Central Depository Services (India) Limited

CDSL/CS/NSE/JB/2023/215 **August 08, 2023**

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

Symbol: CDSL
ISIN: INE736A01011

Subject: Business Responsibility and Sustainability Report for Financial Year 2022-23

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, please find enclosed herewith Business Responsibility and Sustainability Report ('BRSR') for the financial year 2022-2023, which also forms part of our Annual Report for financial year 2022-23.

The above information is also available on the website of the Company at https://www.cdslindia.com/InvestorRels/AnnualReports.html

Kindly take the same on record.

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

NILAY RAJENDRA SHAH
Digitally signed by NILAY RAJENDRA SHAH
Date: 2023.08.08 18:17:09 +05'30'

Nilay Shah
Group Company Secretary & Head Legal
Membership No.: A20586
Encl: a/a

Annexure-I

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L67120MH1997PLC112443
2.	Name of the Listed Entity	Central Depository Services (India) Limited
3.	Year of incorporation	1997
4.	Registered office/Corporate address	Unit No. A-2501, Marathon Futurex, Mafatlal Mills Compound, N.M. Joshi Marg, Lower Parel (East), Mumbai - 400013
5.	E-mail	shareholders@cdslindia.com
6.	Telephone	+91-22-23023333
7.	Website	https://www.cdslindia.com
8.	Financial year for which reporting is being done	2022-23
9.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited
10.	Paid-up Capital	₹10,450 Lakh
11.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Shri Nilay Shah Designation: Group Company Secretary and Head Legal Contact: + 91-22-23023333 Email Id: shareholders@cdslindia.com
12.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone

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.	Depository Services	Financial services	83%

15. Products/Services sold by the entity *(accounting for 90% of the turnover)*:

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Depository Services	64990	83%

III. Operations

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

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

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Serving markets across India
International (No. of Countries)	-

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

Not Applicable.

c. **A brief on types of customers**

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

IV. Employees

18. Details as at the end of Financial Year 2022-23

a. **Employees (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	279	211	76%	68	24%
2.	Other than Permanent (E)	167	123	74%	44	26%
3.	**Total employees (D + E)**	**446**	**334**	**75%**	**112**	**25%**

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

b. **Differently abled employees:**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	4	3	75%	1	25%
2.	Other than Permanent (E)	0	0	0	0	0
3.	**Total differently abled employees (D + E)**	**4**	**3**	**75%**	**1**	**25%**

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

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors[@]	9	1	11%
Key Management Personnel*	15	1	7%

[@] Board of Directors includes MD & CEO and Directors on Governing Board as on March 31, 2023.

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

20. Turnover rate for permanent employees:

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	10.67%	1.52%	12.19%	7.7%	2.99%	10.69%	2.72%	0.9%	3.62%
Permanent Workers	Not Applicable								

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

21. 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.	CDSL Ventures Limited	Subsidiary	100%	No
2.	CDSL Insurance Repository Limited	Subsidiary	54.25%	No
3.	CDSL Commodity Repository Limited	Subsidiary	52%	No
4.	India International Bullion Holding IFSC Limited	Associate	20%	No

VI. CSR Details

22. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/No): Yes.

(ii) Turnover (in ₹): ₹54,406.75 Lakh (as on March 31, 2023)

(iii) Net worth (in ₹): ₹96,585.54 Lakh (as on March 31, 2023)

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)	FY 2022-23			FY 2021-22		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	-	-	-	-	-	-	-
Investors (other than shareholders)	-	-	-	-	-	-	-
Shareholders	Yes**	15	0	Complaints were suitably resolved in a timely manner	2	0	Complaints were suitably resolved in a timely manner
Employees and workers	Yes, Grievance redressal mechanism is available on the intranet portal of the Company.	1	0	Complaints were suitably resolved in a timely manner	0	0	-
Customers	Yes*	6620	124	-	15025	476	-
Value Chain Partners	Yes*	0	0	-	0	0	-
Other (please specify)	-	-	-	-	-	-	-

** Customers/Value chain Partners can register their complaints/grievances at the Company's following email id: complaints@cdslindia.com*

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

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Digitisation (Social & Environmental)	Opportunity	The Company recognizes the immense social & environmental opportunity in digitization for sustainability. By electronically connecting stakeholders, CDSL promotes paperless transactions, actively reducing carbon footprints and environmental harm. Our electronic operations empower stakeholders to embrace a "go green" approach. The Company aims to accelerate our digital initiatives by innovating and continuing to provide digital capital market services such as eAGM, eDIS, new pledge/re-pledge mechanism, eCAS, and more. These initiatives cater to evolving needs, providing convenient accessibility from the comfort of one's home.	Not applicable	**Positive Impact:** Through digital acceleration, the Company has improvised efficiency: ➤ Enabling electronic submission and receipt of documents for DPs and intermediaries. ➤ Eliminating paper-based processes and workflows to become a fully digital organization. ➤ Enhancing self-service channels to provide customers with efficient and effective solutions for routine needs, enhancing their overall experience.

