

Business Responsibility and Sustainability Report 2024-2025

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L23201DL1998PLC097614
2. Name of the Listed Entity	Indraprastha Gas Limited
3. Year of Incorporation	1998
4. Registered office address	IGL Bhawan, Plot No 4, Community Center, R. K Puram, Sector 9, Rama Krishna Puram, New Delhi- 110022
5. Corporate address	IGL Bhawan, Plot No 4, Community Center, R. K Puram, Sector 9, Rama Krishna Puram, New Delhi- 110022
6. E-mail	investors@igl.co.in
7. Telephone	011- 46074607
8. Website	www.iglonline.net
9. Financial year for which reporting is being done	1 st April 2024 to 31 st March 2025 (FY 2024-25)
10. Name of the Stock Exchange(s) where shares are listed	1. National Stock Exchange of India Limited (NSE) 2. BSE Limited (BSE)
11. Paid-up Capital	Rs. 2,80,00,03,200
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Shri Vivek Sahay Email: investors@igl.co.in Telephone: 011-46074607
13. Reporting boundary -	Standalone
14. Name of assurance provider	M/s Bureau Veritas (India) Pvt. Ltd.
15. Type of assurance obtained	Reasonable Assurance

II. Products/services

16. 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.	Natural Gas	City Gas Distribution	100

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Natural gas	3520 - Manufacture of gas; distribution of gaseous fuels through mains	100

III. Operations

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

Location	Number of plants		Number of offices		Total
National	No. of CNG stations	954	1. Fire and safety control rooms	6	1,080
			2. CNG control rooms	28	
			3. PNG control rooms	75	
			4. Offices	17	
International	NA	NA			

Note: IGL's main line of business is distribution of CNG and PNG and the company has 954 CNG stations spread across different locations of India

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

Locations	Number
National (No. of States)	4 States/UT (NCT of Delhi, Uttar Pradesh, Haryana, and Rajasthan)
International (No. of Countries)	NA

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

PARTICULARS	% of sales volume
i. CNG customers	74.14
ii. Domestic customers	7.77
iii. Commercial customers	2.70
iv. Industrial customers	9.83
v. Sale to other CGD consumers	5.56
Total	100

IV. Employees**20. 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)	720	679	94.31%	41	5.69%
2.	Other than Permanent (E)		NOT APPLICABLE			
3.	Total employees(D+E)	720	679	94.31%	41	5.69%
WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	11,109	10,998	99.00%	111	.99%
6.	Total workers(F+G)	11,109	10,998	99.00%	111	.99%

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)	4	4	100%	0	0%
2.	Other than Permanent (E)	0	0	-	0	-
3.	Total differently abled employees(D + E)	4	4	100%	0	0%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	It pertains to contract workers who are outsourced from third party vendor/contractors.				
5.	Other than permanent (G)					
6.	Total differently abled workers(F + G)					

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	3	30%
Key Managerial Personnel	3	0	0%

22. Turnover rate for permanent employees and workers

	FY 2024-2025			FY 2023-2024			FY 2022-2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	1.81%	0.00%	1.81%	3.84%	0.57%	4.41%	4.32%	.12%	4.44%
Permanent Workers	NOT APPLICABLE								

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

23. (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 in column A participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Central U.P. Gas Limited	Associate Company	50%	No
2	Maharashtra Natural Gas Limited	Associate Company	50%	No
3	IGL Genesis Technologies Limited	Subsidiary Company	51%	No

VI. CSR Details

24.

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	FY 2024-2025 YES	FY 2023-2024 YES
(ii) Turnover (in Rs.)	Rs. 16,399.70 crores	Rs. 15,403.13 crores
(iii) Net worth (in Rs.)	Rs. 9,284.02 Crores	Rs. 8,551.74 crores

VII. Transparency and Disclosures Compliances

25. 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 Mechanim in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024-2025			FY 2023-2024		
		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	Yes	0	0	-	0	0	-
Investors (other than shareholders)	Yes	0	0	-	0	0	-
Shareholders	Yes	61	0	-	234	1	-
Employees and workers	Yes	0	0	-	0	0	Grievances are recorded through the Igloo platform over the Company's intranet.
		https://www.iglonline.net/uploads/announcement/Whistle%20Blower%20Policy.pdf					-



Stakeholder group from whom complaint is received	Grievance Redressal Mechanim in Place (Yes/No)	FY 2024-2025			FY 2023-2024		
	(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
Customers	Yes	365058	0	-	384180	2770	-
Value Chain Partners	Yes	0	0	-	0	0	-
Other (please specify)	Yes	18	2	-	0	0	-
https://www.iglonline.net/uploads/announcement/Whistle%20Blower%20Policy.pdf							

Notes:

- The Company has a well-defined vigilance framework which provides a platform to the employees, Directors, vendors, suppliers, and other stakeholders to lodge their grievances/ complaints. The Company has a separate vigilance department headed by Chief Ethics & Vigilance officer who reports to the Chairman of the Audit Committee.
- Shareholders of the Company can send their grievances to Company Secretary / Registrar and Transfer Agent (M/s Kfin Technologies Limited). The email addresses are vivek.sahay@igl.co.in or investors@igl.co.in or inward.ris@kfintech.com.
- The Company has a base of around 30 Lakhs domestic PNG customers. Resolution of customers complaints is an ongoing process, and it is an endeavour of the Company to attend/resolve complaints within defined Turn Around Time (TAT).

