

7th August, 2023

<p>The Manager, Listing Department, National Stock Exchange of India Ltd., Exchange Plaza, 5th Floor, Plot No. C/1, G Block, Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051</p> <p>Scrip ID: LICHSGFIN EQ Email: cmllist@nse.co.in</p>	<p>The General Manager, Department of Corporate Services-Listing Dept., BSE Limited, 25th Floor, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai - 400 001.</p> <p>Scrip Code : 500253 Email: corp.relations@bseindia.com</p>
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Dear Sir/Madam,

Re: Regulation 34 (2) (f) of the SEBI (LODR) Regulations, 2015.

In terms of Regulation 34 (2) (f) of the SEBI (LODR) Regulations, 2015, we are forwarding herewith Business Responsibility and Sustainability Report for the financial year 2022-2023.

This is for your information and record.

Thanking you,

Thanking you,
Yours faithfully,

For LIC Housing Finance Limited



Varsha Hardasani
Company Secretary and
Compliance Officer



C.C.:The Luxembourg Stock Exchange, Address: 35 Boulevard Joseph II, 1840 Luxembourg Phone:+352 47 79 36 1

CIN No. : L65922MH1989PLC052257

Corporate Office : LIC Housing Finance Ltd., 131 Maker Tower "F" Premises, 13th Floor, Cuffe Parade, Mumbai 400 005
Tel :+ 91 22 2217 8600 Fax:+91 22 2217 8777, Email: lichousing@lichousing.com, Website : www.lichousing.com

Registered Office: LIC Housing Finance Ltd. Bombay Life Bldg., 2nd flr., 45/47, Veer Nariman Rd, Fort, Mumbai - 400 001.
Tel: +91 22 2204 9682 /9799 /0006 Fax: +91 22 2204 9682, E-mail: lichousing@lichousing.com, Website : www.lichousing.com

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity: **L65922MH1989PLC052257**
2. Name of the Listed Entity: **LIC Housing Finance Limited**
3. Year of incorporation: **1989**
4. Registered office address: **Bombay Life Building, 2nd Floor, 45/47, Veer Nariman Road, Fort, Mumbai 400001.**
5. Corporate office address: **131, Maker Tower "F" Premises, 13th Floor, Cuffe Parade, Mumbai 400005**
6. E-mail: **lichousing@lichousing.com**
7. Telephone: **(+91) 22 2217 8600**
8. Website: **www.lichousing.com**
9. Financial year for which reporting is being done: **2022-23**
10. Name of the Stock Exchange(s) where shares are listed: **Bombay Stock Exchange Limited (BSE), National Stock Exchange of India Limited (NSE) and Luxembourg Stock Exchange.**
11. Paid-up Capital: **INR 110.08 Crore**
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report: **Ms. Varsha Hardasani, Company Secretary & Compliance Officer**
13. Reporting boundary: **Disclosures made in this report are on a standalone basis and pertain only to LIC Housing Finance Limited.**

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Financial and insurance Service (K)	Other financial activities (K8)	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
	Activities of housing finance companies.	65922	100%
	The Company's core business is financing by way of loans for the purchase or construction of residential houses, commercial real estate and certain other purposes in India. As on 31 st March, 2023, in terms of the composition of loans on an Assets Under Management, 83% were loans to individuals, 13% towards Non-Housing Individual & Corporate Loans, 4% towards Project Finance.		

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated as on 31st March, 2023:

Location	Number of plants	Number of offices	Total
National	NA	281 offices spread across 175 cities/ towns located across 26 states	281
International	NA	1 Representative Office in Dubai	1

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	The Company has its footprints across 26 States in India
International (No. of Country/(ies))	1

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

Not Applicable

c. A brief on types of customers

The Company is a Housing Finance Company registered with National Housing Bank (NHB) and is mainly engaged in financing purchase / construction of residential flats / houses to individuals and project finance to developers, Loan against Property (LAP), Lease Rental Discounting (LRD) etc. All other activities revolve around the main business of the Company.

The Company offers lending and deposit services to a mix of individuals, including salaried / self-employed / professionals / SME customers, retired government employees, the large cross-section of the retail customers belongs to Tier 1/Tier 2 cities/towns.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	EMPLOYEES					
1	Permanent (D)	2353	1587	67%	766	33%
2	Other than Permanent* (E)	109	71	65%	38	35%
3	Total employees (D + E)	2462	1658	67%	804	33%
	WORKERS					
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (G)	NA	NA	NA	NA	NA
6	Total workers (F + G)	NA	NA	NA	NA	NA

*Other than permanent consist of other than confirmed employees, i.e Management Trainees and Probationers.

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	DIFFERENTLY ABLED EMPLOYEES					
1	Permanent (D)	6	5	83%	1	17%
2	Other than Permanent* (E)	0	0	0	0	
3	Total differently abled employees (D + E)	6	5	83%	1	17%
	DIFFERENTLY ABLED WORKERS					
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (G)	NA	NA	NA	NA	NA
6	Total differently abled employees (F + G)	NA	NA	NA	NA	NA

*Other than permanent consist of other than confirmed employees, i.e Management Trainees and Probationers.

19. Participation/Inclusion/Representation of women as on 31st March, 2023

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	1	9.00%
Key Management Personnel	4	1	25%

20. Turnover rate for permanent employees and workers

Financial Year	FY 2022-23 (Turnover rate (%))*			FY 2021-22 (Turnover rate (%))*			FY 2020-21 (Turnover rate (%))*		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	2.67	2.97	2.77	2.22	2.92	2.45	1.44	2.34	1.74
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Turnover percentage is calculated based on resignation and termination.

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

S. No.	Name of the holding /Subsidiary / associate companies /joint ventures (A)	Indicate whether holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	LICHFL Care Homes Limited	Subsidiary	100%	No
2.	LICHFL Financial Services Limited	Subsidiary	100%	No
3.	LICHFL Asset Management Company Limited (Formerly known as LICHFL Asset Management Company Private Limited)	Subsidiary	94.62%	No
4.	LICHFL Trustee Company Private Limited.	Subsidiary	100%	No
5.	LIC Mutual Fund Asset Management Limited	Associate	39.30%	No
6.	LIC Mutual Fund Trustee Private Limited	Associate	35.30%	No

Note: The subsidiary/associate companies have their own business responsibility (BR) initiatives and generally do not participate in the BR initiatives of the Company.