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)
2.	Data Security	Opportunity & Risk	**Risk:** Privacy and data security present a significant risk for CDSL, especially considering the increasing digitization of financial services and the growth in the number of digital users. As more transactions and sensitive information are being exchanged digitally, the risk of cyber threats and unauthorized access to privileged information becomes increasingly prominent. Any breach in data security could result in severe consequences, including financial loss, reputational damage, legal implications, and loss of trust from stakeholders. **Opportunity:** However, by recognizing data security as a material issue, CDSL has the opportunity to establish and maintain a robust information security structure. This entails implementing advanced hardware & software solutions, employing expert manpower to monitor and respond to potential threats, and developing effective operational practices. By investing in these measures, CDSL can mitigate cyber threats, ensure privacy and data security for all stakeholders, and safeguard privileged information. Additionally, having a strong information security framework can enhance CDSL's reputation as a trusted depository, thereby facilitating business expansion and attracting more investors and market participants who value the protection of their sensitive data.	To address the risk of privacy and data security, CDSL can implement several measures: **Robust Information Security Infrastructure:** CDSL invests in advanced software solutions, firewalls, encryption techniques, and intrusion detection systems to create a secure environment for data storage and transmission. This infrastructure should be regularly updated and tested to ensure its effectiveness against emerging cyber threats. **Expert Manpower:** CDSL employs a team of skilled professionals with expertise in information security to continuously monitor and respond to potential threats. These experts should be well-versed in the latest security practices, industry standards, and regulations to ensure the implementation of effective security measures. **Training and Awareness:** Conducting regular training sessions and awareness programs for employees, clients, and other stakeholders is vital. These initiatives should focus on educating them about best practices for data security, including strong password management, safe browsing habits, and identifying potential phishing attempts or social engineering attacks.	**Positive:** **Business Expansion and Market Attraction:** By proactively addressing data security risks, CDSL can enhance its reputation as a trusted Depository. This can attract new clients, investors, and market participants who prioritize the protection of their sensitive information. Increased business partnerships and market attractiveness can lead to positive financial implications, such as revenue growth and expanded market share. **Negative:** Loss of Trust and Reputation, Financial Losses and Damages
3.	Diversity, Equity and inclusion	Opportunity	We ardently believe in advocating for equity, diversity, and inclusion to strengthen our business. Embracing a workforce that is diverse and inclusive can enhance performance, reputation, innovation, and motivation. This will contribute to fostering a more just society while bolstering the strength of our business.	Not Applicable	We prioritize providing equal services to citizens across the country, without any differentiation, as we believe in the power of inclusivity. We actively seek out diverse perspectives, encouraging innovation and creativity to drive our business forward. By continually learning and evolving, we are dedicated to making a positive impact on society while strengthening our business foundation.
4.	Social responsibility towards society	Opportunity	CDSL through its Corporate Social Responsibility (CSR) programs endeavors to enrich the lives of the citizens of this country. CDSL believes that a nation progresses when its communities are empowered. Extending this belief to our Corporate Social Initiatives, we remain committed to enriching the lives of the citizens of India. Our vision is to create a world in which everyone can thrive through social, environmental, and economic progress. We reached out to the socially and economically disadvantaged communities in association with 9 CSR partners in FY 2022-23. CDSL focused on health, education, environment, and research to leave a visible impact.	Not applicable	**Positive Impact:** The Company recognizes the importance of being socially responsible and playing a part in helping to uplift the underprivileged. Our responsibility towards contributing into the sectors of education, environmental, and social development allows us to have a positive impact on the Society.

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)
5.	Financial Literacy/ Investor Awareness	Opportunity	CDSL IPF conducts various investors awareness activities aiming at promoting financial education from the Depository point of view in particular and other capital market initiatives in general to educate investors to take an informed decision with respect to any matter related to capital market.	Not Applicable	Greater awareness amongst investors can help the investors to take informed investment decisions.
6.	Talent Attraction and Retention	Risk	By strategically focusing on talent attraction, engagement, and retention, your business can unlock additional growth potential.	Not Applicable	**Negative Impact:** High attrition rates leads to reduced efficiency and associated financial losses.
7.	Governance and Compliance	Opportunity & Risk	**Opportunity:** Effective compliance can help in building brand trust.	Robust compliance Risk Management policies and procedures.	**Positive Impact:** Effective compliance can help in building reputation, brand image and long term relationships. **Negative Impact:** Instances of non-compliances can result in fines/penalties, loss of brand image.

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	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.cdslindia.com/InvestorRels/CorporateGovernance.html Some of the policies being internal documents are accessible only to the employees through the Company's intranet portal.								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

3. Do the enlisted policies extend to your value chain partners? (Yes/No)

The Company has formalized the "Code of Conduct" for the directors and employees of the Company. The code also covers all dealings with the vendor and other parties.

4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.

CDSL is certified for ISO 27001:2013 and ISO 22301:2019 Standards.

Apart from the certifications, the Company is committed to providing a safe, healthy and harassment free work environment to all its employees. The Company has adopted employee-oriented policies covering areas such as Diversity, Equity, and prevention of sexual harassment at workplace, which endeavours to provide an environment of care, nurturance and opportunity to accomplish professional aspirations.

The Company has adopted various policies for stakeholders and ensures good corporate governance practices as stipulated under various regulatory statutes.

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

As a Market Infrastructure Institution (MII), CDSL acknowledges its duty to drive sustainable progress with purpose and has established clear commitments, goals, and targets. While there are no current mandatory targets or evaluation processes for all policies, the company diligently monitors various aspects through ESG and CSR initiatives.