26. 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	Asset integrity and critical incident management	Risk	City Gas Distribution is a high-risk industry, having potential risk towards accident and environmental damage. Asset integrity is essential for ensuring the safe and reliable operations of City Gas Distribution company.	Critical incident management is the process of responding to and mitigating the risks towards major accidents. IGL's Board has approved risk management policies and mitigation measures which shall mitigate operational, strategic, financial and reputational risk, etc.	Negative
2	Data Privacy and Security	Risk	IGL is in the gas distribution business for domestic households. A large amount of personal data is captured for operational reasons. To ensure the data privacy and security of its customers, it is necessary for the Company to take actions to ensure the safety of the data being recorded.	IGL is taking steps to protect data from unauthorized access, use, disclosure, disruption, modification, or destruction. IGL is developing framework for managing data privacy risks. It shall include developing policies and procedures, conducting risk assessments, and training employees.	Negative

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)
3	Energy and carbon emission Management	Opportunity/ Risk	IGL is committed towards reducing its carbon footprint in line with GOI vision.	IGL is taking initiatives towards optimizing its resources and energy efficiency. A series of energy audit assignments are being undertaken to identify opportunities for energy efficiency. IGL has its draft net zero strategy.	Negative
4	Diversity inclusion and equal opportunity	Opportunity	IGL is dependent on its employees and contractual workers to achieve operational targets.	IGL follows policy of non-discrimination in gender, disability, caste, creed etc. and motivates the workers to continue being a part of IGL and contribute to its overall growth.	Positive
5	Occupational Health and safety	Risk	Improper handling of health and safety risks can lead to disastrous impacts on both property and humans. Health and safety are integral part of operation of IGL.	Comprehensive quality, health, safety and environment policy and procedure have been instituted by IGL which emphasizes on safety as a pre-condition from employment at the organization. IGL investments in developing new assets are accessed through process of hazard identification and risk analysis.	Negative



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.

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles as P1- P9 as given below:

Principle 1

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

Principle 2

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

Principle 3

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

Principle 4

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

Principle 5

Businesses should respect and promote human rights.

Principle 6

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

Principle 7

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

Principle 8

Businesses should promote inclusive growth and equitable development.

Principle 9

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

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 - ✗)	✓	✓	✓	✓	✓	✓	✓	✓	✓
b. Has the policy been approved by the Board (Yes - ✓ / No - ✗)	✓	✓	✓	✓	✓	✓	✓	✓	✓

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
c. Web Link of the Policies, if available	All policies of IGL are hosted on: https://www.iglonline.net/detailPage/policies a. https://www.iglonline.net/uploads/announcement/Related%20Party%20Policy.pdf Related party policy b. https://www.iglonline.net/uploads/files/Dividend-Distribution-Policy.pdf - Dividend Distribution Policy c. https://www.iglonline.net/uploads/announcement/Whistle%20Blower%20Policy.pdf - Whistle Blower Policy d. https://www.iglonline.net/uploads/announcement/Insider%20Trading%20Policy.pdf Reporting trading by Insiders. e. https://www.iglonline.net/uploads/announcement/Code%20for%20Fair%20Disclosure.pdf Code for Fair Disclosure f. https://www.iglonline.net/uploads/announcement/Policy%20for%20Determination%20of%20Materiality%20and%20Disclosure.pdf - Policy for determination of Materiality and Disclosure g. https://www.iglonline.net/hse-policy -HSE Policy h. https://www.iglonline.net/uploads/files/Code_of_Conduct.pdf – Code of conduct								
2. Whether the entity has translated the policy into procedures.(Yes - ✓ /No- ✗)	✓	✓	✓	✓	✓	✓	✓	✓	✓
3. Do the enlisted policies extend to your value chain. partners? (Yes - ✓ /No- ✗)	✓	✓	✓	✓	✓	✓	✓	✓	✓
4. Name of the national and international codes / certifications / labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001	ISO 9001	ISO 45001	NA	ISO 45001	ISO 14001	ISO 9001	ISO 45001	ISO 9001
		ISO 14001				ISO 50001			
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	IGL has plans to expand its renewable energy space by setting up solar plants and rooftop solar in future. For FY 2025-2026, IGL has the following goals and commitments: a. IGL has approved an estimated equity investment of approx. Rs. 382 Crores for setting up a solar plant of 500 MWp in Rajasthan. IGL is also planning to setup solar panels on canopies of its CNG stations progressively, wherever feasible. b. IGL has developed a draft Net Zero Policy. c. IGL also has investment plans to diversify in the areas of electric charging infrastructures, compressed biogas plants (CBG plants), municipal solid waste management plant.								
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	The performance of the Company in FY 2024-25 against specific commitments, goals and targets is as follows: a. IGL has generated 5,61,309 units of power from solar plants installed by IGL. b. The value of total procurement from MSMEs was Rs. 512.52 Crores which is approx. 41.42% of total procurement. c. IGL contributed Rs. 36.54 Crores towards multiple CSR projects.(CSR projects cost Rs. 34.84Crores , Admin cost Rs. 1.7 Crores) d. IGL has off taken 9553 tons of Compressed Biogas (CBG) from 6 (six) biogas generating plants of total capacity 25 Tons Per Day (TPD). Procurement of CBG into the city gas distribution network is being done after compressing and transporting the CBG to IGL retail outlets or direct injection in pipeline.								