VI. CSR Details

- 22.** (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover (in ₹): ₹22,674.2 crore
- (iii) Net worth (in ₹): ₹27,100.34 crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes / No) If Yes, then provide web-link* for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending for resolution at close of the year	Remarks
Communities	NA	NA	NA	NA	NA	NA	NA
Investors other than Shareholders	-	-	-	-	-	-	-
Shareholders	Yes, the Company has various mechanisms in place for addressing the concerns of the shareholders and the investors. Even the RTA as well as the Debenture trustees are extended arms of the Company who may be reached out in case of any queries. All though there are no specific policies for the grievance redressal of the investors the Company does resolve the grievances by operation of law. Further, various informative material for the investors are available on the website of the company namely https://www.lichousing.com/ under the section 'Investors'.	12	0	Two complaints carried forward from FY 21-22.	28	2	One complaint carried forward from FY 20-21 which was subsequently resolved.
Employees and workers	Yes, the mechanism in this regard is in place. Also on public domain the Whistle Blower Policy is available https://www.lichousing.com/static-assets/pdf/Whistle_Blower_Policy.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true and other codes in this regard are also available on the intranet portal	NA	NA	NA	NA	NA	NA

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes / No) If Yes, then provide web-link* for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending for resolution at close of the year	Remarks
Customers for home loans	Yes, mechanism is in place. The Company has an informative portal where there are various initiatives for the customers. The customer can also write or call the Company through the website interface and the same gets captured in the Integrated Customer Relationship Module (ICRM) apart from the above the customer can also reach the Company through the interfaces mentioned in Principle 9 of this report.	11046	0	There were no complaints at the end of the previous year	7834		Two complaints carried forward from FY 2020-21
Value Chain Partners	Yes, they can reach out to the respective nodal office in charges and the fair practice codes pertaining to the Market Intermediaries and the Recovery agents are hosted on https://www.lichousing.com	NIL	NIL	No complaints were received/ captured during the year	NIL	NIL	No complaints were received/ captured during the year
Others (Depositors)	Yes, the Customers can reach out to the Company either through the website or through the Service Provider for Deposits namely Datamatics Global Services Limited (lichfldeposits@datamatics.com)	2059	19	63 complaints were carried forward from the previous year and were resolved during the year	1124	63	33 complaints were carried forward from the previous year and were resolved during the year

*Weblink of the Business Responsibility and Sustainability Policy adopted by the Board of the Company which covers all the 9 principles is <https://www.lichousing.com/static-assets/pdf/BRSR%20Policy.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true>

Some of the other policies which have direct or indirect relationship with one or more of the above principles and available in the public domain are accessible at <https://www.lichousing.com/policy-codes>

Apart from the above there are certain internal policies and codes which are available on the intranet portals which also have direct or indirect relationship with one or more of the above principles.

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Digitization of processes	Opportunity (O)	The Company uses digital financial solutions and products to improve the customer experience, expand its operational reach, and enhance overall productivity.	The risks have been mitigated by implementing appropriate security checks in its applications and softwares to ensure data privacy and prevent any sort of breaches. Also, the frequency of IT Systems audit has been enhanced from two years to 1 year.	Easier business process automation, increased trust and credibility of stakeholders, improved data management and protected brand reputation. This can help financial service institutions automate processes, reduce costs, and enhance the customer experience, leading to increased profitability.
2.	Social initiatives	Opportunity (O)	The Company has been associated with a number of projects during the year as a part of its CSR initiatives for the purpose of promoting inclusive development across the nation. The major focus on CSR initiatives is to build self reliant communities by promoting sustainable livelihood.	The CSR department execute diverse initiatives that target the most underprivileged communities across India and ensure equitable opportunities for all.	These interventions would help uplift more citizens thereby promoting financial stability in their livelihoods which in turn would result into creating more demand for products and services within the country and ultimately boost the national income and the GDP of the nation.
3.	Environmental Risk Management	Opportunity (O)	Effective risk management, including climate risk, is critical for the long-term financial well-being of the business.	The Company has established a risk management framework to proactively identify and manage, potential risks to the business and to mitigate them effectively. It is evaluating measures to integrate environmental risks in its overall framework.	Positive Mitigation of potential losses and liabilities, enhancement of reputation and stakeholder trust, and identification of new opportunities in the transition to a low carbon economy.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions			P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
			Ethics & Transparency	Product Responsibility	Human Resources	Responsiveness to Stakeholders	Respect for Human Rights	Responsible Lending	Public Policy Advocacy	Inclusive Growth	Customer Engagement
Policy and management processes											
1	a	Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b.	Has the policy been approved by the Board? (Yes / No)	Yes. The Business Responsibility and Sustainability Policy covering the above-mentioned principles has been approved by the board.								
	c.	Web Link of the Policies, if available	https://www.lichousing.com/policy-codes Some policies may also include a combination of internal policies of the Company which are accessible to all internal stakeholders and policies placed on the Company's website.								
2.		Whether the entity has translated the policy into procedures. (Yes / No)	Yes. The Company has translated the policies as applicable and absorbed the same into procedures and practices in all spheres of activities that the Company undertakes.								
3.		Do the enlisted policies extend to your value chain partners? (Yes / No)	Yes. The Company's Code of Conduct largely imbibes the above-mentioned principles and the Company expects its stakeholders including Value Chain Partners to adhere to the same in all their dealings.								
4.		Name of the national and international codes / certifications / labels / standards	No codes or standards are adopted. However, the formulation of all policies has been done by considering the standard practices in the industry, following the necessary regulatory guidelines, and engaging in proper discussions with relevant stakeholders.								
5.		Specific commitments, goals and targets set by the entity with defined timelines, if any.	1) The Company is committed to support financial Inclusion by focusing on increasing the women borrowers, affordable housing loans, budget home loans to low-income group customers. 2) The Company aims to increase its affordable housing or redevelopment project portfolio in tier 2 or 3 cities or tier 1 outskirts in the long term. 3) The Company will attempt to increase diversity and inclusion in workforce. 4) Further, the Company will provide ESG training to all its employees by mid-term and strive to achieve 100% recycle value of its waste in the long term.								
6.		Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	1) Deployment of video conferencing technologies to cut air travel and the associated emissions. 2) Promoted public transport incentives and carpooling mechanism among employees for reducing carbon footprint, 3) Installed energy efficient lighting equipment, replacing CFL lighting with LED lights across our premises. 4) Installed sensor-based taps in washrooms in Corporate Offices and Regional Offices to optimize water consumption at all levels. 5) Monitoring emissions, energy consumption trends to identify energy-saving opportunities.								
Governance, leadership and oversight											
7.		Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements:	The Company at its core, believes that sustainable practices are essential to building a resilient and prosperous future for all. ESG Policy of the Company aligns with its goal of sustainable development and aims to minimise risks and impacts through robust and documented systems. ESG goals include ensuring profitability with ethical, environmental & social responsibility, mainstreaming ESG practices into business & operations and getting a head start on emerging ESG issues. The Company believes that going forward, with collective efforts, will make significant progress towards integrating ESG considerations into its decision-making processes, policies and practices.								
8.		Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Shri Y. Viswanatha Gowd Designation: MD & CEO Telephone number: 022-22178602/603 E-mail id: pa.mdceo@lichousing.com								
9.		Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. During FY 2022-23 the CSR & ESG Committee was overseeing the implementation of the BRSR. However, from FY 2023-24 onwards a specific ESG Committee of the Board has been constituted for focus on the ESG aspects. The Board of directors and senior management of the Company to monitor various aspects of social, environmental & governance and economic responsibilities of the Company on a continuous basis. The Company's business responsibility and sustainability performance is reviewed by the Board of Directors on an annual basis. The Executive Director is responsible for the strategy and implementation of the Company's ESG framework and an Executive level ESG forum comprising of various functional heads to oversee the sustainability related issues.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee	Frequency (Annually / Half yearly / Quarterly / Any other – please specify)																	
		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	As a practice, Business responsibility and sustainability policy of the Company is reviewed on an Annual Basis. Even the other supporting policies are framed such as various Codes of Conduct, Fair Practices Codes, Data/ IT Security Policies. Policies pertaining to Human Resources etc. are also reviewed either annually or as per the requirements of the business and/or the relevant stakeholders. The relevant departmental/ functional head is responsible for overseeing the implementation of the said Policies and they also percolate the same amongst the nodal offices.																		
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company is in compliance with the extant regulations, as applicable.																		