Furthermore, we have formulated specific Environmental, Social, and Governance (ESG) goals as a key strategy for achieving consistent, profitable, and responsible growth. Our mission is to address pressing concerns of our investors and stakeholders, including climate change, green offerings, and promoting health, well-being, equity, diversity, and inclusion.

You can find detailed information about CDSL's ESG initiatives in the Annual Report.

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

CDSL diligently monitors the progress of its sustainability growth goals and takes necessary actions when needed, employing a robust governance mechanism. Various teams regularly report progress to the MD & CEO and Executive Management Committee on a timely basis. This leads to assisting the Board in overseeing the ESG & CSR strategy, governance, monitoring progress, and reviewing related policies, practices, initiatives, and goals to ensure their effectiveness. While significant progress has been made, CDSL continues its commitment to enhancing performance and addressing any existing gaps. The Company remains dedicated to sustainability and social responsibility, aiming to make a positive impact on society and the environment.

You can find detailed information about CDSL's CSR initiatives in the Annual Report.

Governance, leadership and oversight

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

Please refer to the ESG initiatives and MD & CEO Message in the Annual Report.

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

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

9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.

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

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (Annually/Half yearly/ Quarterly/Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Policies as required by extant regulations and wherever stated in the report have been approved by the Board/Committee of the Board. Relevant policies of the Company are reviewed periodically or on a need basis.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances is done by the necessary committees and the Board of Directors. Further, the Company complies with all applicable regulations.																	

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.

P1	P2	P3	P4	P5	P6	P7	P8	P9
No, the Board of Directors and Senior Management periodically review the policies in line with regulatory requirement and expectations of the stakeholders.								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)	-								

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

PRINCIPAL 1

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

ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year 2022-23:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	The Company conducted specific programs to facilitate the integration and understanding of new directors and independent directors. These programs were designed to provide new directors with a comprehensive overview of the company's operations, culture, governance structure, and strategic priorities. 1. Induction Programme for new Directors 2. Orientation & Familiarization Programme for Independent Directors 3. Corporate Strategy 4. Corporate Sustainability – Environmental, Social and Economic Responsibility. The Company provided regular presentations on various matters pertaining to the strategy of the Company, business operations, regulatory updates, risk management mechanisms, and future outlook. These presentations aimed to keep the directors and committee members informed and involved in the decision-making process.		100%
Key Managerial Personnel*	1. Training programs covers across all principals including topics such as but not limited to skill upgradation like MS Excel for Business Intelligence Training, Communication & Presentation Excellence Training, [Training on ESG (Environmental, Social and Corporate Governance) & Corporate Risk Management to KMP] 2. Health & Safety Training, Prevention of Sexual Harassment at Workplace (POSH) Training, New Labour Codes - Implementation & (Standing Orders, Psychology of Strategic Leadership – Young Women		100%
Employees other than BOD			

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

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

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

Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil	NA	Nil	NA	NA
Settlement	Nil	NA	Nil	NA	NA
Compounding fee	Nil	NA	Nil	NA	NA

Non-Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	NA	NA	NA
Punishment	Nil	NA	NA	NA

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
NA	NA

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, we have in place a policy on Anti-Bribery & Anti-Corruption (ABC). This Policy emphasizes CDSL's zero tolerance towards bribery and corruption practices and reflects CDSL's commitment for maintaining the highest ethical standards and best practices of Corporate Governance.

CDSL prohibits all forms of bribery and corruption practices involving, but not limited to, Public Official or a private sector person or company.

The Company's Anti-Bribery & Anti-Corruption (ABC) policy is available and easily accessible on the Company's website. The policy can be accessed at:

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

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

	FY 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 issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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

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

LEADERSHIP INDICATORS

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
4	Depository Participants Training - Includes functional and operational overview about CDSL and CDAS system.	100%
2	Registrar & Transfer Agents Training (RTA) - Includes overview on CDSL.	100%
11	NISM CPE Programs for Depository Operations Certification Examination (DOCE)	100%
1	Compliance Officers/Internal & Concurrent Auditors Training	100%

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, our company has code of conduct for Directors and senior management that addresses actual or potential conflict of interest and ensures that business is conducted in ethical manner. Our Company's code of conduct complies with all the governed laws and regulations; including mechanisms to resolve ethical issues & unethical conduct, legitimate handling of conflicts of interest and fostering culture of transparency, honesty and accountability. Independent Internal auditors are appointed to ensure that appropriate systems and controls are maintained and their effectiveness or otherwise is being reported to the Company's Board of Directors. Directors and KMP are required to make appropriate disclosures on potential areas of conflict of interest which would impair its ability to render fair, objective and unbiased services. Further, interested directors recuse from participating in the interested items.

PRINCIPAL 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 impacts
R&D			Not Applicable
Capex			

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

No, the principle form of sourcing is an electronic form to our customers which is a sustainable medium from an environment standpoint and further the cause of "going green".

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

As the Company is in the depository business, the same is not applicable to the Company.

