empowered Gram Panchayat Transforms Village in Gujarat

Until a few years ago, Nayatwada village, in Patan district, Gujarat represented a typical backward village. Reliance first started its intervention engaging with the community members through leadership development programme of which women were an integral part. The size of the village was a main concern and affected participation and optimisation of resources. Therefore, the village leadership first petitioned for the creation a separate GP and was successful in achieving this. Buoyed by the success of its first steps, the leaders conducted an extensive door to door survey and prepared a Gram Panchayat Development Plan.

The plan identified several areas where work had to be started immediately. Water, soil salinity and low agriculture productivity were major problems faced by the people.

Through water conservation efforts, 83,000 m³ of water harvesting structures were created. This resulted in more than 250 ha of land being brought under cultivation. It also helped address the issue of drinking water security. As part of the financial inclusion programme, Bank Mitra service for doorstep banking



Community leaders of Nayatwada Gram Panchayat, Patan district, Gujarat

Empowering Women through Self-Help Groups

Reliance works with Self Help Groups (SHG), to address issues of gender inequality in rural areas. Through these SHGs, Reliance focuses on building leadership and entrepreneurial skills of women along with providing them with increased access to economic opportunities. Their leadership skills are being augmented to enable them to influence village development. There are concerted effort to increase their representation in the local governing body - the Gram Sabha - and boost their livelihoods through linkages with various agencies like Rural Self Employment Training Institutes (RSETI), Krishi Vigyan Kendras (KVKs), financial institutions and skilling agencies.



Self Help Group members at Patan, Gujarat

1,590
SHGs supported in building leadership and entrepreneurial skills of women in rural areas

All data figures are since inception

MARKET LINKAGES

Strengthening Farmer Producer Organisations: Enabling Farmers

The 26 Farmer Producer Organisations (FPO) mentored by Reliance are the culmination of years of development work in areas characterised by water scarcity and the attending issue of low productivity. Successful agricultural operations necessitated market linkages to result in higher farm incomes.

During FY 2019-20, the FPOs were also helped to increase online trading on platforms such as the National Commodity and Derivatives Exchange (NCDEX) for futures exchange, National Collateral Management Services Limited (NCML), National Agriculture Market (eNAM), Agri Bazaar and Kisan Yard.

Under Reliance's mentorship, five FPOs graduated from selling raw agricultural produce to value added commodities such as cold pressed groundnut oil, silage cattle feed, refined cumin, waxed oranges and custard apple pulp. Two FPOs have invested in assets for processing, while one has received a 100% subsidy from Council of Scientific and Industrial Research (CSIR) to set up an aromatics plant extraction unit.



Members of Avantika Aatm Nirbher Krashak Producer Co. Ltd. aggregating oranges in Agar, Madhya Pradesh



Farmer Kamlesh Sallam from Chhindwara, Madhya Pradesh



26 FPOs
in 12 states supported to strengthen market access for over 50,000 farmers



5 FPOs
advanced from selling raw material agri-produce to value added commodities



₹ 3.8 CRORE
Equity base



₹ 68.7 CRORE
Collective annual turnover



FPOs using online trading platforms (NCDEX, NCML, eNAM)

All data figures are since inception

AUGMENTING FARM AND OFF FARM LIVELIHOODS

To augment farm incomes and ensure secure alternative livelihood options for rural populations, multiple initiatives are taken up. To enhance agricultural incomes, sustainable agriculture practices such as use of better quality seeds, application of organic manure, integrated nutrient management, and integrated pest and disease management are encouraged. Livestock being a secondary source of income for rural populations, livestock camps are regularly conducted which address health and other issues relating to them. This year over 1.3 lakh livestock animals were treated through 408 livestock camps.

Further, over 16,500 farmers (38,500 farmers since inception) have availed training in agriculture and agri-allied skills during the year through Reliance's collaboration with Agriculture Universities, KVKS, Department of Animal Husbandry and other private agencies. Technology is also leveraged to link people to relevant employment opportunities and address the population's livelihood related issues.

LIVELIHOOD EMPOWERMENT THROUGH DIGITAL PLATFORMS

To provide expedient livelihood solutions to people in rural India, Reliance leverages digital technology to empower communities with knowledge on agriculture, fisheries, animal husbandry, skilling and employment linkages, government schemes among other relevant topics.

Multiple communication platforms are used such as mobile phone services, audio-video conferences, television, radio and newspapers - to disseminate advisories, contributing to the government's Digital India mission. These are supplemented with field based interactive programmes for farmers as well as fishermen. Additionally, a toll-free helpline enables knowledge and assistance to be accessible to the population at a time convenient to them.

For farmers, receiving critical information on the entire life-cycle of a crop can not only help avert loss, it can also augment farm incomes. Reliance supports farmers with knowledge on availability of key inputs needed for agriculture, information about pests and climate conditions, technology and skill advisories on use of crop protection measures, improvements in soil fertility and credit linkages among others.

In FY 2019-20, a YouTube channel was set up to disseminate various advisories. Till date, 89 live programmes and 399 video modules have been made available on the channel, which has a viewership of nearly 3.6 lakh individuals.

The programme partners with government and non-government organisations like research institutes, KVKS and grassroots organisations to access relevant information and communities.

Apart from providing advisories on agriculture and fisheries, based on the demand, advisories on health and education are also disseminated. Demand based scaling up of the programme, to provide services to small towns and semi-urban areas, is also being carried out.

The advisories are provided in 10 Indian languages. More than 99 lakh people across 19 states and over 300 districts have benefitted from the advisories since inception.



84 LAKH
Farmers provided services to improve agricultural livelihood



3.5 LAKH
Livestock treated



6.7 LAKH
Individuals participated in interactive sessions

(Audio and Video conferencing and Knowledge on Wheels)



99 LAKH
Individuals from 300+ districts across 19 states benefitted from advisories

All data figures are since inception



Farmer, Mathura Podh from Balangir, Odisha, who was supported with a goatery unit

Information Services Enhancing Livelihoods of Marine Fishermen:

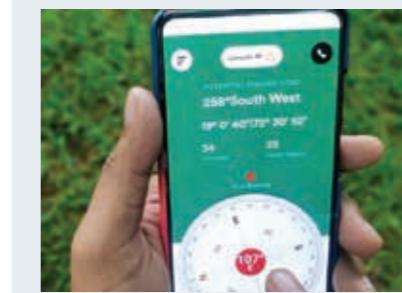
Fishing being an unpredictable, high-risk occupation, Reliance leverages technology to provide information to fishermen on ocean state forecast, potential fishing zones and cyclone warnings to make fishing trips safer and more remunerative. To achieve that, it has partnered with Indian National Centre for Ocean Information Services (INCOIS) and Central Marine Fisheries Research Institute (CMFRI). Cumulatively, Reliance has reached out to 2.8 lakh

fishermen, which is around 25% of the total active marine fishermen population of India. In a third-party assessment, 82% of fishermen reported using Ocean State Forecasts to plan fishing trips; almost 95% of fishermen reported to have avoided empty trips leading to savings worth ₹ 2.54 lakh per fisherman every year. On an average, a fisherman earns ₹ 17,820 additional income per trip by using Reliance's advisories on potential fishing zones.

AI-powered Machli working wonders

Reliance Foundation launched Machli, a unique Android-based application, in August. Developed jointly by RIL Artificial Intelligence Centre of Excellence and Indian National Centre for Ocean Information Services, the app can provide real time updates on critical weather and oceanographic parameters, such as wind speed, wave height, and strength of ocean current, to fishermen in all major fish-landing centres on the Indian coast.

The Machli app automatically collects details like day, time and location and provides information on all major fish landing centres located within a 200 km radius of the user. The information is presented in a simple format comprising texts, infographics, and audio messages. The app recognises nine Indian languages: Bengali, Odia, Telugu, Tamil, Malayalam, Kannada, Marathi, Gujarati, and Hindi. Thousands of fishermen have downloaded the app and are using it to augment their livelihoods.



GPS functionality of Machli app

WATER SECURITY

Water being of core importance for an agrarian economy to function, Reliance lays sustained focus on achieving water security in rural areas. Emphasis is laid on groundwater recharge to provide a sustainable solution to the problem. Reliance has helped construct or renovate water harvesting structures, including earthen/masonry dams and check dams, farm ponds and bunds, open wells, bori-bandhans, recharge pits and shafts along with local innovative means of water harvesting such as the holiya in Gujarat. The capacities of the elected representatives of the village are being augmented to formulate water budgets through the GPs.

894 villages have improved access to drinking water contributing to the National Rural Drinking Water Programme of the Government of India. Through the various efforts during the year, 1.3 crore m³ of rainwater harvesting capacity has been created (9.9+ crore M³ since inception).

45,800 HECTARES
of land brought under irrigation

(equivalent to the area covered by Chennai city)

Supported National Rural Drinking Water Programme

9.9+ CRORE M³
Water harvesting capacity created

(equivalent to 40,000 Olympic size swimming pools)

55+ CRORE M³
litres of water harvesting capacity created through various partnerships

RELIANCE HELPED TO:

- Construct or Renovate Water Harvesting Structures
- Local innovative methods used (Ex: Holiya)
- Formulate Water budgeting through GPs

All data figures are since inception

Contributing to Jal Shakti Abhiyan

Reliance participated in Government of India's Jal Shakti Abhiyan (JSA) – the nationwide campaign to address the issue of water scarcity – in 54 districts across 14 states since the launch of the campaign on 1 July 2019 to 15 September 2019.