**Governance, Leadership, and Oversight****7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)**

IGL recognizes the importance of ESG for sustainable growth of the Company. IGL is continuously expanding its operations to provide eco-friendly fuel to its customers and taking further steps to reduce carbon emissions in its direct or indirect operations. IGL is fully conscious of its duties towards society and discharges the same in letter and spirit.

IGL is committed to the best corporate governance inclusive growth practices and culture for safeguarding the interests of all its stakeholders.

IGL is dedicated to environmental stewardship and recognizes its role and duty in mitigating the impact of climate change. The Company's most significant contribution is the product, i.e., natural gas, which is a cleaner fuel as compared to other available options. The Company's vision and mission is also aligned with the ESG goals. The Company's role in reducing the pollution level in and around Delhi has been recognized and applauded at various national and international forums. IGL constantly endeavors to reduce pollution levels further by supplying Natural Gas, a cleaner and greener fuel, to various parts of the country.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: - Shri Mohit Bhatia Designation: - Director (Commercial)
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, the Director (Commercial) is responsible for decision making on sustainability related issues. A multidisciplinary team is handling various aspects of ESG across all IGL locations.

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	✓	✓	✓	✓	✓	✓	✓	✓	✓	Reviews are undertaken from time to time.																										
Compliance with statutory requirement of relevance to the principles, and rectification of any non-compliances	✓	✓	✓	✓	✓	✓	✓	✓	✓																											
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	<table><tr><th>P1</th><th>P2</th><th>P3</th><th>P4</th><th>P5</th><th>P6</th><th>P7</th><th>P8</th><th>P9</th></tr><tr><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td></tr></table>									P1	P2	P3	P4	P5	P6	P7	P8	P9	✓	✓	✓	✓	✓	✓	✓	✓	✓									
P1	P2	P3	P4	P5	P6	P7	P8	P9																												
✓	✓	✓	✓	✓	✓	✓	✓	✓																												

Multiple external agencies have carried out audits/assessments of various policies. Some of the external agencies engaged for the same have been mentioned below:

1. A compliance audit covering aspects of human rights, wages, working conditions etc. is undertaken by the Labour Department for IGL vendors/suppliers.
2. M/s ERDMP LLP, Disaster Management Institute (Bhopal), TUV Rheinland India Pvt. Ltd. were engaged for conducting audit of Emergency Response and Disaster Management Plan.
3. M/s KPMG for Whistle blower and Cyber security policies
4. An external Consultant has been engaged for HR policies and issues.

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 principal material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)						Not Applicable			
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

PRINCIPLE 1

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

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total Number of Trainings and Awareness programs held	Topics / Principles Covered under the training audit and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	Awareness programs on familiarization of applicable NGRBC principles are being held and attended by all respective committee members of the Board and/or the Board of Directors from time to time.		100%
Key Managerial Personnel			100%
Employees other than BOD & KMPs	149 (Fire and Safety) 5 (Ethics & Vigilance)	1. Behaviour based Safety 2. First Aid 3. Permit to Work 4. Firefighting 5. ERDMP 6. Emergency 7. Evacuation 8. Safety Induction. 9. Ethics & Vigilance	100%
Workers	56,528	1. First Aid Training 2. Permit to Work 3. Life Saving Rules 4. Fire & Safety Training at CNG/ PNG Sites/Project sites 5. STC Trainings	100%



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 (INR)	Brief of the Case	Has an appeal been preferred (Yes/ No)
Penalty / Fine	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable	1. National Stock Exchange of India (NSE) 2. BSE Limited	12,86,200/- (inclusive of GST)	Non Compliance of Regulation 17(1)(a) & 17(1)(b) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 pertaining to Composition of the Board of Directors for part of the Financial Year.	No
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

Non-Monetary				
	NGRBC principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred (Yes/ No)
Imprisonment Punishment	No Such instances have occurred therefore not applicable			

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.

Not applicable

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

Name of the policy	Policy Description	Web-link/URL
Whistle Blower Policy	Handling Vigilance/Corruption related complaints	https://www.iglonline.net/uploads/announcement/Whistle%20Blower%20Policy.pdf
Code of conduct	The purpose of this Code is to enhance further scope of good Corporate Governance with an ethical and transparent process in managing the affairs of the Company.	https://www.iglonline.net/uploads/files/Code_of_Conduct.pdf

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

There have been no cases of any disciplinary action taken by any law enforcement agency on charges of bribery / corruption against any Directors / KMPs/ employees of IGL during the FY

6. Details of complaints about conflict of interest

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	NIL	There have been no cases of complaints with respect to conflict of interest of the Directors	NIL	There have been no cases of complaints with respect to conflict of interest of the Directors
Number of complaints received in relation to issues of conflict of interest of the KMPs	NIL	There have been no cases of complaints with respect to conflict of interest of the KMPs	NIL	There have been no cases of complaints with respect to conflict of interest of the KMPs

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.