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

Our primary waste products are data storage devices which are digitally degaussed to destroy the data. Later these devices are disposed through reputed and certified disposers. Secondary waste generated by us is handed over to premises manager, which in turn have processes to recycle, wherever possible like sewage treatment plant, organic waste converter, bottle crushers, etc. Further, the Company has undertaken initiatives to reduce its paper usage.

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

As the nature of the business is service oriented, Extended Producer Responsibility is 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?**

NIC Code	Name of product/ service	% of total turnover contributed	Boundary for which the Life Cycle Perspective/Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
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.**

Name of Product/service	Description of the risk/concern	Action Taken
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).**

Indicate input material	Recycled or re-used material to total material	
	FY 2022-23	FY 2021-22
Nil		

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable	

PRINCIPAL 3

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

ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	211	211	100%	211	100%	NA	NA	211	100%	211	100%
Female	68	68	100%	68	100%	68	100%	NA	NA	68	100%
Total	**279**	**279**	**100%**	**279**	**100%**	**68**	**24%**	**211**	**76%**	**279**	**100%**
Other than Permanent Employees											
Male	Not Applicable										
Female											
Total											

c. **Details of measures for the well-being of workers:**

Category	Total (A)	% of employees covered by									
		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	The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.										
Female											
Total											
Other than Permanent Employees											
Male	The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.										
Female											
Total											

2. 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	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	Please refer note	NA	NA	Please refer note	NA	NA
Others – please specify	NA	NA	NA	NA	NA	NA

Note: All the employees of CDSL are beyond the threshold salary for ESI compliances.

3. Accessibility of workplaces

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

Our Corporate offices has wheelchair and wheelchair friendly elevators which can be accessed from the lobby as well as parking lot, thus making access friendly to our differently abled employees and visitors.

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

The Company endeavours to provide a safe, secure, and congenial work environment, so that employees can deliver their best without inhibition. The essence of fairness and meritocracy is based on a rule-based framework that is non-discriminatory and gives equal opportunities to all individuals irrespective of gender, color, religion, caste, race, age, community, physical ability, or sexual orientation. The Company has put in place a robust grievance redressal process for investigation of employee concerns and has instituted a procedure on ethical code of conduct of employees and Service and conduct Rules for employees that clearly delineate employee responsibilities and acceptable employee conduct. Together, these constitute the foundation for the promotion of a diverse and inclusive culture at the workplace. Further, the Policy is available on the Company's intranet portal.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

6. 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/No (If Yes, then give details of the mechanism in brief)
Permanent workers	NA
Other than Permanent workers	NA
Permanent Employees	Yes, the Company has formulated a Whistle Blower Policy that provides a secure environment for employees to report any matters of concern enabling stakeholders to report any concern of unethical behaviour, suspected fraud or violation. The said policy inter-alia provides safeguard against victimization of the Whistle Blower. Stakeholders including Directors and Employees have access to the Chairperson of the Audit Committee. The Company is having the detailed Grievance redressal procedure provided in its Service and Conduct rules which is accessible to all the employees at all times. The procedure is segregated for various categories of employees such as KMPs, Non KMPs etc. The process specifically mentions about representation of grievance, investigation, redressal, timelines, decision making authority, record maintenance etc.
Other than Permanent Employees	NA

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

Category	FY 2022-23			FY 2021-22		
	Total employees/ workers in respective category	No. of employees/workers in respective category, who are part of association(s) or Union	% (B/A)	Total employees/ workers in respective category	No. of employees/workers in respective category, who are part of association(s) or Union	% (D/C)
Permanent Employees						
Male	Not Applicable			Not Applicable		
Female						
Total						
Permanent Workers						
Male	Not Applicable			Not Applicable		
Female						
Total						

8. 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 (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	211	9	4.27%	110	52%	195	-	-	84	43%
Female	68	3	4.41%	44	65%	51	-	-	24	47%
Total	**279**	**12**	**4.30%**	**154**	**55%**	**246**	**-**	**-**	**108**	**44%**
Workers										
Male	Not Applicable									
Female										
Total										

9. 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	211	203	96%	195	181	93%
Female	68	63	93%	51	47	92%
Total	**279**	**266**	**95%**	**246**	**228**	**93%**
Workers						
Male	Not Applicable					
Female						
Total						

10. Health and safety management system:

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

Yes, Employee well-being and psychological safety continue to be a priority of the Company. The Company conducts periodic trainings on fire safety and fire-fighting equipment along with the evacuation drills. Further, inspection of extinguishers is undertaken regularly.

Apart from Health Insurance and Accident Policy, The Company is arranging annual Health check up facility for all employees free of cost.

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

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

- Installation of hands-free sanitizer dispenser;
- The Company has made available instruments to monitor Blood Pressure and Oxygen levels;
- The Company is in advance stage of planning a doctor on call facility or visiting doctor on a pre-fixed timing; and
- The Company conducts regular fire drills during which the employees are briefed on identifying and eliminating hazards.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Yes/No)

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

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

Yes, all employees of the Company are covered under our health insurance and accident policy. The Company has well-defined medical and healthcare policies and allied services. Apart from Health Insurance and Accident Policy, the Company provides facility of annual health check up facility for all employees free of cost.

Selective employees are given periodic training on basic and advanced fire safety and including evacuation drills.