Key highlights of Reliance's contribution to JSA:

- The campaign reached more than 10 lakh people
- 1.4 lakh saplings planted in cluster locations.
- 61,000 school children participated in awareness creation events for which 355 school days were dedicated across clusters
- 44,000+ participants from 406 villages built 600+ rainwater structures
- 17,000 individuals participated to learn about inclusion of water conservation in Gram Panchayat Development Plans
- 250+ Krishi Melas, attended by 13,000 farmers, were organised to create awareness on alternative cropping patterns and efficient irrigation methods
- 200+ SHGs took part in plantation drives and awareness programmes

In addition, technology platforms such as multi-location videos, audio conferences, voice advisories, interactive programmes with KVK Scientists and line department officials were utilised to gain wider outreach and disseminate information on the importance and techniques of water conservation.



Villagers from Panna, Madhya Pradesh participating in Jal Shakti Abhiyan

NUTRITION SECURITY

The Reliance Nutrition Gardens (RNGs) is an innovative response to address the issue of low nutrition levels at the household and village level. RNGs are scientifically developed, low cost, organic garden models that use a multi-tier cropping system to grow a variety of vegetables and fruits. These RNGs are aimed at

providing marginal farming households with rich dietary intake and ensuring good health and nutrition. During the year, more than 13,000 RNGs were set up to ensure nutrition security.

After self-consumption, the excess vegetables are also sold in the market, thereby supplementing the household

income apart from contributing to better health outcomes.

In collaboration with Maharashtra Government's Department of Health and Women and Child Development, Reliance is promoting the implementation of RNGs in anganwadis to meet the nutritional requirements of the children. Fresh fruits

Partnership with Paani Foundation

As a principal founding partner, Reliance continued its association with Paani Foundation to address water scarcity in over 4,700 villages in the drought hit areas of Maharashtra. The shramdaan based model, motivates and trains villagers to create water harvesting capacity. Since commencement of the initiative, 51,000 villagers have been trained in watershed development. This unique initiative also mobilises urban populations to help resolve water issues in rural areas. In the month of May 2019, over 1 lakh volunteers or Jalmitrals from urban areas joined their rural counterparts to build watershed management structures. These measures resulted in the creation of over 55 crore m³ of water harvesting capacity so far, and have enabled communities to come together and work cohesively to achieve water security.

An impact assessment study carried out during the year indicated that despite 2018 being a drought year, the average rise in the Water Cup villages was more than control villages by 0.4 m. This is equivalent to about 8 crore litres of additional water in each of the village or 8,000 tankers. In Marathwada, which is a drought prone region of Maharashtra, the Water Cup villages have shown 1.4 m rise in well water levels as compared to the control villages. The increased water levels after the competition have led to an increase in the Rabi area under cultivation.



Arbujwadi village, Gangakhed Taluka, Parbhani Dist, Maharashtra winning Satyamev Jayate Water Cup 2019

and vegetables are now an integral part of midday meals in these schools. Continuous engagement with parents and teachers have resulted in their participation in this effort and positively impacted health and nutritional outcomes among children in anganwadis. Over the last five years, more than 3 lakh children have directly benefitted through this programme. This intervention contributes to Poshan Abhiyan Jan Andolan programme of the government.



Bhagwati Devi with her crop of chilies in Jaipur Rural, Rajasthan

LIVELIHOOD AND SKILLING

Reliance is focusing on employment and skilling by leveraging technology, skill training and encouraging micro-enterprises, which has contributed to the government's National Skill Development Mission.

Through digital technology, information on skilling courses and employment opportunities is disseminated to individuals, enabling them to access the same. This year, over 18,000 individuals were linked to job opportunities. On World Youth Skills Day on 15 July 2019, job fairs and placement drives were conducted at several locations benefitting hundreds of students and youth.

Reliance also partners with various National Skill Development Corporation (NSDC) affiliated organisations to provide 10-day free-of-cost soft skills training programmes to enhance the employability of youth, who have dropped out of school or are unemployed.



A skill training session in progress at Modasa, Gujarat



23,000
Individuals provided entrepreneurship and job based skills



29,000
Youths linked to employment opportunities through Job Fairs



31,000
Youths trained in Retail skills



72%
Skilled youths placed in Retail sector



Celebrated WORLD YOUTH SKILLS DAY with job fairs and placement drives

All data figures are since inception

These courses are validated by Retail Skill Council of India (RSCI). During the year, 11,352 youths were trained in the retail sector, and 8,468 of them were linked to various jobs in the sector, where they continue to receive extensive support on the job training.

Moreover, to enable individuals in rural areas to find self-employment, micro-enterprises are encouraged. Entrepreneurship skill training is conducted for them, in partnership with skilling agencies like Confederation of Indian Industries (CII), NIIT Foundation and RSETI, in remunerative areas such as in motor bike repairing, stitching, handicrafts and beauty care and many more. This enables them to work from home or from their village and enhance their livelihoods. This year, over 7,800 have been provided entrepreneurship based skills.

ECOLOGICAL SECURITY

During the year, Reliance planted 8.7 lakh saplings (2.2+ crore since inception) in individual and common lands to preserve the ecology across locations. Additionally, Reliance plant locations have developed 2,600 hectares of green belt areas since inception, in order to maintain biodiversity.

Reliance also encourages use of clean energy such as biogas and solar power plants to provide rural communities with a sustainable source of energy.

Community Biogas plant at Chhipiya, Agar, Madhya Pradesh

Reliance supported Engineers without Borders USA, in setting up a community biogas plant in a cowshed in Chhipiya village in Agar, Madhya Pradesh. The biogas plant commissioned in July 2019 is providing gas to 65 households in the first phase and will soon be provided to another 35 households. This initiative has eased the life of women as cooking using biogas is faster and healthier as compared to burning wood.

Further, the dung slurry from the biogas plant is used for vermicomposting to produce better organic manure and reduce farmers' dependence on chemical fertilisers.



Community biogas plant under construction in Chhipiya, Agar, Madhya Pradesh

Swachhata Hi Seva

Contributing to the national mission to promote cleanliness, Reliance carried out the "Swachhata Hi Seva" campaign, through community initiatives from 11 September 2019 to 14 October 2019. The campaign focussed on creating awareness on cleanliness and hygiene, and mobilised collective action for Swachhata Shramdaan to clean village premises, water bodies, schools and colleges. Additionally, drainage line treatment, plantation and plastic waste collection drives were carried out.

Key highlights of the Swachhata Hi Seva campaign:

- Reached 1.6 lakh+ individuals from 1,200 villages (involving 1,100 GPs & 1,300 SHGs) across 12 states



Villagers from Mandla, Madhya Pradesh contributing to a cleanliness drive during the Swachhata Hi Seva campaign



Villagers from Modasa, Aravalli district, Gujarat contributing to a cleanliness drive during Swachhata Hi Seva campaign

Health



Health being a core focus area for the Company, Reliance has invested in developing a multi-tiered health response system.

The services range from mobile medical units (MMU) and static medical units (SMU) in rural and urban areas, at the primary level, to hospitals at the tertiary level. The various initiatives cater to the public health requirements of the communities they serve. Reliance also leverages its health infrastructure and resources to meet challenges to public health that arise from time to time.

Cumulatively, the health programmes have reached out to 25 lakh people.

SIR H.N RELIANCE FOUNDATION HOSPITAL AND RESEARCH CENTRE COMMUNITY OUTREACH PROGRAMME

Sir H.N. Reliance Foundation Hospital and Research Centre (RFH), reaches out to vulnerable communities in Mumbai with its health outreach programme. The programme works on multiple levels and employs camps, door to door screening, SMUs and MMUs for patient identification and connects them with tertiary care facilities when needed.

The five MMUs and three SMUs of the RFH Health Outreach programme reach out to 11 wards and 74 urban slum locations in Mumbai and Navi Mumbai. They provide access to quality healthcare for communities who would otherwise not have access to the formal healthcare sector. 80% of these families earn less than ₹1 Lakh per annum and 40% of these families were previously utilising services of pharmacists or non-MBBS doctors in the vicinity for health care needs. During this year, 31,811 new households were enrolled and over 1.67 lakh consultations (7.5 lakh since inception) were provided to individuals, of which nearly 36,000 were speciality consultations. From among these, 2,854 were referred to RFH/tertiary care institutions for further treatment.

With regard to non-communicable diseases, in FY 2019-20, nearly 13,550 patients were treated for hypertension, out of which 55% are now in control state. Over 570 patients were diagnosed with hypertension for the first time at the SMUs and MMUs. More than 10,500 patients were treated for diabetes out of which 41% are in control state. 408 patients were diagnosed for the first time with diabetes at the clinic. During the year, more than 24,500 women and girls (between 11-45 years) were screened for anaemia, of whom over 14,700 were identified to be anaemic. Over 2,600 cases

of severe and moderate anaemia were treated, of which over 1,100 (45%) were cured. Over 16,600 children under the age of five years were screened for malnutrition, of whom around 747 were identified as malnourished. 502 of the identified children were brought out of the malnourished category. During the year, over 20,500 individuals were screened for cancer (oral, breast and cervical).