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

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Since all the policies are also imbibed into practice through appropriate guidelines and SOPs, the same are reviewed as a part of the Audit Procedures of the Internal and/or the statutory auditors. Even the management teams also carry out periodic review of the processes and practices.								

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and accountable.****Essential indicators****1. Percentage coverage by training and awareness programmes in any of the Principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	The Company's Board of Directors are inducted to familiarisation programmes on an array of topics, including strategy, business operations, markets, performance, organisation structure, economy, risk management framework, regulatory updates, future outlook, ESG aspects, information technology including cyber security, their roles, rights and responsibilities and major developments and updates.	100%

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Key Managerial Personnel	1	Curated training programs covering wide range of topics such as Code of Conduct & Ethics, Fair Practices Code, Prevention of Sexual Harassment, Whistle Blower Policy, Data Privacy, Cyber Security, Anti-Money Laundering & KYC, Insider Trading, programmes on mental and physical well-being, amongst several others.	100%
Employees other than BoD and KMPs	53	Departmental / Functional and Specialized training on topics ranging from digitization, Labor codes, Integrated watershed management, ESG, Fraud reporting and related matters, Preventing Frauds during Appraisal Process, Risk Management Practices, CERSAI, Leadership skills, Lending Opportunities for Green Housing, Grievance Redressal Mechanism, Consumer Protection, Housing Finance for Young India, Basics of Bond Mathematics & Introduction to Indian Treasury Market, Purpose and Effect test for Related Party Transactions (RPTs).	50.78%
Workers	NA	NA	NA

Note: 1369 employees were covered in these trainings.

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

Monetary				
	Name of regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred (Yes / No)
Penalty	RBI	5,00,000	Non-compliance with provisions of relevant directions under Sub-sections (1) & (2) of section 29 B of the NHB Act which pertains to creation of floating Charge with the Registrar of Companies.	No
Fine	Stock Exchange(s)	8,27,820	The Company have received the notice for delay of compliance under Regulation 57(1), under consideration of 60(2), 17(1), 50(1) and 52(7)/(7A) from Stock Exchange(s) against which waiver application has been filed as the deviations were beyond the control of the Company. The matter is presently under consideration of the Stock Exchange(s).	Yes. Waiver Request is under consideration of the Stock Exchange(s).
Settlement	-	-	-	-
Compounding fee	-	-	-	-

Non - Monetary			
	NGRBC Principle	Name of regulatory / enforcement agencies / judicial institutions	Brief of the Case
Imprisonment			NIL
Punishment			

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

Case details	Name of regulatory / enforcement agencies / judicial institutions
Matters pertaining to the reporting of the record dates, reporting of fund utilisation report, change in designation of the directors and that the mitigation mechanism and controls for the same have already been put in place in respect of all these aspects. The deviations were beyond the control of the Company. The matter is presently under consideration of the Stock Exchange(s).	Stock Exchange (s)

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

Yes, the Company has adopted the Code of Conduct & Ethics which lays out a zero-tolerance stance towards bribery and corrupt practices. It emphasises the commitment to conducting business affairs and relationships professionally, fairly, and with integrity. The Company has implemented and enforced effective systems to counter bribery, accompanied by explicit guidelines to discourage any misconduct. Stringent control measures are in place to prevent such activities, and actively encourages to report any malpractices.

The following policies and codes of the Company imbibes the matter pertaining to anti-corruption or anti-bribery:

Name of the Policy	Web link
Whistle Blower Policy & Vigil Mechanism	https://www.lichousing.com/static-assets/pdf/Whistle_Blower_Policy.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Fair Practices Code	https://www.lichousing.com/static-assets/pdf/FAIR_PRACTICES_CODE.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Code of Conduct for Direct recovery Agents	https://www.lichousing.com/static-assets/pdf/CODE_OF_CONDUCT_FOR_THE_RECOVERY_AGENTS.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Code of Conduct for Marketing Intermediaries	https://www.lichousing.com/static-assets/pdf/CODE%20OF%20CONDUCT%20FOR%20MARKETING%20INTERMEDIARIES.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Code of Internal Procedure and Conduct for Insider Trading	https://www.lichousing.com/static-assets/pdf/Prohibition%20of%20Insider%20Trading.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Code Of Conduct for Board Members and Senior Management	https://www.lichousing.com/static-assets/pdf/Code%20of%20Conduct%20for%20Board%20Members%20and%20Senior%20management.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Business Responsibility and Sustainability Policy	https://www.lichousing.com/static-assets/pdf/BRSR%20Policy.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Anti-Fraud Policy	https://www.lichousing.com/static-assets/pdf/Anti_Fraud_Policy.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true

Further, the Company also runs a campaign every year whereby during the Vigilance Awareness Week, all the employees are mandated to undertake Integrity Pledge and update the same in the employee management portal.

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

	FY 2022-23	FY 2021-22
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NA	NA

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issue of conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issue of conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

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

NIL, there has not been any such instance during the Financial Year 2022-23. Although, the Company ensures that it discusses various issues with its regulators where there could be lapses in compliance and accordingly necessary policies, processes, systems and monitoring mechanism are put in place.