11. 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	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
No. of fatalities	Employees	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil

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

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

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

- The Company has conducted precautions for basic health safety, CPR, 1st Aid and basic firefighting training.
- Premise Floorplans are displayed at crucial locations.
- Frequent equipment checks are carried out to mitigate any wear and tear due to continued use, E.g.: Air Conditioners.
- The Company has also conducted Indoor Air quality check.
- Fire alarm systems and smoke detectors are installed at all premises.
- Health and Accident Insurance.
- Mediclaim Insurance.

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

	FY 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
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Not Applicable*
Working Conditions	

** The Company has conducted precautions for basic health and safety, CPR, 1st Aid and basic firefighting training. The Company has also conducted Indoor Air quality check.*

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

Not Applicable.

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).

(A) Employees – Yes, the Company provides life insurance cover.

(B) Workers – Not applicable.

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

Necessary due diligence undertaken by the concerned department for appropriate steps to ensure statutory dues before settlement of dues.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	0	0	0	0
Workers	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, the Company does not currently offer any transition assistance programs.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not Applicable
Working Conditions	

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

Not Applicable.

PRINCIPAL 4

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

ESSENTIAL INDICATORS

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

Individuals and organizations having significant impact on the operations of the Company are considered as stakeholders of the Company.

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

LEADERSHIP INDICATORS

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

CDSL recognizes the importance of engaging with stakeholders on economic, environmental, and social topics, and values their input in shaping our operations and decision-making processes. We have established a robust consultation framework to facilitate this engagement. Our consultation process involves regular interactions and communication with stakeholders, including vendors, market participants, and other relevant parties. These engagements provide us with valuable insights and perspectives on various issues and help us understand the concerns and expectations of our stakeholders.

Furthermore, we have implemented a reporting mechanism to provide feedback from stakeholder consultations to the Board. This includes timely reports that highlight the key findings, concerns, and recommendations gathered during the consultation process. By sharing this feedback with the Board, we ensure that they are informed about the insights and opinions of stakeholders on economic, environmental, and social topics.

Overall, CDSL remains committed to fostering an inclusive and transparent consultation process, enabling effective dialogue between stakeholders and the Board on matters pertaining to the economy, environment, and society.

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

Enhancing value to stakeholders is a continuous Company process. We engage in regular consultations with stakeholders, including investors, market participants, regulatory bodies, and community representatives. These consultations provide us with valuable insights and perspectives on environmental and social issues that are important to our stakeholders.

The inputs received from these consultations are carefully reviewed and analyzed by our team. We assess the relevance and significance of the feedback and consider how it aligns with our strategic goals and commitments. This information is then incorporated into the development and review of our policies and activities related to environmental and social topics.

For example, if stakeholders raise concerns about the environmental/social impact of our operations, we evaluate those concerns and explore opportunities for improvement.

It allows us to identify areas for improvement, incorporate diverse perspectives, and ensure that our actions align with the expectations of our stakeholders and contribute to a more sustainable future.

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

CDSL puts an extra effort to engage with the disadvantaged, vulnerable, and marginalized stakeholders enriching their lives through social and economical progress by providing education and healthcare facilities across the country through our CSR programs and Initiatives.

Education:

- **Rotary: Adult Literacy Program for Women** in Palghar, Maharashtra

  To empower illiterate tribal women in their Native language, Prerikas (trained teachers) have taught approximately 4000+ tribal women using Computer Based Functional Literacy (CBFL) and digital skills program through animate graphics for easy visuals and audio learning and functional learning in native language. Helping them adapt to the changing world and connect them with the outer world and grow.

- **AARTH: Online Academy for Financial Literacy & Support**

  AARTH provides simple, in-depth financial knowledge through an easily accessible online academy for learners among the age group of 18-25 years in Tier II & Tier III Cities. Learners can test their knowledge by giving an in-built free of cost online exam and gain certifications.

  100 webinars/seminars were conducted in **30 cities** across India with **60 videos** available in English, Hindi & Marathi languages.

- **Educate Girls: Enrolment-Retention-Learning of out-of-school girls** in Dudhi & Mayorpur blocks of Robertsganj, Uttar Pradesh

  Educate Girls ensures enrolment, retention, and learning outcomes for out-of-school girls in some of the most educationally backward locations Uttar Pradesh. The field staff of Educate Girls & Team Balika identify and approach "Out of School Girls" girls who had never enrolled for school or had to discontinue their primary education. Around **2,700+ "out-of-school girls"** were enrolled in schools.

Healthcare:

- **Narayana Hrudayalaya Charitable Trust (NHCT): Give 4 Life Program** in Maharashtra, Karnataka, Haryana & Rajasthan

  Supported medical treatment of **61 disadvantaged** patients seeking treatment for life-threatening conditions & life changing disorders.

- **Swades Foundation: Children with Special Needs (CWSN)** in Raigad & Nashik, Maharashtra

  Rural communities of Raigad & Nashik in Maharashtra struggle with unaffordable medical facilities relating to Hearing Disability, Paediatric Eye Care and Cardiac problems. Swades Foundation ensured cost-free treatments, surgeries, and medical care to these disadvantaged communities and screened **4,215 underprivileged children** and conducted **524 surgeries**. Approximately, 1000 children benefited from the program.