SIR H.N RELIANCE FOUNDATION HOSPITAL AND RESEARCH CENTRE

RFH in Mumbai is a 345 bed multispeciality hospital that provides world class healthcare to patients. During FY 2019-20, it graduated from being a tertiary care institution to being a quaternary care hospital by adding high-end programmes like liver transplant, transcatheter pulmonary valve replacement (TPVR), heart transplant programmes and oncology to the existing centres of excellence. Furthermore, the process to convert the medical centre into a one stop solution for many diseases was initiated during the year with the setting up of an immunisation clinic, home care services, diabetes clinic and allergy clinic.

The better turnaround time for patients and low ALOS (average length of stay) achieved with the help of technology and innovative procedures in spite of active transplant programme and increased

number of high-end surgeries has resulted in increasing the occupancy from 66% in FY 2018-19 to 76% in FY 2019-20.

The globally accepted principle of net promoter score (NPS) was introduced this year which stands at 71 – much higher than many world renowned medical institutes. A multidisciplinary committee was set up to analyse patient satisfaction and defined timelines for providing response. The wider sample size for gathering feedback has enabled RFH to expand its in-patient feedback base to 70% in FY 2019-20 from 55% in FY 2018-19. The in-patient satisfaction rate has remained above the 87% benchmark throughout the year.

RFH also received positive feedback from patients for home care services of rehabilitation, nursing and laboratory with patient satisfaction being greater than 85%.

The unique short stay surgery programme helped patients with early recovery and reduced the chances of patients acquiring hospital borne infections. Short stay surgeries usually require less than 24 hours of stay in the hospital and are supported by strong patient education, home care rehabilitation and nursing. 172 surgeries were performed in the short stay format and included knee replacements and oncology surgeries among others.

Several new initiatives, were instituted as part of RFH's focussed approach to make its academic programme one of the most successful in India. A global panel of doctors consisting of nine doctors covering specialties ranging from Oncology, Gastroenterology, Orthopaedics, Urology, Uro-Onco, Regenerative Medicine, Breast Surgery, and Anaesthesia and Pain Management was set up. A scientific advisory committee was also set up and synergies with Reliance Life Sciences were enhanced to promote research and innovation. RFH's academic programme is accredited by the National Board of Education for Diploma with courses in 13 specialties with 49 students.

RFH measures its clinical outcomes with the best international benchmarks as part of its continuous quality improvement framework. Some of the key medical outcomes being monitored against the best outcomes are Coronary Angioplasty, Coronary Artery Bypass Surgery, Total Knee Replacement,

Renal Transplant, Liver Transplant, Neuro Rehab, Cardiac Rehab, Oncology Rehab, Musculoskeletal Rehab, Caesarean Section, Lap Cholecystectomy, Paediatric Cardiac Surgery among others.

Currently, RFH is accredited by National Accreditation Board for Hospital (NABH). Its Emergency Room Department and Blood Bank Department are also NABH accredited.

The hospital aims to achieve its Joint Commission International accreditation by April 2020 and NABL certification for Lab in FY 2020-21.



RFH Cardiology Team has been certified as Solo for Melody Valve, the first centre in country to be recognised as Solo for this procedure.



100% success rate for liver transplant programme.



Advanced cardiac surgery and heart transplant programme initiated in February 2020.



The medical centre initiated to provide retail services for various medical conditions such as post oncology requirements, various rehab equipment, other alternative medicine among others.



World class health facilities at Sir H.N. Reliance Foundation Hospital, Mumbai

Rare Liver Swap Transplant at Sir H.N. Reliance Foundation Hospital Saves Two Lives

A 55-year-old Mumbai doctor suffering from liver cancer and a 36-year-old Kolhapur farmer suffering from end-stage liver failure were identified for a successful liver transplant by exchanging their donor livers.

This rare donor liver exchange was successfully performed at RFH, by a team of 35 doctors who persevered for 14 hours in four operating theatres to perform the two liver transplants.

Out of nearly 3,100 liver transplants, RFH has conducted 43 liver swaps for 86 patients, which is the highest such experience globally.



ALLIANCE FOR SAVING MOTHERS AND NEW-BORNS (ASMAN)

Reliance has partnered with Tata Trusts, MSD for Mothers, Bill and Melinda Gates Foundation and United States Agency for International Development (USAID) on Alliance for Saving Mothers and New-borns (ASMAN). The programme aims to reduce maternal and neonatal mortality through an innovative facility-based intervention that enables healthcare service providers to provide quality care during childbirth and the critical 48-60 hours after delivery.

A tablet-based intrapartum monitoring and decision support tool has been rolled out in 81 government health facilities across 8 districts of Rajasthan and Madhya Pradesh. The application has registered over 1.8 lakh pregnant women this year. More than 71,000 high risk cases have been detected and nearly 78,000 notifications sent. Cumulatively, 2.6 lakh pregnant women have been registered, 1.02 lakh high risk cases detected and 1.09 lakh notifications were sent till 31 March 2020.

A learning based interactive app is also included in the digital platform which provides a fun approach to build the capacities of healthcare staff to manage

complicated cases. This year, nearly 400 service providers have been trained on essential obstetric and new-born care skills taking the tally to over 1,200 cumulatively.



Beneficiary of ASMAN

Delivering Safer Childbirths - A Young Mother's Experience

Sarita (21) was admitted to the primary health centre in Shivgarh a small village - about 20 km away from the nearest town Ratlam - in Madhya Pradesh, with labour pain. Nurse Lata examined her; she observed pre-term labour with breech presentation. However, the complex case did not overwhelm her. She quickly entered the details on the ASMAN tab following the clinical alert issued by the ASMAN interface and administered a dexamethasone injection. While plotting the e-partograph, she observed that the baby was in foetal distress. She promptly alerted the doctor and prepared for referral, after obtaining informed consent from Sarita's aunt who had accompanied her. Sarita was then referred to a higher facility – District Hospital, Ratlam which was informed well in time through the ASMAN application and an ambulance was arranged as well. The staff nurse, Smita, at the District Hospital was also trained under the ASMAN programme. Even before Sarita reached the hospital, Smita along with the medical officer had read up on the medical history, initial case

management and current status through the referral slip on the tab and were ready. At the hospital, Sarita delivered a baby girl who weighed only 1.7 kg, was cyanosed and did not cry. Owing to the staff nurse's training, she immediately performed Newborn Resuscitation to revive the baby. Today, both the baby and the mother are healthy due to timely response, prompt case management and swift collaboration by ASMAN-trained healthcare providers.



Beneficiary of ASMAN

RELIANCE FOUNDATION DRISHTI AND OTHER VISION CARE INITIATIVES

Through its Drishti programme, Reliance is engaged in improving and restoring the vision of people from underprivileged segments of society. The programme partners with the National Association for the Blind (NAB), Arvind Eye Hospital and Sankara Eye Foundation, and has supported over 18,500 corneal transplants since inception.

To increase awareness about the importance of eye donation, the Drishti Art and Essay Competition is organised annually for children and grandchildren of all Reliance employees across all Reliance offices and locations. This year, nearly 13,000 children participated in this event.

Under the Drishti programme, an international Braille newspaper in Hindi is also published every fortnight in partnership with NAB. It has a circulation of over 4,200 copies and has a readership of approximately 24,000 visually impaired readers across India and 15 other countries. Along with this newspaper, a Braille table calendar is also distributed to all its readers each year.

At the community level, vision screening camps and mobile eye clinics are regularly conducted across plant locations. During FY 2019-20, more than 20,000 consultations were given for vision related issues (1.49 lakh consultations since inception), of which more than 2,600 individuals (over 13,800 individuals since inception) with refractive error were provided with spectacles.

CARE AND SUPPORT FOR HIV

Reliance hospitals at Lodhivali, Maharashtra; Jamnagar and Hazira, Gujarat, are providing free and subsidised healthcare services to underprivileged communities. This year over 1 lakh consultations have been provided with over 33 lakh consultations provided since inception.

Care and support treatment is provided to people including children and orphans who are affected with HIV (PLHIV). The hospitals registered 7,900 PLHIV cases since inception, of which 200 were

registered this year. So far, over 3.6 lakh specialised health consultations were provided to PLHIV. Special awareness activities were conducted with migrant workers, truck drivers, sex workers and the general population to sensitise and reduce the stigma and discrimination associated with it. During the year, nutritional support was provided to 1,656 children affected with HIV in Hazira, Jamnagar and Gadiogoda in Andhra Pradesh.

As part of rehabilitation support, the programme has also organised regional level marriage bureau functions at HIV DOTS Centres in collaboration with Gujarat State Network of People Living with HIV/AIDS (GSNP+). These functions saw participation of 3,142 PLHIV from different states including Gujarat, Rajasthan, Madhya Pradesh and Maharashtra of whom 71 couples were engaged.

Additionally, Reliance has treated over 33,000 individuals by organising direct health treatment awareness camps in the Reliance Petro Retail outlets to provide general medical screenings and HIV counselling and testing services.