Leadership indicators

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

Type of Value Chain Partner	Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
Market Intermediaries (Home loan agents (HLAs), Direct selling agents (DSAs), connectors, Direct Marketing Executives (DMEs), Customer Relationship Agents (DMEs)) Advocates, Valuers, FI Agencies, Direct Recovery Agents (DRAs)	Each of the Back Office of the Company have to hold atleast one meeting with these Value Chain Partners every year. The Company has 24 back offices which are required to conduct at least one such training program/ agent meetings every month. In addition to that, large area offices also conduct such training programs/ agent meetings on certain occasions. Tentatively about 300 such programs were conducted during the FY 2022-23.	Fair practices code and general mentorship and guidance on the manner to serve the customers. With the shift to digital platform for doing valuations, Company has undertaken training programmes for Panel Valuers so as to enable them to effectively use the Company's digital platform. Shift in digital platform has been cost effective, efficient and also has helped reduce paper consumption by the Company. During the year, most of the third-party Panel Valuers underwent training by the Company. Training was conducted either through physical presence or online mode throughout the year on various occasions.	90% (All agents are encouraged to attend such programs during the year)

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

Yes. The Company has adopted the following policies or terms of appointment which imbibes the matter pertaining to avoid/ manage conflict of interests involving members of the Board:

Name of the Policies/ Terms of appointment	Web link
Terms And Conditions of Appointment of Managing Director & CEO	https://www.lichousing.com/static-assets/pdf/TermsAndConditions%20of%20appointment%20of%20Managing%20Director-2021.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Terms and conditions of appointment of independent director	https://www.lichousing.com/static-assets/pdf/TermsAndConditions%20of%20appointment%20of%20Independent%20Directors-2023.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Terms And Conditions of Appointment of Non-Executive Director	https://www.lichousing.com/static-assets/pdf/TermsAndConditions%20of%20appointment%20of%20Non%20Independent%20Director-2023.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Code of conduct for Board members and senior management	https://www.lichousing.com/static-assets/pdf/Code%20of%20Conduct%20for%20Board%20Members%20and%20Senior%20management.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true
Related Party Transaction Policy and Procedures	https://www.lichousing.com/static-assets/pdf/Related_Party_Transaction.pdf?crafterSite=lichfl-corporate-website-cms&embedded=true

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential indicators

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

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social aspects
R & D	NA	NA	NA
Capex	NA	NA	NA

Note: Since the Company is in the business of providing housing finance it did not engage in any R&D activities. However, the Company has made substantial CAPEX investments which are primarily in information technology and related processes and systems which help reduce the overall environmental footprint and bring in operational eco-efficiency.

a. Does the entity have procedures in place for sustainable sourcing?

Not Applicable

b. If yes, what percentage of inputs were sourced sustainably?

- i) The Company has a dedicated application for customer onboarding. During FY 2022-23 almost 60% of the customer onboarding were routed through the HoMY application. Further, there are other mobile applications such as VyOm, Talisma which are used by various stakeholders for making the customer servicing, sanction, disbursement, grievance redressal processes seamless.

The sustainable Use of Natural Resources and Energy Finance "SUNREF" initiative of NHB launched in 2019-20, enabled refinancing at a competitive interest rate, as part of the Sunref - Affordable Green Housing India Programme. In line with its commitment to provide Green Finance for sustainable use of natural resources in future under Green housing scheme of NHB, under the Sustainable Use of Natural Resources and Energy Finance "SUNREF" initiative LIC Housing Finance Ltd, has availed Refinance from National Housing Bank (NHB) for ₹ 20.00 crore for refinancing 91 beneficiary accounts where loans aggregating to ₹ 29.55 crore were extended to these beneficiaries in 2021.

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

The Company provides housing finance and services, and thus any reclamation of products for reuse, recycle and disposal is very minimal in the business operations. The Board of Directors approved policy for disposal of Electronic Wastes and the said wastes are handed over to the vendor for safe disposal in accordance with the said policy.

3. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

No, Not Applicable.

Leadership Indicators

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format:**
- Not applicable
2. **If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Not applicable

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

Not applicable

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

Not applicable

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

Not applicable

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains.

Essential indicators

1. **Details of measures for the well-being of employees:**

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance*		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1566	1554	99.23%	1566	1554	-	-	-	-	-	-
Female	756	734	97.09%	756	734	756	100%	-	-	-	-
Total	2322	2288	98.54%	2322	2288	756	100%				
Other than permanent employees											
Male	71	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	38	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	109	-	-	-	-	-	-	-	-	-	-

*Group Saving Linked Insurance Scheme for employees is available whereby, certain portion of the premium is allocated towards savings and certain portion is used to provide life cover including accidental death.

Note: The Company has the following allowances and/or perquisites for the wellbeing of the employees:

- a) The Company recognizes the need for preventive health check-up for its mid-senior and senior employees beyond the age of 35 years. Accordingly, the Company allows reimbursement of Health checkup to its employees up to a certain range based on the employee category. During the year 125 employees have been reimbursed with such expenses.
- b) Medical Lumpsum is paid to all the permanent employees to enable them to meet day to day medical.

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

3. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y / N / N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y / N / N.A.)
PF	99.15%*	NA	Y	98.46%*	NA	Y
Gratuity	99.15%*	NA	Y	98.46%*	NA	Y
ESI	NA	NA	NA	NA	NA	NA
Others – please specify	NA	NA	NA	NA	NA	NA

*The Management Trainees are not covered under PF and Gratuity.

4. Accessibility of workplaces

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

The Company requires each office of the Company to maintain a certain standard of maintenance. In the offices where there are disabled employees working, suitable arrangements for their comfort are made.

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

Yes, the Company provides equal employment opportunities without any discrimination or harassment on the basis of race, color, religion, gender, age, disability, marital status, etc., This is embedded in the Code of Conduct & Ethics and BRSR Policy.

6. Return to work and Retention rates of permanent employees and workers who took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

Note: In compliance with the Maternity Benefit Act, 1961 maternity leave of up to 6 months each for two children is allowed. There is no discrimination made amongst the female employees for availing such leave and after such employee joins back, their earlier position/ profile is restored. During FY 2022-23, forty (40) women employees completed the availing of the Maternity leave and all such employees have resumed office subsequently. In the previous financial year i.e., FY 2021-22, forty-five (45) women employees have resumed office after availing Maternity Leave. As on date the Company does not have any policy of granting paternity leave to male employees.

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

Yes, the following are the details of the mechanism in brief:

Permanent workers	Not Applicable
Other than permanent workers	Not Applicable
Permanent employees	The employees may directly approach any employee of the HR team either directly or through the line officer based on the specifics of the case. In special cases the employee may directly approach the General Manager (HR) as well. Further, there is a feedback portal available on the intranet. Any technical, reimbursement related issue may be raised there and the same is resolved based on TAT.
Other than permanent employees	The management trainees and the employees who are under probation are under this category. In the matter of grievance redressal, the Company does not make any distinction between permanent and other than permanent employees and the mechanism is the same.

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

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association (s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association (s) or Union (D)	% (D / C)
Total permanent employees						
- Male	NIL	NIL	NIL	NIL	NIL	NIL
- Female	NIL	NIL	NIL	NIL	NIL	NIL
Total permanent workers	NIL	NIL	NIL	NIL	NIL	NIL
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA

Note: As on date the Company does not have any employees' association(s) or Union(s) which has been recognized by the Company. However, the management always encourages free speech and consultation with its employees.

9. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (A)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	1637	92	5.62%	976	59.62%	1661	57	3.43%	604	36.36%
Female	794	19	2.39%	489	61.59%	806	13	1.61%	297	36.85%
Total	2431	111	4.56%	1465	60.26%	2467	70	2.84%	901	36.52%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

The Company encourages upskilling, professional training and upgradation for its employees and in line with this it provides the following facilities for its employees:

- (a) Reimbursement of the membership fees of all the professionally qualified employees who are part of ICAI, ICSI etc.
- (b) Interest free computer advance.

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

Category	FY 2022-23			FY 2021-22		
	Total*(A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	682	320	46.92%	579	349	60.28%
Female	321	182	56.70%	292	183	62.67%
Total	1003	502	50.05%	871	532	61.08%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

* The above totals include the total number of employees who were due for promotion and those in probation and due for confirmation during the year.

The Company has a robust process to evaluate eligible candidates each year where they are given the opportunity to apply for fast-track promotion. For FY 2021-22 and 2022-23 around 30% of eligible candidates, who applied for Fast Track promotion, were promoted.

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

Yes. As the Company is in the business of extending housing loans this point has very limited applicability to the Company, however the employees are exposed to illnesses related to sedentary workstyle. To mitigate this risk the Company has the following facilities for its employees:

All the employees aged 35 years or more are allowed Preventive Health Checkup. The Company provides group Medclaim facility to the employees and their family members. In case of prolonged treatment due to serious/ critical illness(es) wherever medical expenses exceed the Medclaim coverage, there is the facility of ex-gratia reimbursement. There is a fixed amount per annum to each employee, as a medical lump sum. Employees can avail sick leave when required. First aid kits are available at each office.

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

Not applicable.

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

Not applicable.

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

Yes, the Company has tie-up with a renowned health insurance company, who provides medclaim facility at a very reasonable premium where certain part of the premium amount is borne by the Company. This Insurance Company has tie-up with a Third-Party administrator (TPA), which in turn has tie-ups with the popular hospitals across the length and breadth of the Country. The medical insurance cover is allowed as family floater. The robust claim settlement process by TPA provides ease to the employees.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

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

The Company ensuring a healthy and safe environment, is vital to the performance and impact the organisation creates on its people. It encourages employees to be vigilant about their health and maximize their potential by providing them with the best working conditions and services available. The Company's efforts go beyond compliance with legislation; it strives for excellence in minimising health hazards and offering a safe working environment through its in-depth occupational health evaluation programme. It has implemented the following:

- I. Display board of important contact numbers at branches/ offices for contacting fire brigade, police station, ambulance etc.
- II. Display of floor plans, exit paths in offices etc.
- III. CCTV for detection /recording of all activities in major offices.
- IV. Identification and training of rescue marshals.
- V. Fire and burglar alarms with fire and smoke sensors in offices
- VI. Fire extinguishers for fighting fires and First aid box.
- VII. Auto fire suppressants in data/ server rooms in dedicated offices.
- VIII. Periodic maintenance of fire safety equipment and measures.
- IX. Conducting mock drills for training, fire drills, and physical verification of fire safety equipment, evacuation plans etc.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working conditions		NIL			NIL	
Health & safety						

15. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Working conditions	The Company has a robust system of Internal Audit, whereby the Internal Audit team of the Company visits the various regions and offices on a quarterly basis. As per the existing policy at least 33% of the offices are visited each year for such assessment.
Health & safety	

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

No such adverse findings were observed from the audit in these aspects during FY 2022-23.

Leadership indicators

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

Yes, the Company has provided the facility of Group Savings Linked Insurance Scheme(GSLI) to its employees, where a part of the GSLI premium is borne by the Company Such scheme gets triggered in the event of the death.

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

The Company ensures that statutory dues as applicable to the transactions with respect to the Company are deducted and deposited in accordance with extant regulations. This activity is also reviewed as part of the internal and statutory audit processes. The Company expects its value chain partners to uphold business responsibilities and values of transparency and accountability.

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

Not Applicable.

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No.

5. Details on assessment of value chain partners:

Given the nature of business the company is in, the assessment of the value chain partners in terms of Health and safety practices and Working Conditions are not applicable.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Presently no such assessments are being carried out.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders.

Essential indicators

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

Key stakeholders are identified, and priorities based on their significance, role, and influence in business operation and the impact of the business on them. Individual(s) /group(s) / institution(s) that add value to the business are priorities as key stakeholder which includes employees, shareholders and investors, customers, business partners, lenders, regulators, research analysts, communities and non-governmental organizations, vendors, industry bodies.

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

Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes / No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually / Half Yearly / Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	Quarterly results, Investor presentations, Annual Report, Annual General Meeting, Investor/analysts calls and meet, Media releases, Website.	Ongoing engagement with at least one engagement on a quarterly basis	<ul style="list-style-type: none"> To answer investor queries on financial performance To present business performance highlights to investors To discuss publicly available Company information to shareholders and investors
Employees	No	Direct contact, Email, Intranet portal, senior leadership connect programs, team engagements, surveys, and Calls.	Ongoing engagement on daily basis	<ul style="list-style-type: none"> To ensure safe and inclusive workplace for employees and offer opportunities for their professional advancement. To increase and encourage employee engagement in normal course of business. Discuss feedback and redress any grievances.
Customers	No	Multiple channels – physical and digital	Frequent and Need based	<ul style="list-style-type: none"> To maintain regular communication with customers throughout the lifecycle of the loan and address any issues that the customer may have.

Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes / No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually / Half Yearly / Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government and Regulators	No	Letters, email, one-on-one meetings, Conference calls, video-conference.	Need based	<ul style="list-style-type: none"> To seek clarifications and regulatory inspections and responding to queries and communicating challenges. To provide recommendations, knowledge sharing.
Business Partners and Vendors	No	Business partner meets, conferences and forums, One-to-one meetings, Telephonic and email, business management portal and app.	Frequent and Need based	<ul style="list-style-type: none"> Adherence with the fair practices code Training and updation on latest developments to the Agents and intermediaries Target and strategy meets
Communities	Yes	Through our on-ground CSR implementation partners and in-person visits by LIC HFL employees / CSR assessment agencies	Continuous / Need based	<ul style="list-style-type: none"> Work towards building self-reliant communities in marginalized India, to mitigate the problems in the areas of Health, Education, livelihood and rural development. LIC HFL CSR works in 26 states and 2 UTs by joining hands with government departments, Panchayati Raj Institutes, Nonprofit Organizations, and communities. Currently LIC HFL has created footprints in 38 Aspirational Districts and driving core agenda of inclusive and sustainable growth for all.