Not Applicable

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in following format :

	FY 2024-25	FY 2023-24
Number of days of accounts payables.	27.62	30

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along- with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	100
	b. Number of trading houses where purchases are made from	17
	c. Purchases from top 10 trading houses as % of total purchases from trading houses.	99.33%
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	IGL is a city gas distribution company provides CNG to transport sector and PNG to Domestic households, Industrial and Commercial Customers in various geographical areas.
	b. Number of dealers / distributors to whom sales are made	
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	85.86
	b. Sales (Sales to related parties / Total Sales)	9.46
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	100
	d. Investments (Investments in related parties / Total Investments made)	100



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	Topic/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
56,680	1. Behaviour based Safety 2. First Aid 3. Permit to Work 4. Firefighting 5. ERDMP 6. Emergency Evacuation 7. Safety Induction 8. Life Saving Rules 9. Fire & Safety Training at CNG/PNG Sites/ Project sites 10. STC Trainings.	100 % for contract workers and employees. Sample basis for customers through safety camps and clinics.

2. Does the entity have processes in place to avoid / manage conflicts of interest involving members of the purpose of this Code is to enhance further scope of good Corporate Governance with an ethical and transparent process in managing the affairs of the Company Board? (Yes / No) If yes, provide details of the same.

Existence of Policy such as	Provisions under policy	Weblink of policy
i. Code of conduct	Yes, IGL has a Code of Conduct policy. The purpose of this policy is to enhance further scope of good Corporate Governance with an ethical and transparent process in managing the affairs of the Company.	https://www.iglonline.net/uploads/files/Code_of_Conduct.pdf
ii. Recruitment or appointment of Directors	Yes, IGL has specified the terms and conditions of the Appointment of Independent Directors. The detailed policy consists of provisions w.r.t Roles and Duties, Code of conduct, Fees & Commission payable and Directors Insurance.	https://www.iglonline.net/uploads/files/Terms_and_conditions_of_appointment_of_Independent_Directors_2024.pdf

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.

Particulars	FY 2024-2025	FY 2023-2024	Details of improvements in environmental and social impacts
R&D	Nil	No	Not applicable
CAPEX	4.96 %	.74%	The Company is investing in various initiatives as follows:
Specific Initiative			Details of improvements in environmental and social impacts
1. Setting up Electric Charging Infrastructure	Nil	0.19 Crores	No additional capex added in FY 24-25. However, efforts were made to improve utilization of existing assets, as it would reduce the carbon emission along with creation of new jobs as the ecosystem develops.

Particulars	FY 2024-2025	FY 2023-2024	Details of improvements in environmental and social impacts
2. Setting up of MSW based Biogas plants and offtake of CBG from CBG producers	INR 12 Crores.	Nil	In line with the Govt. Initiatives for inclusive growth, setting up CBG plants will lead to following impacts: 1. Reduction of carbon emissions 2. job opportunities 3. rural income 4. solid waste management 5. reduction in stubble burning 6. reduction in import of LNG 7. saving forex reserve 8. FOM (Fermented Organic Manure) will be used for farming, increases agricultural yield and restoring soil health.
3. Setting up new LNG/ LCNG stations	INR 6.6 crores	Nil	LNG/ LCNG vehicles would definitely reduce the carbon emission to significant level.
4. Setting up Meter Manufacturing Plant	INR 30.56 Crores. (IGL investment in JV)	INR 18.87 Crores	Reduction in dependence on import of meters and creation of jobs.
5. Setting up Solar Power plant	Nil	Nil	Replacement of conventional energy with renewable energy is being achieved through the Solar Plants installed by company at Dabar Hare Krishna Gaushala, Najafgarh- New Delhi (500 KWp) & Rooftop of IGL Bhawan (21 KWp).
6. Net Zero Policy	Nil	Nil	The Company has prepared draft Net Zero Strategy. Green House Gas Inventorization is being conducted annually along with monitoring of Net Zero targets.

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

Yes. IGL being in the business of City Gas Distribution, Gas Sourcing is a significant component of the total procurement cost. IGL follows an orderly and ethical approach for Gas Sourcing, primarily through pipelines, which effectively reduces emissions. Majority of the gas requirement for CNG(T) and PNG(D) segments is met through procurement of domestic gases viz Administered Priced Gas (APM/NAPM) , New Well Gas (NWG) and High Pressure/High Temperature (HP/HT) at government-determined prices. The remaining gas requirement is catered by sourcing RLNG from various reputed suppliers under term contracts at competitive prices, linked to popular indices like Brent, Henry Hub, etc.

To ensure transparency and accountability, IGL has a well-documented Contract & Procurement Manual approved by its Board. This manual serves as a guide for the procurement of goods and services, outlining the necessary procedures and guidelines to be followed and enabling steady continuous and sustainable procurement.