HEALTH SERVICES AT PLANT LOCATIONS

Reliance's health outreach programme at business locations is being implemented through a series of healthcare initiatives including MMUs, targeted health camps, multispecialty health camps, model anganwadi programmes, awareness drives and health infrastructure.

During the year, over 3.94 lakh consultations were provided through 13 MMUs and camps in the states of Andhra Pradesh, Madhya Pradesh, Maharashtra, Gujarat, Haryana and Uttar Pradesh. Support to MMUs under National Health Mission is a key strategy to facilitate access to public health care particularly to people living in remote, difficult, under-served & unreacheted areas. Renovation of a Primary Health Centre and Sub Health Centre aided institutional deliveries. This year, more than 24,500 women and adolescent girls were screened for anaemia, out of whom nearly 17,000 were found to be anaemic and were provided with nutritional counselling and referred for further treatment. In addition, more than 9,700 children under the age of five years were screened for malnutrition of

which 288 were identified as malnourished this year. The programme has screened over 46,000 cases for improving child nutritional status, and more than 69,000 women and adolescent girls for anaemia since inception.



Villager receiving medical assistance from MMU in Shahdol, Madhya Pradesh



67 LAKH
health consultation
through outreach



18,500+
Cornea transplants
conducted under RF
Drishti Programme



500,000
Women & Newborns
benefitted
from Project Asman

All data figures are since inception

OTHER OUTREACH PROGRAMMES

Reliance helped set up a dialysis centre in Parel, Mumbai for patients suffering from kidney disease. The facility performed more than 2.4 lakh dialysis procedures.

Reliance is working with several blood banks across the country in providing screening for Thalassemia carrier state and counselling, which resulted in collection of 4.6 lakh units of blood through voluntary donation camps.



A session expert conducting awareness for district health department to improve maternal and child health outcomes in Ramanathapuram District, Tamil Nadu

Education



Reliance's initiatives in the sphere of education, aim to provide opportunities for the young to develop themselves into future citizens who contribute to society. Towards this end, quality educational opportunities are provided to the youth, enabling them to pursue their passion.

DHIRUBHAI AMBANI SCHOLARSHIP

The Dhirubhai Ambani Scholarship (DAS) ensures inclusive and equitable education for meritorious students. Nearly 500 students received the scholarship in FY 2019-20, while another 700 students are continuing to receive the scholarship until they finish their higher studies.

Cumulatively, 12,776 students have received the scholarship. Through the programme, students who are specially-abled or from financially weak backgrounds are supported for pursuing college education in a stream of their choice.

The programme has continued its relationship with 27 state boards and the CBSE board, schools and junior colleges from where students are identified for the scholarship. The programme maintains a strong alumni network and encourages students to become DAS ambassadors. As a special initiative this year, support for school and university studies was provided to 32 wards of the Pulwama Martyrs.



DAS Scholar Ms. Tripti Tripathi

"Dhirubhai Ambani Scholarship came as a blessing when I received admission to pursue BE at BITS, Pilani. Without the scholarship, my family would not have been able to fund my studies. Today, I am a Software Engineer and I support my family, brothers and sisters."

Tripti Tripathi,
B.Tech, Batch-2014, Software Engineer, PayU India Gurgaon

DHIRUBHAI AMBANI INTERNATIONAL SCHOOL (DAIS)

Dhirubhai Ambani International School (DAIS) prepares students for the ICSE, the IGCSE, and the IB Diploma examinations and is a member of the Cambridge

International Primary Programme. The school provides world-class education to over 1075 children annually and has about 140 teachers with rich experience in national and international curricula. In 2019, in the IGCSE board examinations, 85% of all grades achieved were 'A*'s and 'A's; the School's ICSE average score was 95.24%; in the IB Diploma Examinations, five students earned the perfect score of 45 and the School's average score was 39.50 points. The IB Diploma graduates of 2019 earned admissions to 19 of the top 30 universities worldwide. During the year, students won over 579 awards in various co-scholastic, sporting and co-curricular events at the state, national and international levels.



Interactive learning at DAIS

In 2019, DAIS has been ranked among the Top 10 IB schools globally. Education World ranked DAIS as the No. 1 International School in India for the seventh consecutive year (2013 to 2019); Hindustan Times ranked DAIS as the No. 1 International School in Mumbai for the second consecutive year (2018, 2019), after having ranked the school as the No. 1 School in Mumbai for five years (2012, 2013, 2014, 2016 and 2017); The Times of India ranked DAIS as the No. 1 'National and International Curriculum' School in Mumbai for the fifth consecutive year (2015 to 2019).

RELIANCE FOUNDATION SCHOOLS

13 Reliance Foundation Schools located in Jamnagar, Surat, Vadodara, Dahej, Lodhivali, Nagothane, Mouda and Koparkhairane impart quality education to over 14,500 children annually. The schools offer education from kindergarten to class 12 and are affiliated to CBSE, Gujarat State Board and Maharashtra State Board.

In the year 2019, 48.6% of students secured 90% and above in the CBSE Class 10 Board examination; and 27% of the students from the Science stream scored above 90%, while 19% of the students from the Commerce stream scored above 90% in CBSE Class 12 Board examinations.

Apart from excelling in academics, the students also continue to excel in co-scholastic, sporting and co-curricular pursuits, winning awards and recognition in various events at the district, state, national and international levels.



A Biology class in progress at RF School, Koparkhairane, Navi Mumbai

Key achievements of Reliance Foundation Schools for this year:

- 2 students secured the third rank in CBSE class 10 Board Examination at the national level.
- 4 international awards, 137 national awards and 103 awards at zonal and state levels in events such as Yoga, Powerlifting, Olympiads, Water Polo, Arts and Science competitions.
- Reliance Foundation School Koparkhairane was ranked the 2nd Best Co-Educational School in Navi Mumbai, 11th in Maharashtra and 49th at the national level.
- 23 Reliance Foundation School teachers won 71 awards in CENTA Teaching Professionals' Olympiad (TPO) 2019. One teacher of Reliance Foundation School was awarded first prize by the Vice President of India, Shri Venkaiah Naidu, during the 7th International Hindi Lokbhasha conference.

RELIANCE FOUNDATION DIGITAL CLASSROOMS

The programme is operational in remote locations of the country. State-of-the-art digital education tools are provided in government schools to build capacities of teachers and improve the learning experience of students in these areas.

The programme empowers over 1,000 teachers and impacts nearly 43,000 students in 169 schools across 32 districts in the states of Andhra Pradesh, Gujarat, Haryana, Karnataka, Madhya Pradesh, Maharashtra and Telangana.



RF Teacher Awards ceremony at RCP



Students learning in the digital classroom in Shahdol, Madhya Pradesh

EDUCATION INITIATIVES AT PLANT LOCATIONS

Reliance undertakes different educational measures to support the communities around its plant locations. For practical orientation of Science and Mathematics learning, mini science centres have been established in select schools, benefitting over 1,000 students. Two buses have been put into service to ensure safe and convenient commute for over 400 girl students to and from their schools and colleges in Shahdol, Madhya Pradesh. Besides, over 10 coaching centres help hundreds of students prepare for competitive exams for admissions into Jawahar Navodaya, Gyanodaya and other reputed schools. Remedial classes are being conducted to support 700 students and more than 7,500 students have been supported with educational materials like notebooks, bags, books and stationery items to continue their studies without hindrance during the year. Career counselling was also undertaken to benefit Standard 10 and 12 students from neighbouring villages of the Vadodara manufacturing site in Gujarat. These sessions guide high school students in making better career options, which motivates them to pursue their higher education goals.

Under the Protsahan Scheme in East Godavari, Andhra Pradesh, scholarships are provided to meritorious students from the villages around plant location to pursue higher studies. 108 scholarships (2,145 since inception) were given this year.



Children having a playful learning in anganwadi in Yavatmal, Maharashtra

During the year, Reliance supported Akshaya Patra Jamnagar Kitchen Project. A Public Private Partnership Project of Reliance, Jamnagar Municipal Corporation and Akshaya Patra Foundation, it has a capacity to provide 50,000 meals per day. It will provide fresh cooked meals for government primary schools of Jamnagar City, Jamnagar Taluka (47 schools of 24 villages) and Lalpur Taluka (45 schools of 28 villages).

Anganwadis, being nodal points to deliver nutrition and early childhood care services to children, are of prime importance in rural areas. To ensure they are able to serve communities in different ways, Reliance has undertaken renovation of 26 anganwadis in Silvassa, Gujarat. Currently, 24 anganwadis are under renovation while two have been completed and renamed as Nand-ghar. The infrastructure upgrade at these anganwadis

enhances the experience of the children they serve, as well enables them to continue delivering nutrition and healthcare services to the communities.

JIO INSTITUTE

Reliance is setting up Jio Institute with a vision to build a world class institute of higher education in India at Navi Mumbai, Maharashtra.