Leadership indicators

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

The management interacts with key stakeholders on a regular basis, such as investors, customers, channel partners, analysts, etc., in order to communicate its strategies and performance. Such engagement is typically driven by responsible business functions, with senior executives also participating as needed. The key issues and feedback are then discussed with the respective committees of the Board.

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Stakeholder consultations play a crucial role in determining the material topics for the Company. As a part of the materiality assessment exercise, the Company engages with key stakeholders such as customers, analysts, and investors through a survey on identification of key ESG material topics. Insights gathered through stakeholder engagement are analyzed to develop the materiality matrix and based on which sustainability strategy was formulated.

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

The concerns of vulnerable and marginalized stakeholder groups are addressed through the CSR projects. The details on CSR initiatives are outlined in Principle 8.

The Company's CSR is focused on mitigating the challenges of disadvantaged, vulnerable and marginalised segments of the society. The details on CSR initiatives are manifested in CSR Report and for further details kindly refer hyperlink https://www.lichousing.com/static-assets/pdf/CSR_Projects_approved_FY_22_23.pdf?crafterSite=lichfl-corporate-website-cms

PRINCIPLE 5 Businesses should respect and promote human rights

Essential indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers (B)	% (B/A)	Total (C)	No. of employees / workers (C)	% (D/C)
Employees						
Permanent	2346	300	12.79%	2315	218	9.42%
Other than permanent	116	-	-	152	-	-
Total employees	2462	300	-	2467	218	9.42
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total workers	NA	NA	NA	NA	NA	NA

Note: The Company upholds and respects human rights and strives to respect and promote human rights of all stakeholders impacted by its business operations, including the employees, customers, communities, etc. The BRSR Policy reaffirms commitment to protecting the human rights of employees.

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	1582	NA	NA	1582	100%	1567	NA	NA	1567	100%
Female	764	NA	NA	764	100%	748	NA	NA	748	100%
Other than permanent										
Male	76	NA	NA	76	100%	94	NA	NA	94	100%
Female	40	NA	NA	40	100%	37	NA	NA	37	100%
Workers										
Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of directors (BoD)	2 *	44,82,226.00	-	-
Key Managerial Personnel	1	48,44,984.00	1	17,55,146.00
Employees other than BoD and KMP	1713	15,23,268.09	822	14,20,425.94
Workers	Nil		Nil	

*Only executive directors are paid remuneration/salary.

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

Yes, a Board approved Policy for Implementation of Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 (POSH Policy) is in place in the Company and Internal Committees have been functional at Corporate Office and 9 Regional Offices to address the complaints of sexual harassment.

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

The Company being in the Banking and Financial Sector does not involve material or labor-intensive activities and there is limited scope of applicability of matter to the Company. However, the Company has a Whistle Blower Policy & Vigil Mechanism, Fair Practices Code and code of conduct for its various agents, codes of conduct for the Board and Senior management, Business Responsibility and Sustainability Policy, POSH Policy and Anti-Fraud Policy which provides adequate systems and mechanisms for redressal of grievances to its various stakeholders and propagates equality, fair play and justice which enable safeguard the human rights of its various stakeholders.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	NIL	NIL	NA	NIL	NIL	NA
Discrimination at workplace	NIL	NIL	NA	NIL	NIL	NA
Child labour	NA	NA	As the Company is in the business of extending housing loans	NA	NA	As the Company is in the business of extending housing loans
Forced labour / involuntary labour	NA	NA	As the Company is in the business of extending housing loans	NA	NA	As the Company is in the business of extending housing loans
Wages	NA	NA	The Company pays salaries to its employees which are all above the minimum wages.	NA	NA	The Company pays salaries to its employees which are all above the minimum wages.
Other human rights related issues	NIL	NIL	NA	NIL	NIL	NA

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

There has not been any incident which resulted into adverse consequences on account of discrimination and harassment at workplace.

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

Yes. The Most Important Terms & Conditions which are displayed on the comprehensive notice Board of every office are driven by the fair practices codes, which are based on the principles of justice and equity. Otherwise, given the line of business the company is in, this aspect has limited applicability for the Company.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	NA
Forced labour / involuntary labour	NA
Sexual harassment	33%*
Discrimination at workplace	NA
Wages	NA
Other human rights related issues	NA

*Out of the 9 regional offices 3 were visited by the Corporate Offices officials during the year, in order to assess the preparedness pertaining to POSH.

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

No adverse findings were reported from the above assessment. However, in order to increase awareness with regard to the concerned matters it is proposed to impart training amongst the employees for creating awareness with regard to these matters and more number of offices would be covered in future quality management visits.

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

Not applicable.

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

Not applicable.

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

The Company requires each of its offices to maintain a certain standard of maintenance. In the offices where there are disabled employees working, suitable arrangements for their comfort is made. Also, in case of the disability of any customer door to door services are extended to such customer. However, the data/ information pertaining to this aspect of the offices being disable friendly is not readily available as presently there is no uniform practice in this regard across all the offices of the Company. The Company will endeavor to capture similar data points henceforth.

4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	Most of the value chain partners are individuals who are agents, advocates, valuers and they are being paid commissions / fees from time to time based on the work performed thus there is limited applicability of this concern in its operations.
Discrimination at workplace	Most of the value chain partners are individuals who are agents, advocates, valuers and they are being paid commissions / fees from time to time based on the work performed thus there is limited applicability of this concern in its operations.
Child labour	Since the Company is in the business of providing housing loans there is limited applicability of this concern in its operations.
Forced labour / involuntary labour	Since the Company is in the business of providing housing loans there is limited applicability of this concern in its operations.
Wages	Most of the value chain partners are individuals who are agents, advocates, valuers and they are being paid commissions / fees from time to time based on the work performed thus there is limited applicability of this concern in its operations.
Other human rights related issues	On 27 th April, 2022 an online assessment was conducted for the Recovery agents with regard to their knowledge on the code of conduct and all the recovery agents i.e. 100% cleared the assessment.

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

No, significant risks / concerns were observed w.r.t the above matters with the Value Chain partners.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment.

Essential Indicators

1. Details of total energy consumption (in MJ) and energy intensity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	18,025.2	15,368.4
Total fuel consumption (B)	68,635.27	56,803.96
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	86,713.47	72,172.36
Energy intensity per rupee of turnover (Total energy consumption / turnover in rupees)	0.00000038	0.00000036
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. An independent assessment was carried out by Protiviti India Member Private Limited, (Protiviti Global Business Consulting Firm) at Umiya Business Bay Tower-1, Kaverappa Layout, Kadubeesanahalli, Kadubeesanahalli, Bengaluru, Karnataka 560103.