In the fiscal year 2024-2025, IGL demonstrated its commitment to supporting the MSME (Micro, Small, and Medium Enterprises) sector by sourcing 41.42% of its total procurement from this sector. This emphasizes IGL's efforts to promote inclusive growth and provide opportunities to smaller enterprises.

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

IGL is in the process of development of systems to calculate sustainable and non-sustainable sourcing.



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.

All type of Scrap disposal is done through e-auction at MSTC portal (a Mini Ratna Category-I PSU under the administrative control of the Ministry of Steel, Government of India). MSTC have their own registered vendor base of authorized person to participate in e-auction.

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.

Not applicable

Leadership Indicators

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

Type of Waste	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed (Metric Tons)	Re-Used	Recycled	Safely Disposed (Metric Tons)
Plastics (including packaging)	-	-	0.00	-	-	2.77
E-waste	-	-	0.00	-	-	0.00
Hazardous waste	-	-	27.36	-	-	0.00
Other non-hazardous waste	-	-	431.05	-	-	0.00
C&D waste	-	-	4383	-	-	82.15
Battery waste	-	-	2.26	-	-	5.45

PRINCIPLE 3

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

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT EMPLOYEES											
Male	679	679	100%	679	100%	NA	-	0	0	NA	0
Female	41	41	100%	41	100%	7	17%	0	0	NA	0
Total	720	720	100%	720	100%	7	0.97%	0	0	NA	0
OTHER THAN PERMANENT EMPLOYEES											
Male	There are no other than permanent Employees engaged by IGL										
Female											
Total											

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
	PERMANENT WORKERS										
Male	There are no permanent workers engaged by IGL										
Female											
Total											
	OTHER THAN PERMANENT WORKERS										
Male	10,998	10,998	100	10,998	100	-	-	-	-	-	-
Female	111	111	100	111	100	111	100	-	-	-	-
Total	11,109	11,109	100	11,109	100	111		-	-	-	-



- c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format -

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.06%	0.02%

2. Details of retirement benefits for the Current financial year and Previous financial year

Benefits	FY 2024-2025			FY 2023-2024		
	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
Employee State Insurance (ESI)	0	NA	NA	0	NA	NA
Others- Protection and indemnity cover	100	NA	Yes	100	NA	Yes

NOTES: ESI or Medical Insurance (as per basic wages) along with PF is provided compulsorily by vendor(s).

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.

Yes, IGL has wheelchairs and ramp facilities available at the corporate office as special provisions for differently abled employees and workers in accordance with Rights of Persons with Disabilities Act, 2016.

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.

IGL is committed to providing equal opportunities in employment and creating an inclusive work environment. The Company provides equal opportunities to all their employees and to all eligible applicants for employment in the Company. IGL does not discriminate on any ground, including race, caste, religion, marital status, gender, age, disability, or any other category. The Company is also compliant with the provisions of the Equal Remuneration Act.

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	-	-	NA. (There are no permanent workers engaged with IGL)	
Female	100%	100%		
Total	-	-		

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

Items	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Employees	Yes, The Company has always believed in open and transparent communication. Employees are encouraged to share their concerns with their HODs, HR or the members of the Senior Leadership Team. The Company has followed an open-door policy, wherein any employee irrespective of hierarchy has access to the Leadership Team. In addition, new employees are sensitized to the Code of Conduct principles, which also forms part of the employee induction Programs. The Company on a regular basis sensitizes its employees on the Prevention of Sexual Harassment (POSH) at the workplace through workshops and awareness programmes.
Other than Permanent Employee	IGL doesn't have Other than Permanent Employee staff

Items	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	IGL doesn't have Permanent worker staff
Other than Permanent Workers	Yes. Workers who are engaged on a contractual basis can report their grievances to their respective contractor representative or the Company supervisor. The contractor is expected to take the required action to address the worker grievances, and if required, can raise the grievance to HR and respective functional heads.

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

The Company does not have any employee associations.

8. Details of training given to employees and workers:

Category	FY 2024-2025					FY 2023-2024				
	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	683	683	100	679	100	681	681	100	681	100
Female	40	40	100	41	100	38	38	100	38	100
Total	723	723	100	720	100	719	719	100	719	100
WORKERS										
Male	13,760	13,760	100	13,760	100	10,617	10,617	100	10,617	100
Female	52	52	100	52	100	91	91	100	91	100
Total	13,812	13,812	100	13,812	100	10,708	10,708	100	10,708	100

9. Details of performance and career development reviews of employees and workers.

Category	FY 2024-2025			FY 2023-2024		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
EMPLOYEES						
Male	679	679	100	681	681	100
Female	41	41	100	38	38	100
Total	720	720	100	719	719	100
WORKERS						
Male	This is not reported as it pertains to contract workers who are outsourced from third parties.					
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 of such a system?

IGL is an ISO 45001:2018 certified company, reflecting its strong commitment to prioritizing occupational health and safety. The management team enforces the occupational health and safety management system rigorously. IGL's HSE policy covers essential aspects for implementing the occupational health and safety management system, including:

1. Adherence to legal requirements, ensuring compliance with applicable codes, standards, and safety practices during design, operation, and maintenance/modifications, along with a safety work permit system for non-routine and high-risk activities to ensure HSE protection.
2. Annual health check-ups for all employees.
3. Conducting safety training for all employees, contract workers, and awareness sessions for domestic, commercial, and industrial customers.
4. Safety audits and training in accordance with PNGRB requirements.
5. Routine and surprise safety inspections of IGL worksites, with hazards identified and communicated to relevant parties for immediate action.