- **Smile Foundation: Smile on Wheels** in Jaisalmer, Rajasthan

  A mobile healthcare vehicle reaching the doorsteps of hard-to-reach communities especially for women and children of the border areas of Jaisalmer, Rajasthan. The vehicle is fully equipped with a medical personnel along with a weekly consultation with gynaecologist for women. The team facilitates free OPD services by navigating to the nearest hospitals, aiding with medicines & regular follow-ups. Benefitting **4,000+ people** and conducting **65+ OPDs**.

PRINCIPAL 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:

Benefits	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	279	279	100%	246	246	100%
Other than permanent	-	-	-	-	-	-
Total Employees	**279**	**279**	**100%**	**246**	**0**	**0%**

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

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

Category	FY 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	211	0	0%	211	100%	195	0	0%	195	100%
Female	68	0	0%	68	100%	51	0	0%	51	100%
Other than Permanent										
Male	Not Applicable									
Female										

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

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category (in ₹)	Number	Median remuneration/salary/ wages of respective category (in ₹)
Board of Directors (BOD)*	1	3,68,12,350	-	-
Key Management Personnel@	13	59,42,538	1	1,82,25,123
Employees other than BOD and KMP	197	11,88,076	67	7,60,282
Workers	Not Applicable			

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

** includes Managing Director and CEO.*

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

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

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

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

The Company's DNA articulates 'Conduct, Competency, Compliance and Conscience' as a key threshold behaviour.

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

Grievance Redressal Policy: We have a dedicated Grievance Redressal Policy that outlines the procedure for reporting and resolving human rights grievances. This policy sets clear guidelines on how grievances should be reported, investigated, and resolved.

Confidential Reporting: We provide multiple channels for individuals to report human rights grievances, including confidential reporting mechanisms such as hotlines, anonymous reporting tools, or designated individuals who can receive complaints in a secure and confidential manner. These channels ensure that individuals feel safe and protected when reporting their concerns.

Continuous Improvement: We regularly review and enhance our grievance redressal mechanisms to ensure their effectiveness. This includes collecting feedback from individuals who have gone through the grievance process and incorporating their suggestions for improvement.

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 the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	1	0	Disposed Off	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

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

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

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

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

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

9. Assessments for the year:

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

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

Not Applicable.

LEADERSHIP INDICATORS

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

   CDSL places significant emphasis on human resource development, recognizing its employees as a critical resource for the Company's growth. As part of its human resource development program, the Company conducts an induction program for new employees and facilitates their training at reputable institutions and seminars, both domestically and internationally, with a focus on capital market-related areas, including depositories.

   A training needs assessment was conducted to identify the specific gaps related to human rights. Based on the assessment, a tailored training program focusing on human rights awareness and compliance was developed. The program utilizes a blended approach, including e-learning modules, workshops, and webinars. CDSL continuously monitors and evaluates the training program to ensure its effectiveness, gathering feedback and making improvements as needed. This modified process aims to enhance employees' understanding of human rights principles and promote a respectful and inclusive work environment within the depositories.

   Additionally, CDSL regularly conducts training programs to sensitize employees about the fundamental principles of human rights and the Company's Code of Conduct. These training initiatives aim to enhance employee awareness and understanding of human rights principles, fostering a culture of respect and compliance within the organization. Through these efforts, CDSL actively promotes the quality and competence of its workforce, ensuring the continual development and well-being of its human assets.

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

   The Company has not conducted any Human rights due-diligence.

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 has put in place necessary physical infrastructure in its corporate locations for differently abled employees, workers, and visitors to get around.

4. **Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Value chain partners are expected to comply to all the applicable rules and regulations. No particular assessment has been carried out during the reporting period.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Forced Labour/Involuntary Labour	

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

   Not Applicable

PRINCIPAL 6

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

ESSENTIAL INDICATORS

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

	Unit	FY 2022-23	FY 2021-22
Total electricity consumption (A)	Joules	18,25,80,48,00,000	17,99,78,04,00,000
Total fuel consumption (B)	Joules	0 .0025	0 .005
Energy consumption through other sources (C)	Joules	N.A.	N.A.
Total energy consumption (A+B+C)	Joules	**18,25,80,48,00,000**	**17,99,78,04,00,000**
Energy intensity per rupee of turnover		-	-
(Total energy consumption/turnover in rupees)	₹	₹53,13,597	₹42,49,664
Energy intensity (optional) – the relevant metric may be selected by the entity		-	-

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

2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Yes/No) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

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 kilolitres)		
(i) Surface water	Provided by building management*	Provided by building management*
(ii) Groundwater	N.A.	N.A.
(iii) Third party water	99.28	70.4
(iv) Seawater/desalinated water	N.A.	N.A.
(v) Others	N.A.	N.A.
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	99.28	70.4
Total volume of water consumption (in kilolitres)	N.A.	N.A.
Water intensity per rupee of turnover (Water consumed/turnover)	N.A.	N.A.
Water intensity (optional) – the relevant metric may be selected by the entity	N.A.	N.A.