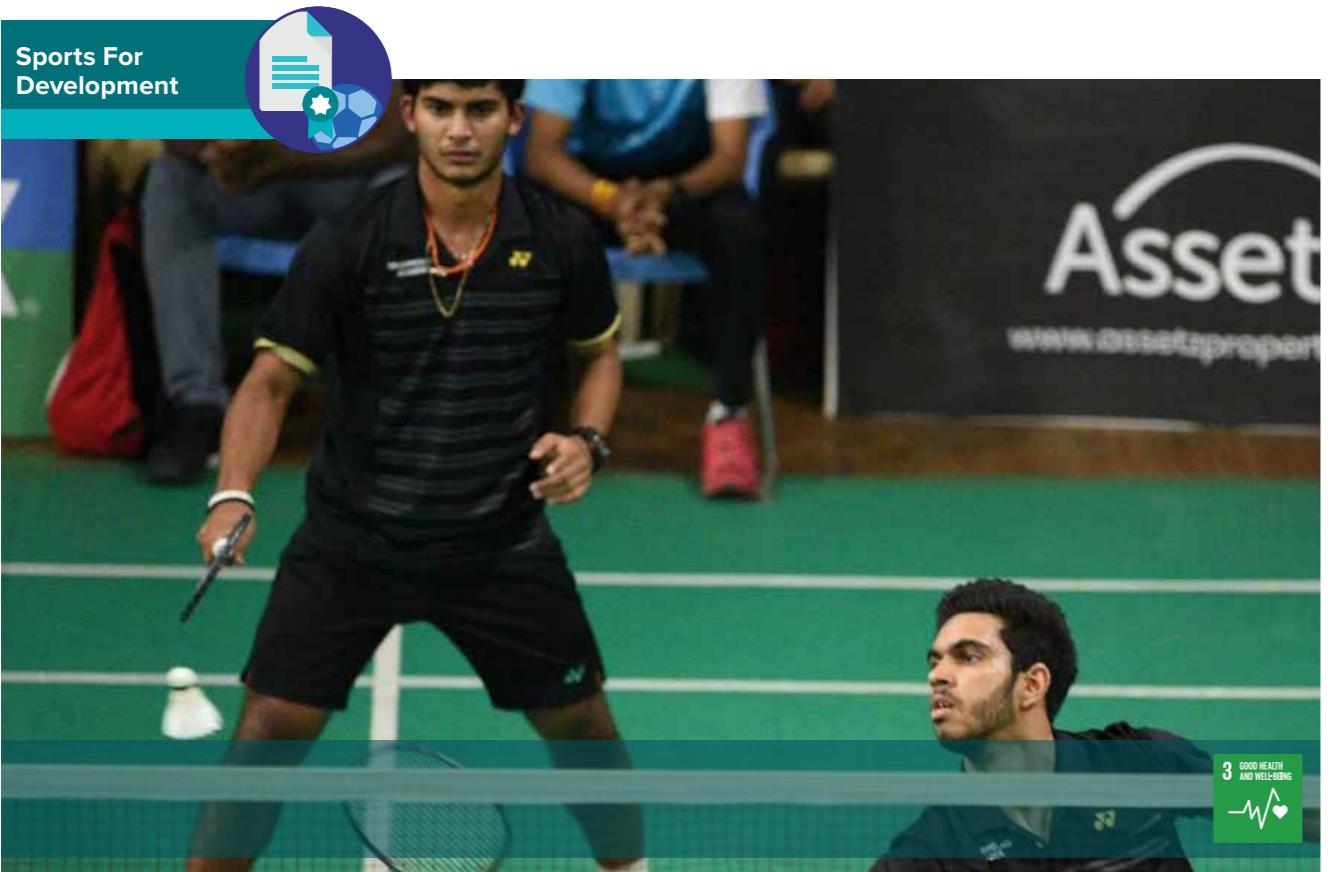
Envisioned to be a research university on par with the best in the world, Jio Institute will focus on creating an ecosystem of innovation and research to foster academic excellence, industry relevance and social significance. Substantial progress has been made in defining its academic programmes, research focus and enabling facilities to achieve its objective of being a world class institution in India.

Two courses, Masters in Artificial Intelligence & Data Science and Masters in Digital Media & Marketing Communications are planned to commence from academic year 2021-22. Jio Institute seeks to attract global scholars and researchers for its academic programmes and research centre.

Jio Institute shall also focus on the quest for research and work on solving India's problems and global challenges through its doctoral and post-doctoral research program.



School bus service for girls in Shahdol, Madhya Pradesh



Reliance encourages sports as a medium to encourage learning and building leadership for the children and youth of India, who are its future nation-builders. The sporting initiatives offer a platform to budding athletes across India to develop their talents and prowess in multiple sports.

In addition to national and international opportunities that are provided to young sporting talent, efforts are being made to improve the quality of the country's sporting ecosystem. To achieve which, Reliance collaborates with various national and state sports bodies to improve the facilities, training, infrastructure and equipment.

Since inception, Reliance's sporting initiatives have reached 2.15 crore youngsters across the country.

RELIANCE FOUNDATION YOUTH SPORTS

Currently in its fourth year, the Reliance Foundation Youth Sports (RFYS) programme aims to revitalise grassroots

sports in the country through the creation of a platform for young athletes to build a career in sports. RFYS is focused on all-round development of school and college sports through a free-to-participate multi-sport, inter-school and inter-college competition structure; skill enhancement opportunities for Physical Education and Sports teachers; and infrastructure upgrades. In addition, it provides athletes with professional sport experiences, training workshops and drives behavioural and attitudinal change by engaging parents and principals to participate more actively in youth sports.

RFYS has so far reached out to 90 lakh youth and children across 26 states and union territories, from more than 10,000 schools and colleges.

In order to provide deserving athletes with a fair and transparent platform to build a career in their sport, RFYS has partnered with various National Sports Federations and professional clubs. With the All India Football Federation, RFYS conducted a scouting camp for more than 200 RFYS

girl athletes giving them the opportunity to be a part of the Indian national team participating in the Under 17 Women's World Cup. Nine RFYS girl participants were chosen to be a part of the national camp and three among them went on to represent India at the 2019 SAFF games in Bhutan, where India won the gold medal. Over 140 young male footballers were scouted by professional football clubs using the RFYS platform, giving them the opportunity to build a professional career in football.

The RFYS Athletics programme provided opportunities to 38 of India's best young athletes to be a part of the RFYS Elite camp where they were trained by coaches from the United Kingdom at the prestigious Reliance Foundation Odisha Athletics High Performance Centre.

RELIANCE FOUNDATION ODISHA ATHLETICS HIGH PERFORMANCE CENTRE

In collaboration with the Odisha State Government, a High Performance Centre (HPC) in Athletics has been set up at the Kalinga stadium in Bhubaneswar. This

centre aims to be one of Asia's best by 2024. More than 200 athletes have been invited for trials for the HPC and the best 21 athletes are currently being trained at the academy, under the tutelage of Head Coach, James Hillier - ex-coach of British Athletics. In a short span of a few months, athletes from the HPC have already won 10 Gold, 8 Silver and 7 Bronze medals at the Odisha State Championship; 2 Gold and 1 Bronze medal at the Indian Junior National Championship; and 2 Gold, 1 Silver and 7 Bronze medals at RFYS National Championship.

The programme provided opportunities to 38 of India's best young athletes to be a part of the RFYS Elite camp where they were trained by coaches from the United Kingdom at the prestigious Reliance Foundation Odisha Athletics High Performance Center.



Nemil. V from Kerala, part of the first batch, who received a scholarship from Marcat Football Academy, Barcelona for a full season

RELIANCE FOUNDATION YOUNG CHAMPS

Reliance Foundation Young Champs (RFYC) is officially recognised as India's best residential football academy by the All India Football Federation. Each year RFYC offers full scholarships to the country's best aspiring football talents selected through a pan India scouting effort. With an equal focus on academics and sports, it aims to offer children a holistic environment to hone their skills with world class facilities and best in class training.

In its fifth season of operation, RFYC became the first and only football academy in the country to be awarded a maximum of five stars under the All India Football Federation's academy accreditation scheme and retained its top spot in the country.

Since its inception in 2015, the academy has grown to accommodate a total of 79 children and 22 full time staff with dedicated departments such as Sports Science and Sports Psychology.

The academy also organised international exposure trips for the children to Spain, Japan and the United Kingdom where they got opportunities to play friendly matches with international teams representing elite football clubs.

The first ever Premier League Youth Tournament in India was hosted at the RFYC facility in early 2019 with participation from the youth teams of Arsenal and Leicester City. The second edition hosted earlier this year saw the likes of Manchester United, Chelsea and Southampton participate.

RFYC also continually supports the All India Football Federation's coach education efforts with the most recent collaboration being the 'A License' course hosted in 2019.

RELIANCE FOUNDATION JR. NBA

Reliance Foundation Jr. NBA promotes basketball among school students, encouraging them to adopt a healthy and active lifestyle. It has cumulatively reached out to 1.1 crore children from 13,500 schools spread across 21 states and union territories.

RF Jr. NBA also sent the country's best U-14 boys and girls team to the Junior NBA Global Championship (JNGC) held

in Orlando, Florida, USA where the boys team reached the quarter finals – the highest mark reached by India till date at the prestigious global youth basketball tournament.