6. A comprehensive internal and external safety audit system to identify gaps, with observations shared for timely compliance.
 7. Joint site inspections before the start-up of CNG facilities and pipeline shutdowns to mitigate hazards before work or operations begin.
 8. Incidents are promptly responded to, reported, and investigated in accordance with IGL's approved Emergency Response and Disaster Management Plan.
- b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**
- IGL employees and contract workers receive essential safety training to equip them with the knowledge and skills needed to protect themselves, their colleagues, and other workers from injuries and accidents in the workplace. All the standardized SOPs, Do's and Don'ts, Work Permit System, Site Specific Risk Assessments, Job Hazard Analysis (for critical jobs), start work checklist and Life Saving Rules offer fundamental guidance on recognizing major workplace risks. Hazard identification and risk assessment techniques are also integrated into the safety training for field staff.
- c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**
- Yes, IGL has established a Near Miss reporting system and safety alert (hazard) reporting system.
- d. **Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**
- Yes.

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

Safety Incident/Number	Category	FY 2024-2025	FY 2023-2024
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities (safety incidence)	Employees	0	0
	Workers	0	3 (1 fatality in first fatal incident and 2 fatalities in another fatal incident)
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

1. HSE policy of IGL prioritizes the safety and health of all personnel, the protection of property, and environmental safeguarding.
2. To maintain workplace safety, Standard Operating Procedures (SOPs) are adhered to, ensuring safety is integrated into design, operations, maintenance, and modifications.
3. All critical tasks are reviewed through a work permit system before commencement, with strict enforcement of preconditions and PPE compliance.
4. Life-saving rules are adopted and implemented across all IGL installations.
5. Health check-ups are carried out for all IGL employees regularly.

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

Parameters	FY 2024-2025			FY 2023-2024		
	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	Nil	Nil	-	Nil	Nil	-
Health and safety	Nil	Nil	-	Nil	Nil	-

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	ISO Surveillance Audit for ISO 45001 is done by M/S ICS in Oct 2024 on sample basis at 12 locations including head office and Geographical areas. The Internal Safety Audits covered 100% of the following facilities: CNG Control Rooms, PNG Control Rooms, Emergency Control Centres, IGL Stores and Office Buildings across all GAs.
Working Conditions	ISO Surveillance Audit for ISO is done by M/s ICS in Oct 2024 on sample basis at 12 locations including head office and Geographical areas.

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.

All audit observations related to health and safety practices, along with corrective and preventive actions (CAPA) related to incidents and mock drill findings, are incorporated into the Monthly Fire & Safety Report and GSP (General Service Platform). Compliance is closely monitored, and necessary follow-ups are carried out to ensure timely action.

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)**

Employees	Yes. Company has a detailed HR policy which covers in the event of death of any employee through different Life Insurance Policies
Workers	Vendors and Contractors are required to adhere with the statutory compliance as per the applicable rules. i.e., Covered through EDLI (Employees Deposit Linked Insurance scheme), ESI Act, EPF & MP Act, The payment of gratuity act & Health Insurance (As Applicable) Additionally, IGL also has the following in place to extend compensatory package in the event of death: 1. Public Liability Policy. 2. Commercial General Liability Policy 3. Group Personal Accident Policy for contract manpower (only for the contractor engaged in CNG segment)

2. 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 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	0	0	0	0
Workers	0	3	0	0

3. 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	100 %. When any value chain partner or vendor is taken on board by IGL, they are assessed on multiple parameters as part of on- boarding exercise in order to align with IGL requirements. This includes the health and safety practices along with other parameters.
Working conditions	100 %. IGL conducts site visits to monitor and access the work being carried out by the value chain partners including safety management systems, protocols to ensure safe working conditions, health and hygiene of the facilities, use of PPEs etc.

**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.**

Yes, IGL has mechanisms to map both its internal and external stakeholders as part of the sustainability reporting process. IGL has identified key stakeholders that are critical for the Company and who are directly or indirectly influenced by the business. The stakeholder mapping has been carried out after understanding the value chain and touchpoints where IGL interacts with external and internal parties, the goal of their engagement with IGL and defining the frequency, mode, and level of engagement.