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

Not Applicable

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	30,245	30,797
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + IV + V)	30,245	30,797
Total volume of water consumption (in kiloliters)	30,245	30,797
Water intensity per rupee of turnover (Water consumed / turnover)	0.000000133	0.000000155
Water intensity (optional) –the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. The independent assessment was carried out. For FY 2021-22 and 2022-23, water consumption data is extrapolated based on the head count and number of working days across all the facilities as per the National Building code of India (NBC) 2016. Going ahead for FY 2023-24 LIC HFL will initiate the process of monitoring water consumption.

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

Not Applicable

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

Not Applicable

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	295	294
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	4,506	3,842
Total Scope 1 and Scope 2 emissions per rupee of turnover	Tonnes of CO ₂ equivalent per unit income in rupee	0.0000000212	0.0000000208
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. The independent assessment was carried out by Protiviti, during FY 2021-22 and 2022-23 refrigeration consumption (charge) data and annual leakage rate % is assumed based on the IPCC good practice guidelines and the emissions are calculated. Going ahead for FY 2023-24, LIC HFL will initiate the process of monitoring refrigerant quantity.

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

No

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

The Corporate Facilities Non-Hazardous Waste (Municipal Waste) is extrapolated using the occupancy count as per the NBC, 2016.

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	0.3613	0.3679
Total (A+B + C + D + E + F + G + H)	0.3613	0.3679

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

For FY 2021-22 and 2022-23 waste generation data is extrapolated based on the head count across all the facilities as per the National Building Code of India (NBC) 2016. Going ahead for FY 2023-24 LIC HFL will initiate the process of monitoring waste generation.

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

The waste is contracted to an agency that disposes of the garbage using the correct disposal techniques. The old papers and documents are also disposed of in a way that allows for recycling. The Company has a disposal process in place for its IT assets. IT assets are disposed of in accordance with the E-waste (Management and Handling) rule's provisions. E-waste is handled and managed by certified E-waste providers.

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

Not Applicable

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

Not Applicable

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

Not Applicable

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential indicators

1. a. Number of affiliations with trade and industry chambers / associations: NIL
- b. List the top 10 trade and industry chambers / associations (determined based on the total members of such body) the entity is a member of / affiliated to. NIL
2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
NA	NA	NA

Leadership indicators

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

S. no.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes / No)	Frequency of review by Board (Annually / Half-yearly / Quarterly / Others - please specify)	Web link, if available
	NIL	NIL	NIL	NIL	NIL

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development.

Essential indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year: Not applicable.

- (a) The Company is in the business of providing housing finance and hence this point is not applicable in respect of its operations. However, under the CSR initiatives of the Company the Company has been taking up several projects which are having considerable positive impact on the society and some of the initiatives of inclusive growth for which the Company was recognized are as given below:

- One of the CSR projects of the Company was recognized as the Best Rural Development Project.
- The Company was also felicitated for contribution towards education of Veer Naaris & Single Parent Children.
- The Company also recognised for Empowering the Rural Population across India.

- (b) Also certain aspects of operations of the Company are such that the social impact can be perceived and those have been mentioned here below:

- (i) The Company was declared the BEST Housing Finance Company (Large) Category at the PMAY Empowering India Awards 2022. Since inception of PMAY-CLSS scheme, the Company could pass on CLSS subsidy to 1,76,971 beneficiaries amounting to ₹ 3943.85 crs as on 31st March, 2023. For FY 2022-23 the number of cases where subsidy was passed were 22656 and the aggregate subsidy in respect of these accounts amounted to Rs. 595.85 crore.

- (ii) During the FY 2022-23 the Company has extended ₹ 6075.57 crore worth loans under Griha Varishta Scheme where loans were extended to 23167 senior citizens which has helped such individuals to have a happy living experience post their retirement.
- (iii) The Company makes concerted efforts to focus on loans to the affordable housing segment where the demand for home loans is immense and the focus is on inclusive growth, which is evident from the fact that a considerable part of the disbursements in FY 2022-23 i.e. the tune of almost 55 % in numbers and 47% in amount, were made to the fellow citizens from the Economically weaker sections (EWS) and the Low Income Group sections (LIG) .
- (iv) During the year the Company has provided loan assistance to 8751 beneficiaries in the aspirational districts notified by NITI Aayog, aggregating to ₹ 1400 crore based on which under the Aspirational District Scheme, the Company could avail Refinance from National Housing Bank (NHB) for ₹ 1200 crore.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: Not applicable.

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

As a part of CSR initiatives, the Company engages with community through its employees on regular basis, Other than direct feedback, the Company's grievance redressal mechanism also incorporates grievances from the community. Details of such mechanisms and policies is detailed under transparency and disclosures compliances part of this report. The following steps are followed by the Company:

- a. Need Assessment: At the first stage, the proposal is reviewed to assess the need and the proposed outcome and impact. The CSR implementing agency is reviewed for the fulfilment of regulatory criteria and prior experience in working for a similar cause.
- b. Quarterly interactions with community: The CSR employees' carryout physical visits, meetings, feedbacks review of outcomes, secondary data analysis and obtains third part reports.

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

Not applicable, as we are not in manufacturing and sourcing of goods.

Leadership indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above): Not applicable.

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

Sl. No.	State	Aspirational District	Amount Spent (in ₹)
1	Tamil Nadu	Ramanathapuram	₹ 25,50,000.00
2	Jharkhand	Palamu	₹ 2,08,19,347.00
3	Rajasthan	Baran	₹ 1,82,92,850.00
4	Assam	Hailakandi	₹ 1,92,74,100.00
5	Madhya Pradesh	Damoh	₹ 1,43,38,808.00
6	Andhra Pradesh	Vizianagaram	₹ 2,62,08,250.00
7	Tripura	Dhalai	₹ 97,73,000.00
8	Meghalaya	Ri Bhoi	₹ 24,95,250.00
9	Uttar Pradesh	Balrampur	₹ 1,23,22,600.00
10	Uttar Pradesh	Bahraich	₹ 1,23,22,600.00
11	Karnataka	Raichur	₹ 45,36,687.20
12	Karnataka	Yadgir	₹ 45,36,687.20
13	Uttarakhand	Udham Singh Nagar	₹ 34,20,600.00
14	Uttar Pradesh	Chitrakoot	₹ 59,96,000.00
15	Chhattisgarh	Korba	₹ 41,65,060.00
16	Rajasthan	Sirohi	₹ 2,54,54,120.00
17	Andhra Pradesh	Vizianagaram	₹ 1,61,91,375.00

Sl. No.	State	Aspirational District	Amount Spent (in ₹)
18	Madhya Pradesh	Guna	₹ 1,90,73,400.00
19	Gujarat	Narmada	₹ 1,59,86,700.00
20	Telangana	Jayashankar	₹ 1,60,42,360.00
21	Karnataka	Raichur	₹ 53,91,651.50
22	Telangana	Jayashankar	₹ 53,91,651.50
23	Bihar	Gaya	₹ 1,81,72,217.00
24	West Bengal	Malda	₹ 1,65,45,240.00
25	Jharkhand	Sahebganj	₹ 15,84,000.00
26	Jharkhand	Godda	₹ 15,84,000.00
Total			₹ 30,24,68,554.40

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

- (b) From which marginalized /vulnerable groups do you procure?
Not Applicable

- (c) What percentage of total procurement (by value) does it constitute?
Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:
Not applicable.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.
Not applicable.