** The Company's use of water is strictly limited to human consumption. As we are not a manufacturing organization, the prescribed table does not apply to the Company.*

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

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:

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	As the Company Provides depository services, air emissions (other than GHG emissions) are not material to the Company.		
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF6, NF3, if available)			
Metric tonnes of CO_2 equivalent			
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)		Not Applicable	
Metric tonnes of CO_2 equivalent			
Total Scope 1 and Scope 2 emissions per rupee of turnover			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

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

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

The entity, CDSL, has implemented several initiatives to reduce greenhouse gas (GHG) emissions associated with its business activities. These initiatives are aligned with the "Green Initiative" in Corporate Governance promoted by the Ministry of Corporate Affairs. Here are the details of the projects aimed at reducing GHG emissions:

1. **Electronic Document Transmission:** CDSL offers services to companies for electronically sending documents to their shareholders. This initiative aims to minimize the use of paper and promote paperless transactions, thereby reducing the carbon footprint associated with printing and physical distribution of documents.

2. **Stakeholder Connectivity:** By facilitating electronic connectivity between stakeholders, CDSL enables efficient and paperless transactions. This reduces the need for physical transportation and associated GHG emissions, contributing to a greener and more sustainable business ecosystem.

3. **Energy-Efficient Infrastructure:** CDSL has deployed energy-efficient equipment, such as Variable Refrigerant Flow (VRF) systems and 5-star rated inverter Air Conditioners (ACs), in its offices. Additionally, the company has implemented LED lighting systems. These energy-efficient measures help reduce electricity consumption and indirectly contribute to lowering GHG emissions.

By implementing these projects and embracing electronic operations, CDSL actively promotes environmental sustainability, reduces carbon footprints, and supports the transition to a greener future. These initiatives demonstrate the company's commitment to mitigating GHG emissions and its dedication to responsible corporate citizenship.

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	N A	N A
E-waste (B)	N A	N A
Bio-medical waste (C)	N A	N A
Construction and demolition waste (D)	N A	N A
Battery waste (E)	60 numbers 34 AH	40 numbers 26 AH
Radioactive waste (F)	N A	N A
Other Hazardous waste. Please specify, if any. (G)	N A	N A
Other Non-hazardous waste generated (H). Please specify, if any.	N A	N A
(Break-up by composition i.e. by materials relevant to the sector)	N A	N A
Total (A+B + C + D + E + F + G + H)	60 numbers 34 AH	40 numbers 26 AH
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	N A	N A
(ii) Re-used	N A	N A
(iii) Other recovery operations	N A	N A
Total	N A	N A
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Recycled	N A	N A
(ii) Re-used	N A	N A
(iii) Other recovery operations	N A	N A
Total	N A	N A

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

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.

Battery waste is one of the major waste streams of the company's operations. Battery waste generated at the Company level are handed over to the authorized recyclers for safe disposal and extended life. In FY 2022-23, 60 numbers 34 AH of battery waste were disposed through authorized vendors.

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 in the following format:

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

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

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

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 (Yes/No). If not, provide details of all such non-compliances, in the following format:

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

LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23	FY 2021-22
From renewable sources	N.A.	N.A.
Total electricity consumption (A)	1825804800000	1799780400000
Total fuel consumption (B)	0.0025 Joules	0.005 Joules
Energy consumption through other sources (C)	N.A.	N.A.
Total energy consumed from renewable sources (A+B+C)	1825804800000	1799780400000
From non-renewable sources	N.A.	N.A.
Total electricity consumption (D)	1831291200000	1802505600000
Total fuel consumption (E)	0.0025 Joules	0.005 Joules
Energy consumption through other sources (F)	N.A.	N.A.
Total energy consumed from non-renewable sources (D+E+F)	1831291200000	1802505600000

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

2. Provide the following details related to water discharged:

Parameters	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Not Applicable	Not Applicable
– No treatment		
– With treatment – please specify level of treatment		
(ii) To Groundwater		
– No treatment		
– With treatment – please specify level of treatment		
(iii) To Seawater		
– No treatment		
– With treatment – please specify level of treatment		
(iv) Sent to third-parties		
– No treatment		
– With treatment – please specify level of treatment		
(v) Others		
– No treatment		
– With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Not Applicable

For each facility/plant located in areas of water stress, provide the following information:

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not Applicable	Not Applicable
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed/turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	Not Applicable	Not Applicable
– No treatment		
– With treatment – please specify level of treatment		
(ii) Into Groundwater		
– No treatment		
– With treatment – please specify level of treatment		
(iii) Into Seawater		
– No treatment		
– With treatment – please specify level of treatment		
(iv) Sent to third-parties		
– No treatment		
– With treatment – please specify level of treatment		
(v) Others		
– No treatment		
– With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions	Not Applicable	Not Applicable	Not Applicable
(Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF6, NF3, if available)			
Metric tonnes of CO_2 equivalent			
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities

Not Applicable.

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

CDSL has been accredited with the ISO 22301:2019 certification for its business continuity management systems. CDSL has a business continuity management (BCM) framework to ensure resilience and continuity of its Depository services, e-voting Services and services to group companies. CDSL conducts Business impact analysis and risk assessment annually to assess the likely impact on the Company's business processes due to adverse events like, natural disaster, pandemic, technical disruption etc. Please find herewith ISO 22302: 2019 Certificate received from accreditation body for CDSL's Business Continuity Management System (BCMS). CDSL tests its disaster recovery plan periodically.

7. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard

Given the nature of business, there were no significant adverse impact has been reported arising from the value chain of the Company.

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

The Company has not conducted any assessment of value chain partners for environmental impacts.