The key stakeholders identified by IGL include:

Internal stakeholder	External stakeholder
i. Employees	i. Government and regulatory authorities
ii. Joint Ventures/Subsidiaries/ Associates	ii. Industry partners (Dealers / Vendors/ Contractors/ Suppliers / Transporters)
iii. Shareholders	iii. Customers/Clients
iv. Promoters	iv. Competitors
v. Board of Directors	v. Industry associations
	vi. Community / Media
	vii. Financial institutions/ academic institutions
	viii. Investors

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

Stakeholders Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly / Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1. Government/ Regulatory Authority	NO	Email, One to One meeting/ MoU(s)	Regular	Financial results/ statutory requirement. Support government missions to promote sustainable development goals. Support the government in transitioning to a clean gas-based economy. Submission of progress reports
2. Joint Ventures / Subsidiaries	NO	Email, Need based meeting; consultative engagement; reports and newsletters	Regular	Discussions on major investment plans. Sharing of performance statistics, important events. Facilitate decision-making on major topics. Business growth and stability

Stakeholders Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly / Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
3. Industry Partners (Dealers / Contractors/ Suppliers / Transporters)	NO	Need based meeting; consultative engagement; reports and newsletters; Websites	Regular	Communicate operational decisions. Align their work with company policies and mandates (Compliance). Seek their performance data/ information. Understand and address their concerns. Communicate company obligations such as contract renewal, payments etc. Dispute resolution. Review of Contracts.
4. Investors/ Shareholders	NO	Meetings (one to one and group), advertisement	Regular	Financial results, business plans, ESG related issues, future prospects.
5. Industrial/ domestic Customers	NO	Customer satisfaction survey, website RWA visits. Telephonic feedback, pamphlets, advertisement	Regular	Understand their satisfaction levels. Address operational concerns. Get feedback on new product development. Take queries pertaining to price billing & supply related to technical issues
6. Employees/ Workers	NO	Notice Board, Satisfaction surveys. Social Media Grievance Redressal. Suggestion schemes Various committees. IGL Day celebration. Emails, website, Journals. Meetings with employee associations and unions.	Regular	Communication on IGL's business goals, values, and principles. Action planning on major projects. Implementation of best practices Facilitating learning and developing. Track key performance indicators and action plans. Understand and address concerns Idea generation, sharing and learning.
7. Communities	YES	Face to face meetings through the implementing partners to execute CSR projects/ programs or through district administration, website etc.	Meetings- need basis, social media- daily basis	Feedback from beneficiary



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.

IGL has mechanisms to map both its internal and external stakeholders. IGL has identified key stakeholders that are critical for the Company and who are directly or indirectly influenced by the business and has a stakeholder engagement framework in place.

The stakeholder mapping has been carried out after brainstorming IGL's internal and external connections, prioritizing, understanding the goal of their engagement with IGL and defining the frequency, mode, and level of engagement. Depending on the category of stakeholder the level of engagement is decided to be informative, consultative, collaborative involving or empowering.

The Company also engages with the stakeholders through materiality surveys and one-on-one discussions.

IGL conducts the materiality assessment exercise to examine the issues that are important to the business. Important stakeholders are involved in the materiality process, they are encouraged to give their perspectives on the Company's sustainability goal and their perspectives are considered while assessing the key material concerns. This stakeholder feedback is used to determine the major ESG areas.

IGL reviews the outcomes of stakeholder consultations.

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 2024-2025			FY 2023-2024		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
EMPLOYEES						
Permanent	720	720	100	719	719	100
Other than permanent	NOT APPLICABLE					
Total Employees	720	720	100	719	719	100
WORKERS						
Permanent	0	0	0	0	0	0
Other than permanent	11,109	11,109	100	10,708	10,708	100
Total Workers	11,109	11,109	100	10,708	10,708	100

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

Category	FY 2024-2025					FY 2023-2024				
	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	679	-	-	679	100%	681	-	-	681	100%
Female	41	-	-	41	100%	38	-	-	38	100%
Other than Permanent										
Male	Not Applicable									
Female	Not Applicable									

Category	FY 2024-2025					FY 2023-2024				
	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)
WORKERS										
Permanent										
Male	Not Applicable									
Female										
Other than Permanent										
Male	10,998	10,998	100	-	-	10,617	10,617	100	-	-
Female	111	111	100	-	-	91	91	100	-	-

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration / salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	Only 2 Directors are paid monthly salaries	3	-
Key Managerial Personnel (other than BoD)	2	Rs. 96.85 Lakhs	0	-
Employees other than BoD and KMP	678	Rs. 23.61 Lakhs	41	Rs. 22.20 Lacs
Workers	This is not reported as it pertains to contract workers who are outsourced from third parties.			

b. Gross wages paid to female as % of total wages paid by the entity, in the following format

Items	FY2024-2025	FY2023-2024
Gross wages paid to females as % of total wages	4.99	4.76

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, IGL has a system and processes it in place in a manner that minimizes human right violation in all its operation. The HR department has policies which ensure implementation of Human Rights as per applicable guidelines. IGL has a Grievance Redressal Committee, as outlined in the next response.

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

Employee grievance redressal mechanism is in place with pre-defined Turn Around Time (TAT) and defined escalation matrix wherein an employee can share her/his grievance to her/his reporting officer at first level. All grievances need to be addressed within the specified TAT.

There are well established policies in place at IGL such as whistle blower policy, insider trading policy, and related party policy etc. to address grievances related to human rights.

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

	FY 2024-2025			FY 2023-24		
	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	2	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labor	0	0	-	0	0	-
Forced Labor/ Involuntary Labor	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-



7. Complaints filed under the Sexual Harassment of women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

Items	FY 2024-25	FY 2023-24
Total Complaints reported under sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	0
Complaints on POSH as a % of female employees/workers	1.29%	0
Complaints on POSH upheld	0	0

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

IGL has the resolution mechanism in place as per the provisions of the POSH Act.