On 4 October, 2019, the programme hosted the first-ever NBA game in India under the Reliance Foundation Education and Sports for All (ESA) initiative, celebrating six years of successful partnership with NBA for the promotion of basketball across India. It became the first-ever NBA game to be hosted purely for children by inviting 3,000 boys and girls from across 80 schools in Mumbai to be part of the audience.

RELIANCE FOUNDATION EDUCATION AND SPORTS FOR ALL

Reliance Foundation Education and Sports for All (RF ESA) initiative combines the power of sports and education especially for children who are underprivileged and differently-abled. The programme partners with multiple NGOs which focus on encouraging sports, literacy and life skills among children. During the year, these partner NGOs reached out to 35,000 children under this programme. As an extension to this initiative, a Digital Learning Van embedded with technology has been deployed to provide quality education, to more than 4,000 children from 10 government schools in Mumbai and Thane districts, Maharashtra.

Additionally, under this initiative, underprivileged children have received the opportunity to attend a Mumbai Indians match at the Indian Premier League, where they cheer for their cricket heroes.

OLYMPICS PREPARATION

To improve India's performance at the Olympics and other prestigious international sporting events, Reliance is strengthening the efforts of athletes, coaches, the Government, Indian Olympic Association and National Sports Federations. Currently, 11 athletes in archery, athletics, badminton and weightlifting are being supported by Reliance, along with the aid of the Sports Central team at RFH, for their training and development. In addition, Reliance is also providing Sports Science and medicine support to the Indian national camp for athletics, boxing and badminton.

RURAL SPORTS

Contributing to the Government of India's Fit India Movement, Reliance celebrates Sports Day across villages in rural India to encourage a healthy lifestyle. More than 40 different types of games were played at the Sports Day events arranged across various districts. For more inclusive participation, a wide variety of games were arranged, resulting in participation of over 27,000 women, children and elderly individuals. Over 51,000 community members from nearly 1,150 villages across 12 states, either participated or helped to organise the events.

In order to promote rural talent in sports, Reliance has also been helping village youth in Jamnagar district with football coaching sessions at various residential and non-residential schools, through summer camps and exposure visits. As a consequence, the number of participants and teams have more than doubled and their performance in state level tournaments such as Subroto Cup and Khel Mahakumbh has been enhanced. 7 girls from villages in Jamnagar District have gained admission to the State Football Academy – a fully funded education and sports training experience. Two of these girls also got an opportunity to represent Gujarat Football Team in the prestigious School Games Federation of India (SGFI) National Tournament held in January 2020 at Kurukshetra, Haryana.



Youth participating in kabbadi competition organised in Bijapuri, Sendhwa, Madhya Pradesh

RFYS – A Stepping Stone to Success

Melroy Assisi, is today the captain of the reserve team of Chennaiyin FC. His talent was first spotted while playing for his team at the RFYS National Finals, wherein he came under the scanner of multiple ISL clubs.

He competed in RFYS tournaments for 3 years out of which his team qualified for Nationals twice. Initially, unaware of the presence of scouts, his coach informed the team that 6 ISL club scouts were watching, this motivated him to push even harder to get selected for one of those teams.

"RFYS was a great experience for me and gives good exposure to the upcoming talent from all across the country. The facilities and ground conditions are better as compared to any other competition elsewhere," – says Assisi of his RFYS experience.

Being selected by Chennaiyin FC for their reserve squad was like a dream come true for Assisi.



RFYS Athlete, Melroy Assisi in action during a football match

Supporting Ridhi's Olympic Dreams

Archer Ridhi Phor (15) started the year 2020 on a high by winning the bronze medal at the Khelo India Youth Games in the Individual Recurve category.

When Reliance started supporting Phor, she was the youngest archer to be ranked in the top 200 in the world. Since then, she has represented India at the U14 Asia World Ranking Tournament held in China, winning a bronze in the team event.

"The sponsorship provided by Reliance Foundation has played a pivotal role in my development as an athlete. They have provided me with the best equipment, an archer can wish for. It is the same equipment I have been using for my Olympic trials as well. I will always be grateful to them for showing faith in me as an athlete and wish that they keep supporting aspiring athletes like myself in the future," says Phor

Phor's consistent performances have earned her a spot in the final 8 squad for the Olympics Selection Trials. In the first two selection trials she had finished 4th, increasing the chances of her qualifying for the Olympics.



RFYS Athlete, Ridhi Phor in action during her archery practice

RFYS Athletes Achievements

In FY 2019-20, athletes from the RFYS programme won 35 medals of which 23 were secured at international sporting events. The key highlights are listed below:

IN WEIGHTLIFTING:

Sidhanta Gogoi – won the Gold medal at the Jr. National Weightlifting Championship and Silver at the Junior Asian Championship

Jhilli Dalabhera – won the Silver medal at the Senior Asian Weightlifting Championship and the Gold medal at the 2019 Commonwealth Weightlifting Championship

Achinta Sheuli – won the Gold medal at the 2019 Commonwealth championship

Deepak Lather – won the Silver medal at the 2019 Inter Services Championship

IN BADMINTON:

Dhruv Kapila and Krishna Prasad won Gold medals at the 2019 South Asian Games in the Men's Doubles and Team Event categories.

Dhruv won the Gold medal at the All India Senior Ranking Championships in January 2020 in the Men's Doubles category while Krishna Prasad won the Gold medal at the same competition in the Mixed Doubles category.

Aditi Bhatt won the Gold medal at the Bulgarian Junior Championship and the Dubai Junior International.

IN ARCHERY:

Ridhi Phor was selected for the final 8 squad of Women's Individual Recurve archers for the 2020 Tokyo Olympics.

IN ATHLETICS:

Jinson Johnson, broke the 1500 m national record twice in 2019 and won 2 international medals at Grand Prix in Poland and IAAF World Challenge in Berlin.

Having been selected through a rigorous process of selection, under the RFYS programme, these budding sportspersons were supported with expert coaching, physical training, sports science and medicine, nutrition and other sports related requirements.



Top Row (from left): RFYS Athletes, Dhruv Kapila and Krishna Prasad; RFYS Athlete, Aditi Bhatt; RFYS Athlete, Siddhant Gogoi

Bottom Row (from left): RFYS National Athletics Meet 2019-20; (Right): RFYS football athletes

Disaster Response



Reliance has an experienced Disaster Response team to provide a quick response to mitigate the effect of natural disasters. This includes early warnings, mobilisation and distribution of relief materials, supporting local governments with the communities affected by disasters. The programme also involves working with the communities in reviving their livelihoods post-disaster. The measures taken by Reliance follows the prescribed practices as recommended by national and international guidelines.



Local community volunteers conducting disaster response training session for school children in Bhubaneshwar, Odisha

Additionally, training programmes on disaster management and emergency response to local community volunteers are provided to ensure the availability of human resources to respond in times of emergency. These disaster response trainings have been conducted in select locations across Andhra Pradesh, Maharashtra, Odisha and Tamil Nadu with the support of multiple organisations.

During FY 2019-20, Reliance helped communities affected by floods and cyclones across 50 districts of Andhra Pradesh, Bihar, Gujarat, Karnataka, Kerala, Punjab, Odisha, Madhya Pradesh and Maharashtra. Apart from providing relief support to over 80,000 individuals in these states, technology was leveraged to disseminate early warning advisories to 5.6 lakh people and to create awareness on post-flood epidemic control, sanitation and hygiene and essential health care.

Since inception, Reliance has provided relief to over 10 lakh people affected by disasters across the country.



14 states supported through relief activities



10+ LAKH individuals were provided relief



Multi-pronged disaster response rescue, relief and rehabilitation programme



Provided supplies such as ready-to-eat food, glucose and sanitary napkins



Continuous medical assistance to avert outbreak of epidemic in the affected community



Infrastructure development and repairs



Bi-lingual helplines to connect and reassure worried families

All figures are since inception. Activities supported during COVID-19 crisis are not accounted above

Other Initiatives



ARTS, CULTURE & HERITAGE

In the sphere of arts and culture, tabla maestro, Ustad Zakir Hussain's annual concert 'Abbjai', a homage to his father, the late Ustad Allahrakha Khan, was supported along with 'Morning Concert of Classical Music', 'Carnatic Connect'; and 'Karticksav'. In addition, to encourage responsible cinema which conveys strong social messages, Reliance Foundation has established a partnership with Jio Mumbai Academy of Moving Image (MAMI) and Star, at the Jio MAMI Mumbai Film Festival.

URBAN RENEWAL

A one of its kind park for specially abled children was set up in Panchkula, Haryana in collaboration with the Department of Social Justice and Empowerment of the state.



The park for specially abled children, built with Reliance's support, in Panchkula, Haryana

EMPLOYEE VOLUNTEERING

To augment employee value and create opportunities for Reliance's large employee base to give back to society, Reliance established a structured, defined and scalable volunteering programme. The volunteering initiatives are aligned to national priorities and are in the sphere of the Company's focus areas - environment and education. By leveraging the strengths of the large workforce, the programme magnifies the impact created by the initiatives. These volunteering activities are not limited to individuals, but are also open to the families of employees, thereby creating opportunities for them to give back to society as well.