6. Details of beneficiaries of CSR Projects:

Sl. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	HRIDAY	75,864	97%
2	LIFE	5,638	98%
3	Charge for Change	1,64,941	93%
4	Special Project	850	100%
5	Swach Vidhyalaya	47,439	94%
6	UDHYAM	5,420	100%
7	CTH	1,500	100%
8	SATHI	22,606	98%
9	Green Tomorrow	3,02,324	93%
10	Vidyadhan	1,000	100%
11	Social Trailblazer	200	80%
12	Sujalam	4,800	100%
13	Sanjeevani	20,054	99%

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner.**Essential indicators****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

The various interfaces available with the customers to raise the Complaints and the various engagement initiatives with the customers have been enumerated below:

a) The customer has the following interfaces to raise the Complaints with the Company:

- i) The ICRM module.
- ii) The regulator, NHB
- iii) Through the National Consumer Helpline (NCH)
- iv) Public Grievance Portal (CPGRAMS)
- v) Task Management

b) The complaints received under ICRM module are handled by Area Offices directly whereas complaints received under all other portals are handled centrally by Customer Relationship Management (CRM) team. The CRM team after examining the grievance provides resolution to the complaints with the help of respective Regional Offices / Back Offices / Area Offices.

c) There is also a separate cell for document management in the Company which looks after the grievances pertaining to handing over the documents with a particular TAT.

e) The following are the various highlights and key initiatives by the Company during the year:

- i) The Corporate Office – Customer Relationship Management (CRM) department conducted a two-day residential training program for all the CRM officials posted at Back Offices and Regional Offices across the country, with 30 participants.
- ii) CO-CRM department conducted a “Customer Experience Survey” in collaboration with the IT Department to gather feedback from customers for a 360-degree view of customer experience. A total of 10823 customers responded to the survey, with 65.06% of them stating they would recommend LIC HFL to their family and friends. The report is shared with respective regions for further actions.
- iii) The regions have conducted several special initiatives in accordance with the directions from CO and NHB for the Azadi ka Amrit Mahotsav Celebrations.
- iv) Virar Area office organized a Blood Donation camp in association with Lion's Club of Agashi and Nair hospital, collecting 34 bottles of blood, participants being customers, marketing intermediaries, valuers, advocates, and the general public.
- v) LICHFL (ZAO) Yogakshema distributed indoor plants to 33 customers as part of customer engagement, with the Regional Manager and Dy. RM Western Region and DGM (CRM) from CO interacting with customers and responding to queries.
- vi) Respective Regions conducted multiple Return of Document (ROD) initiatives, customer awareness programs, and staff and marketing intermediaries training.
- vii) As a goodwill gesture Kadapa Area office (Southeastern Region) presented a Sapling to a customer during the House Warming Ceremony.
- viii) Given the importance of the social media, all the complaints / service requests received through social media social media are handled centrally. Also, the enquiries and root cause are identified for the complaints and they are resolved with the help of concerned office and regional office on a priority basis.

f) Other Customer centric initiatives by the Document Management Department

As a measure of easy accessibility, storage and retrieval the scanning of legacy documents was underway since the past few years and as on 31st March, 2023, the scanning of legacy documents of 21 out of the 23 back offices has been completed. Further, the major portion of the scanning of legacy documents of 2 remaining back offices were also completed by 31st March, 2023.

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

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	Since the Company is in the business of providing housing
Safe and responsible usage	loans this aspect has limited applicability in respect of the
Recycling and / or safe disposal	Company.

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Data privacy	NIL	NIL	NA	NIL	NIL	NA
Advertising	NIL	NIL	NA	NIL	NIL	NA
Cyber-security	NIL	NIL	NA	NIL	NIL	NA
Delivery of essential services	NIL	NIL	NA	NIL	NIL	NA
Restrictive trade practices	NIL	NIL	NA	NIL	NIL	NA
Unfair trade practices	NIL	NIL	NA	NIL	NIL	NA
Other	NIL	NIL	NA	NIL	NIL	NA

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

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

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

The entity has adopted a set of various IT policies namely Anti-Virus Policy, Backup Policy, Email Security Policy, Internet Security Policy, IT Asset Inventory Policy, Mobile Computing Policy, Physical & Environmental Security Policy, User Accounts & Password Security Policy, Website security Policy, IT Asset Disposal Policy, Data Center Information Security Policy, Business Continuity Plan, IT Cyber Security Policy, Policy for IT Development & Change Management, Cyber Crisis Management Plan, Social Media Policy and Information Security Audit Policy. All these policies combined form the framework/ policy on cyber security and risks related to data privacy.

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

As and when any security threat is identified, like Phishing e-mail etc., a security advisory is issued to all employees. During the year no such security threats were observed. Also, the Company earlier had the practice of conducting a 3rd party IT Security Audit every two years, which is now being conducted every year.

Leadership indicators

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

The information pertaining to the products of the Company may be assessed on the website of the Company having the following web link: <https://www.lichousing.com/>. In addition to the above, the comprehensive notice board of the Company also contains information regarding the basket of products.

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

The Most important terms and conditions (MITC) are hosted on the website of the Company as well as on the comprehensive notice board of the Company.

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

E-mail alerts and SMSs are disseminated to the customers whenever any downtimes are perceived in service delivery.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.

Yes. LICHFL is a housing finance company and hence this question has limited applicability. However, all terms and conditions of housing loan schemes are disclosed to the applicant before financing. The Company also displays the information pertaining to the basket of products at a conspicuous location at each of its operating offices across India. Further, the Most Important Terms and Conditions (MITC) are part of the loan kit and the provisions relating thereto, are also explained to the Customer before disbursement. All the above-mentioned information, along with much more additional information is also displayed on the Company's website. The Company also has a Comprehensive notice board on its website as well as the office premises..

5. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, the Company conducted a "Customer Experience Survey" in collaboration with the IT Department to gather feedback from customers for a 360-degree view of customer experience. A total of 10823 customers responded to the survey, with 65.06% of them stating they would recommend LIC HFL to their family and friends. The report is shared with respective regions for further actions.

6. Provide the following information relating to data breaches:

a. Number of instances of data breaches along with impact

No such data breaches were reported during FY 2022-23

b. Percentage of data breaches involving personally identifiable information of customers

No such data breaches were reported during FY 2022-23