PRINCIPAL 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.

The Company is affiliated with three (3) trade and industry chambers/associations.

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.

No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	ACG-Asia Pacific Central Securities Depository Group	International
2.	Association of Eurasian Central Securities Depositories (AECSD)	International
3.	International Securities Services Association	International

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
During FY-2023, the Company has not received any adverse orders from regulatory authorities.		

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
-	-	-	-	-	-

PRINCIPAL 8

Businesses should promote inclusive growth and equitable development.

ESSENTIAL INDICATORS

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

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

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

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

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

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

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/small producers	Not Applicable	
Sourced directly from within the district and neighbouring districts		

LEADERSHIP INDICATORS

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No.		State	Aspirational District	Amount spent (In ₹)
1.	Educate Girls	Uttar Pradesh	Robertsganj	69,53,807
2.	AARTH	Haryana	Nuh	50,000
3.	AARTH	Uttar Pradesh	Chandauli	25,000

3. 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:

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
Not Applicable				

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

5. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Rotary Charitable Trust: Adult Literacy project	4,000	100%
2.	Educate Girls: Enrolment-Retention-Learning of Out-Of-School Girls	2,700	100%
3.	Narayana Hrudayalaya Charitable Trust: Give 4 Life Program	61	100%
4.	Swades Foundation: Children With Special Needs - CWSN	1,000	100%
5.	Smile Foundation: Smile on Wheels	4,000	100%

PRINCIPAL 9

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

ESSENTIAL INDICATORS

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

The grievance redressal policy for customers includes a redressal framework to ensure prompt and effective resolution of grievances. We have centralized investor grievance redressal team, who is responsible for addressing all grievances effectively in a time bound manner. We offer multiple channels to report grievances such as e-mail, letter, website, SEBI's SCORES portal and social media. We offer the best possible solution after a review of the customer's complaint and after taking feedback from the Depository Participant/RTA (as applicable). If an investor is not satisfied with the resolution, he or she can escalate it to our Multi-level complaint resolution mechanism available at the Depositories. Grievance Redressal Committee (Level 1), Arbitration (Level 2) and Appellate Arbitration (Level 3).

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

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

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

	FY 2022-23		FY 2021-22	
	Received during the year	Pending resolution at end of year	Received during the year	Pending resolution at end of year
Data privacy	0	0	0	0
Advertising	0	0	0	0
Cyber-security	0	0	0	0
Delivery of essential services	1,030	16	2,440	14
Restrictive Trade Practices	0	0	0	0
Unfair Trade Practices	0	0	0	0
Other	0	0	0	0

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.

CDSL has approved Information Security Policy, Cyber Security Policy, Business Continuity Policy and Personal Data-Information Privacy Policy and the same are reviewed every year.

The same has been available on intranet portal of the Company.

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

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

LEADERSHIP INDICATORS

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

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

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

The Company has been undertaking various Investor Awareness Programs (IAPs) to educate investors to take an informed decision with respect to any matter related to Capital Market. In addition to IAPs, CDSL has also reached out to investors through various social media platforms like Facebook (@cdslindia), Twitter (@cdslindia), LinkedIn (@cdslindia), KOO App (@cdslindia), Instagram (@cdslindia) and YouTube (@cdslindiaLtd). Various posts i.e. pictures, GIFs, videos related to IAPs, awareness information about various services provided by CDSL are uploaded for the benefit of investors. CDSL also provides various information beneficial to investors on its website under the head Investors Corner.

Further, for the benefit of Investors, Informative booklet on "Securities Market Understanding from Investor's Perspective" which was prepared jointly by Securities and Exchange Board of India (SEBI), Central Depository Services (India) Limited (CDSL) & other MIIs in 13 regional languages, and the same has been shared with Investor for their knowledge building and future reference.

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

E-mail/Website:

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

Call centre:

- Investors can call us from 10.00 a.m. to 6.30 p.m. (Monday to Friday) on the tollfree numbers 1800-22-5533.

SCORES/SEBI Letter:

- The investors can also send their complaints directly to SEBI or upload through dedicated website www.scores.gov.in. SEBI also forwards the letters received from the investors by them to CDSL for redressal.
- CDSL has identified an official who acts as Investor Relations Officer who will be heading the cell formed for redressal of complaints. All the complaints are to be monitored by the said official.

Mechanism to process consumer complaints:

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

Mechanism to respond to consumer complaints:

- The investor is informed of the steps taken by the Grievance Cell for resolution. If the investor customer is not satisfied with the resolution, they can escalate the issue to our Multi-level complaint resolution mechanism available at the Depositories.
- The Grievance team monitors the redressal of all complaints and the response provided to the investor. The team also monitors pendency and regularly shares its analysis with the Company. The summary of grievances is reported to Regulatory Oversight Committee and to the Board of Directors of the Company.

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

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

Our Company had appointed a consultant to conduct a survey of Depository Participants ("DPs") to gauge satisfaction levels of DPs and insights related to growth in demat accounts including competition benchmarking. The survey was conducted by having conversations with key and important DP accounts over e-meeting applications. Detailed feedback was also taken in respect of Quantitative as well as Qualitative areas from the sample DPs.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact

No such incident reported to the Company.

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

Not Applicable.