Over the years, various initiatives were taken up under this programme. Across the country, more than 25,000 Reliance employees carried out cleanliness and awareness activities at nearly 900 railway stations on a single day and collected 15,000 kg of plastic waste for recycling. While in Mumbai, over 450 Reliance employees volunteered for the Versova Beach and Mithi River clean-up drives. Reliance also contributed a Bobcat machine to clean up Versova Beach.



Founder and Chairperson of Reliance Foundation, Mrs. Nita M. Ambani with Ms. Isha Ambani at Recycle4Life event in RCP

Recycle4Life: Reliance Foundation initiated a plastic/PET bottles collection drive across all locations. Volunteers collected 78 tonnes or 39 lakh waste plastic bottles. 3 lakh employees across the division along with families, participated in this record breaking initiative. The initiative was lauded by Ministry of Jal Shakti, Department of Water Resources, Ministry of Water Resources, River Development and Ganga Rejuvenation, Government of India.

Jio Rail Swachhta: 25,000 volunteers come together to clean-up 900 railway stations on one single day. 450 Reliance employees dedicated 1,175 volunteering hours over successive weekends to Versova beach and Mithi river clean-up drives. Reliance also contributed a BobCat machine to clean-up versova beach.

Month of Good Deeds: To commemorate the 87th birth anniversary of Founder Chairman, Sh. Dhirubhai Ambani, December was celebrated as a Month of Good Deeds through a series of volunteering activities, including blood donation camps.

More than 3 lakh employees, along with their family members, partners of RIL and its allied businesses across multiple locations in India volunteered to collect waste plastic bottles for recycling as part of the Recycle4Life campaign. Reliance employees across various plant sites collected over 78 tonnes of waste plastic bottles, which were then recycled through eco-friendly manufacturing processes into value added fibres at one of Reliance's recycling units.

Additionally, employees also took up community service activities like imparting soft skills to specially-abled people, spending time with children at hospices and with senior citizens at old age homes, and serving meals to the underprivileged. In the plant sites, employees and their families have adopted anganwadis and volunteer their time and efforts to improve the nutritional outcomes of children from under resourced communities. Over the year, they have also come forward to assist in disaster mitigation activities for calamities such as floods and to support COVID-19 response efforts.

ANIMAL WELFARE

Reliance also extended its care and support to animals through the year. In the area of animal welfare, Reliance operates the Reliance Veterinary Hospital in Padana,

Gujarat. Over the year, the hospital has expanded its animal healthcare services to include services such as an animal laboratory, an x-ray unit, a large animal operation theatre, an indoor animal shed, a pharmacy, a mobile animal van, a fodder room, an isolation place and an animal ambulance. This year a total of 18,639 animals were treated, through the hospital and mobile animal van. Over 400 surgeries were conducted, 16,441 animals were given medicinal treatment and 1,779 animals were treated for gynaecological issues. Under the Artificial Insemination programme a total of 1,344 successful artificial inseminations were done during the year on Gir cows and Jaffarabadi buffalos.

Reliance Foundation has partnered with Wildlife SOS to promote kindness, compassion and social responsibility towards wildlife and promote animal welfare, wildlife conservation and nature & environment protection.

India's first Elephant Hospital was established in November 2018 by Wildlife SOS with support from Reliance Foundation to provide medical care to elephants in distress. It is equipped with Modern treatment facilities including digital wireless x-ray, ultrasound & laser therapy. Reliance Foundation also donated 19 ambulances to Wildlife SOS to provide medical aid to animals.

COVID-19 Response



RELIANCE'S HEART BEATS FOR EVERY INDIAN

The entire Reliance family joined forces to strengthen and fuel the nation's fight against COVID-19. With a 24x7, multi-pronged approach, Reliance quickly mobilised on-the-ground efforts to ensure the nation wins the battle against COVID-19 and worked relentlessly during the global coronavirus pandemic to be at the service to the people of India. Reliance leveraged all of its resources – human as well as material – to help India overcome the threat posed by the virus.

CARING FOR ALL: MISSION ANNA SEVA PROVIDING OVER 5 CRORE MEALS

Realising that during lockdown marginalised and under-resourced communities across the country would need the support with daily essentials, Reliance Foundation quickly launched a programme to distribute food to the needy. Mission Anna Seva is the largest meal distribution programme undertaken by a corporate foundation anywhere in the world. As of June 10, 2020, Mission Anna Seva provided over 5 crore meals across 78 districts, 17 states and 1 union territory.

The beneficiaries of Mission Anna Seva included daily wage earners, slum dwellers, urban service providers, factory workers, and residents of old-age homes and orphanages. It also provided meals to frontline workers such as junior medical

staff, police personnel and security forces. Under this programme, Reliance Foundation provided cooked meals, ready-to-eat food packets, food coupons and dry ration kits to families and bulk ration to community kitchens.

The entire staff of Reliance Foundation and the larger Reliance family unitedly worked to support this mission on a war footing to ensure that the needy do not go hungry during the lockdown period. Reliance Retail employees contributed to this programme by packing, preparing and supplying the provisions needed for the programme. Reliance employee volunteers from across Reliance sites such as Mumbai, Silvassa, Vadodara, Patalganga, Hazira, Jhajjar, Shahdol, Jamnagar, Dahej, Barabanki, Nagothane, Gadimoga and Hoshiarpur distributed free meals to marginalised communities in their respective locations. Acknowledging that due to the lockdown, highway restaurants were shut and the truck drivers transporting essentials for the whole country were struggling to find food while on the way, staff members at certain Reliance petrol stations in West Bengal, Kerala and Odisha distributed free meals to truck drivers.

Reliance Foundation also supplied relief kits and bulk rations to over 80 partners that were engaged in similar hunger alleviation programmes in their respective locations. This programme was also supported by over 2,400 volunteers across the nation to

ensure that food reached the most needy communities as fast as possible. These partners and volunteers ensured reach for Mission Anna Seva reached the last mile by identifying communities and families that need help and by stepping out amongst them, even in these uncertain times, to provide help to vulnerable communities. Reliance Foundation also provided bulk rations to community kitchens that were serving meals to migrant families, labourers, homeless and other needy people. Reliance Foundation also supported migrant labourers returning to their home towns and villages by providing cooked meals and rations to support them during these challenging times.



World's Largest Meal Programme undertaken by a Corporate Foundation



5+ CRORE MEALS distributed through ration kits, food coupons and cooked meals to marginalised communities and frontline workforce



17 STATES and 1 UT



78 DISTRICTS



24+ LAKH BENEFICIARIES
Daily wagers, migrant workers, frontline workers, among others



80+ NGO PARTNERS
Helped in distribution of meals



2400+ VOLUNTEERS
On-ground assistance

MISSION ANNA SEVA TESTIMONIALS



Mahendra Saha, Kolkata, West Bengal

"I am a truck driver driving down to Pondicherry from Kolkata with a full load. I filled diesel at the Reliance petroleum filling station. I received this meal kit from the station. With this meal kit, I can cook food along the way and not struggle to find ration in this lockdown."



Kajol Ghorai, South Dumdum Municipality, North 24 Parganas, West Bengal

"I live with my husband who is 82 years old and my son who has a physical impairment. We survive with the meagre earnings from running a small shop. The shop is now closed. We were struggling to make ends meet. This meal kit will help us in the coming weeks." Kajol Ghorai,



Archana Purush Yadav, Kolhapur, Maharashtra

"My family of four migrated from Beed to Kolhapur in search of work. My husband works as driver and I am a domestic worker. I got to know about this kit through a friend of mine. For migrant workers like us, this meal kit is of great support during such critical time."



Venkayya, Kakinada, East Godavari, Andhra Pradesh

"I work in a small hotel in Kakinada and my wife works as an agricultural labourer. We both do not have any work now. We have two children and old parents to feed. We got to know that rations kits were being distributed by donors and came to request for help. With this meal kit, I can feed my family in the coming days."



Dilshad, Meerut, Uttar Pradesh

"I am a taxi driver and the only earning member of my family. Since the lockdown, all the transport services is halted. I spent many nights thinking how I will feed my family in this situation. But with this meal kit, I can feed my family well. The meal kit is a great relief for families like mine."



Garikina Devi, Mulapalem, Visakhapatnam, Andhra Pradesh

"I was affected by polio in my childhood. My father is a fisherman and my mother is a fish vendor. Since last 20 days we have no earning. My father tried to borrow money from boat owners but nobody was willing to support. We received the meal kit when we needed it the most."



Arun kumar Ray Mohapatra Gabasahi, Bhadrak, Odisha

"I earn daily wages by working in a retail shop. The shop has been closed due to the lockdown. It was very difficult for me to meet my daily ration needs. This ration kit will fulfil my daily needs in the coming weeks."



Vimla Bai, Manshnagar, Panna District, Madhya Pradesh

"I am a daily wage labourer. Due to the lockdown, I have no work. Since my husband is also not earning, we had to borrow money to meet our daily needs. We received this meal kit at a critical time."

AIDING RELIEF: DONATIONS FOR RELIEF FUNDS

To help strengthen the efforts to tackle the pandemic and its aftermath, Reliance donated ₹ 500 crore to PM-CARES Fund. Additionally, ₹ 56 crore were donated to various other relief funds.

STRENGTHENING INDIA: SETTING UP HEALTH INFRASTRUCTURE SUPPORT

Reliance Foundation demonstrated its commitment and capacity to rise up to the situation during the response to the COVID-19 crisis. In collaboration with the Brihanmumbai Municipal Corporation (BMC), Reliance Foundation set up the first, COVID-19 dedicated 100-bed hospital in India in just two weeks, which was soon scaled up to 222 beds. With the focus on treating patients with COVID-19, all beds are equipped with the required infrastructure, bio-medical equipment such as ventilators, pacemakers, dialysis machine and patient monitoring devices.

The Sir H.N. Reliance Foundation Hospital and Research Centre (RFH) set up special medical facilities to quarantine travellers from notified countries and suspected cases identified through contact tracing. Responding to the evolving situation, RFH also provided a unique solution of home quarantine services where the COVID-19 positive and symptomatic patients could receive a comprehensive solution in the safety of their home. The service offers medicines and consumables, vitals monitoring devices, home disinfectants, video consultations with doctors, home nursing service and home sample collection.



A patient being discharged at Reliance Foundation facility at Seven Hills Hospital, Mumbai



A patient being discharged at Reliance Foundation facility at Seven Hills Hospital, Mumbai

Reliance built a fully equipped isolation facility in Lodhivali, Maharashtra and handed it over to the district authorities for use. Reliance Foundation also supported the setting up of a quarantine ward for COVID-19 suspected patients at Spandan Holistic Mother-And-Child Care Hospital, Deonar, Chembur in Mumbai.

RFH was the first institute in Maharashtra identified by Indian Council of Medical Research (ICMR) to be part of a multi-centre clinical trial to evaluate the efficacy of plasma therapy. In addition, RFH set up an exclusive 10 bedded dialysis centre in Hinduhrdayasamrat Balasaheb

Thackeray Trauma Care Hospital, Mumbai in collaboration with Brihanmumbai Municipal Corporation.

Moreover, Reliance Foundation's Mobile Medical Units (MMU) deployed in Shahdol, Madhya Pradesh; Nagothane, Maharashtra; and Jhajjar, Haryana continued to provide medical assistance to the rural communities in the times of COVID-19 and also helped raise awareness about precautionary measures like social distancing, wearing masks and hand washing in surrounding villages.

TESTING TIMES: BUILDING CAPABILITIES AND CAPACITY

Reliance with the help of Reliance Life Sciences provided test kits and consumables for effective testing to enhance India's testing capacity. It set up the largest testing lab in the country on a war footing with a capacity of 3,500 tests per day. To combat the rising demand and global shortages, Reliance Industries produced 1,00,000 PPE and face masks per day for India's healthcare and frontline workers. A PPE suit consists of coveralls, gloves, shoe covers, three-ply or N95 face masks, head gear and face shield. The Company redeployed Alok Industries' manufacturing facilities in Silvassa, Gujarat in record time for exclusively manufacturing personal protective equipment (PPE) to safeguard doctors, nurses, medical staff and other frontline workers engaged in fighting the COVID-19 pandemic.

UNINTERRUPTED SUPPORT: FREE FUEL FOR EMERGENCY SERVICE VEHICLES

To keep the Emergency Services uninterrupted, Reliance provided free fuel to government notified vehicles and ambulances used to transport COVID-19 patients. As of 10 June 2020, Reliance had provided over 5.5 lakh litres of free fuel, supporting over 14,000 ambulances across 249 districts in 18 states.

Fuelling Hope

Ambulance drivers have worked tirelessly during this medical crisis and transported COVID-19 patients to ensure that they get speedy medical care.

"We aim to reach all COVID-19 patients and suspected cases, wherever they may be, as soon as we can. The support from Reliance comes in really handy during these times and let's us work continuously without having to worry about other things." - Ambulance driver.



PROTECTING THE GRASSROOTS: SUPPORTING RURAL COMMUNITIES WITH OPPORTUNITIES

Reliance Foundation has also been supporting rural communities across the country during these unprecedented times. Reliance Foundation has provided specialist help and advice to Gram Panchayat leaders and other community groups, giving them guidance on how to meet challenges and learn about various schemes for financial support and livelihood opportunities. In addition, Reliance Foundation has provided knowledge and capacity building support on livelihood opportunities in farming, horticulture, animal husbandry and fisheries for migrants who returned back to their villages from the cities following the lockdown.

In rural areas, GP and Self Help Groups (SHGs) supported and mentored by Reliance Foundation have helped address various challenges related to the pandemic. In many villages, they have taken the lead

to create awareness on COVID-19 and put in place the necessary precautionary measures. For example, community initiatives were established to stitch masks and distribute them to frontline workers. SHGs have taken a leading role in this. For example, in Jamnagar over 1 lakh masks were made by 148 women from villages located near the Jamnagar refinery and supported by SHGs. Community leaders have also created opportunities for employment as well as providing protection for the community. They have also helped raise awareness on various government schemes that were put in place to support rural communities. Moreover, the 26 Farmer Producer Organisations (FPO) mentored by Reliance Foundation have helped farmers in establishing market linkage so they were able to continue harvesting, aggregating, transporting and selling their produce for a fair price during the lockdown. These FPOs also supported farmers to procure seeds and other input materials for the next sowing cycle.

Reliance Foundation Supported Woman Leader Helping Others during COVID-19

In times of trouble, even the smallest support can make a huge difference. Krishna Kumari of Kusumuru village in Andhra Pradesh works as a tailor along with her husband. She has been a part of a local SHGs for the last 10 years and is currently the president of a Village Level Federation of women SHGs. She has been a part of various training programs organised by Reliance Foundation for the SHGs.

After learning about the shortage of masks for frontline workers in the initial days of lockdown, Krishna Kumari and her husband decided to use her skills and stitch face masks to supply it to them.

The couple has prepared nearly 800 reusable cloth masks and supplied them free of cost to help frontline workers. Despite struggling through this tough times themselves, they are helping their community in their own way.



USING TECHNOLOGY: DISSEMINATION OF ADVISORIES TO COMMUNITIES

Reliance Foundation also leveraged digital technology to disseminate health advisories on the preventive measures for COVID-19 along with safety precautions for agriculture workers and relevant government schemes people could opt for to seek respite during

the lockdown among other important topics. These advisories reached over 10 lakh people.

In addition, Reliance Foundation also organised virtual audio-visual conferences for farmers, fishermen and livestock owners across the country so that they could connect with agriculture experts, local officials and policy makers to address their concerns and get the necessary advice on how to overcome challenges during the lockdown. This timely help in their hour of need enabled them to have access to the information and advice they needed to be able to harvest their crops at the right time and get the right price for their produce.

When the country was facing hardships because of COVID-19, there were two cyclones that made landfall in India. Reliance Foundation also relayed audio advisories related to pre-cyclone awareness and necessary precautions to be taken. A public address campaign on disaster preparedness and evacuation measures was also conducted for people living in coastal villages. Reliance Foundation also helped to address livelihood rehabilitation for farmers by providing post-disaster advisories about plant protection measures and livestock management based on prevailing conditions.

SUPPORTING EMPLOYEES: WE STAND TOGETHER

Through this pandemic, Reliance has been supporting its employees through various initiatives. Before the lockdown was introduced, Work from Home was initiated for all the employees of Reliance.

In its quest to ensure its staff and their families remain safe and well-looked after during the COVID-19 pandemic, Reliance Industries harnessed technology and other resources to implement an end-to-end diagnostic, quick response and treatment ecosystem for more than 8 lakh employees and their immediate families. An online self-diagnostic tool "COVID-19 Symptom Checker" forms the front-end of this system while RIL's quick response teams and its ecosystem of doctors and hospitals form the back-end. In addition, it provided extensive and elaborate advisories on safety measures and precautions to follow at home, at the work place and in public.

COMPASSION FOR ALL: CARE FOR STRAY ANIMALS

Stray animals had a tough time finding food due to the fall in human activity during the lockdown. Extending its care to animals as well, provision was made for the distribution of food for stray animals. Animal food was provided to partner organisations which look after stray animals. Grain feed was provided for birds and fodder kits were also provided for livestock in rural areas.

IN THE FIGHT TOGETHER: RELIANCE FAMILY JOINS HANDS

In order to ensure availability of essentials to Indians, all 736 grocery stores of Reliance Retail are providing sufficient supply of essentials (staples, fruits and vegetables, bread, breakfast cereals) and other items of daily use so that citizens need not stock up. Along with home delivery services for senior citizens, takeaway orders from the stores have also been facilitated so that the consumers and staff are not exposed.

Reliance's telecom arm, Jio, has been providing uninterrupted and reliable digital connectivity to over 38 crore individuals and thousands of organisations. It has introduced a range of new digital tools to aid healthcare-from-home solutions, from the symptom checker, enabling users to check their symptoms at home to prevent unnecessary pressure on the medical system; to Jio Haptik, the chat bot developed free of cost to power the MyGov Corona Helpdesk to address queries around the coronavirus outbreak and disseminate verified information.

Through its continuous effort to serve the country and its people during the pandemic, Reliance and the whole Reliance family has demonstrated its will and the capacity to rise-up to the situation by mobilising all the necessary physical, human and technological resources to support the nation in this time of need.



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