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

Yes, IGL business agreement and contracts have specific clauses of statutory compliance under their SCC (Special Contract conditions.) which covers the aspects of ESI, PF, Minimum wages, working hours, leave, bonus etc.

IGL has a human right clause included in agreements and contracts with suppliers. All the bidders are required to confirm acceptance to IGL's General Conditions of Contracts wherein they confirm abiding to all provisions relating to impact on society, environment, labor practice and human rights aspects.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	100%.
Forced/involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

There were no significant risks / concerns arising from the human rights assessments. IGL has an internal system to carry out audits with respect to Human Rights requirements.

Leadership Indicators

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

- IGL has included the human rights clause in the agreements and contracts with suppliers. All the bidders are required to confirm acceptance to IGL's General Conditions of Contracts wherein they confirm abiding to all provisions relating to impact on society, environment, labor practice and human rights aspects.

IGL has planned to initiate an Employee Assistance program (EAP) through 1 to 1 help, Net private ltd for helping its employees & their family members to share any of their concerns related to human rights or more and obtain expert counselling. The program is being developed to sustain and improve upon mental health and overall wellbeing of employees and their family members.

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

Yes. IGL's office is accessible for differently abled visitors. The Company has installed ramps in corporate offices and has also installed elevators for convenient movement across the facility.

3. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	IGL's Contractors and service providers are audited annually by Labor Department (GOI) on a random basis under compliance audit which covers the aspect of minimum wages, child labor, welfare, health and safety conditions of Contractors and service providers.
Discrimination at workplace	
Child Labor	
Forced Labor/Involuntary Labor	
Wages	Mechanism for quantification of "% of value chain partners that were assessed" is to be developed.
Others – please specify	

PRINCIPLE 6

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

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

Parameter	FY 2024-2025 (In Tera joules)	FY 2023-2024 (In Tera joules)
From renewable sources		
Total electricity consumption (A)	2.02 TJ	1.69 TJ
Energy Consumption from Solar System		
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption(A+B+C)	2.02 TJ	1.69 TJ
From non-renewable sources		
Total electricity consumption (D)	694.77 TJ	621.48 TJ
- Electricity consumption by IGL offices and plants - Energy Consumption from EV - Energy Consumption for compression of Biogas		
Total fuel consumption (E)	1646.81 TJ	2150.5 TJ
- Fuel consumption in system utilities, Production, venting, compression - Fuel consumption in IGL owned vehicles/patrolling. - Fuel consumption in DG/GG sets.		
Total energy consumption from non-renewable sources(D+E)	2341.58 TJ	2,771.98 TJ
Total energy consumed (A+B+C+D+E)	2343.60 TJ	2773.67 TJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.00000001423 TJ/INR of turnover or 0.1423 TJ/Crore of turnover	0.00000001799 TJ/INR of turnover or 0.1799 TJ/Crore of turnover
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Energy consumed / Revenue from operations adjusted for PPP)	0.0000002940 TJ/INR Or 2.94 TJ/Crore of Turnover	0.0000003988 TJ/INR Or 3.99 TJ/Crore of Turnover
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – Per Million standard cubic meter (MMSCM) of natural gas sold	0.71 J/MMSCM	0.90 J/MMSCM

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. M/s Bureau Veritas (India) Pvt. Ltd has carried out Reasonable Assurance.

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.

None.



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

Parameter	FY 2024-2025	FY 2023-2024*
Water withdrawal by source (in kiloliters)		
(i) Surface water	Nil	Nil
(ii) Groundwater	-	-
(iii) Third party water	15,881	14,292
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	-	-
Total volume of water withdrawal (In kiloliters) (i + ii + iii + iv + v)	15,881	14,292
Total volume of water consumption (In kiloliters)	15,881	14,292
Water intensity per rupee of turnover (Total Water consumed / Revenue from Operations)	0.0000000964 KL/INR of turnover	0.0000000928 KL/INR of turnover
	or	or
	0.964 KL/ Crore of turnover	0.928 KL/ Crore of turnover
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Water consumed / Revenue from operations adjusted for PPP)	0.000001993 KL/INR of turnover	0.000002057 KL/INR of turnover
	Or	Or
	19.93 KL/Crore INR of Turnover	20.57 KL/Crore INR of Turnover
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – Million standard cubic meter (MMSCM) of natural gas sold	4.84 KL/MMSCM	4.35 KL/MMSCM

Note*: Disclosure related to water consumption have been updated for FY 2023-24 after incorporating necessary changes.

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. M/s Bureau Veritas (India) Pvt. Ltd has carried out Reasonable Assurance.

4. Provide the following details related to water discharged .

Parameter	FY 2024-2025	FY 2023-2024*
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	Mechanisms are being developed to capture the data on water discharge	
- 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 kiloliters)		

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. M/s Bureau Veritas (India) Pvt. Ltd has carried out Reasonable Assurance.

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

No

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

Parameter	Please specify unit	FY 2024-2025	FY 2023-2024
NOx	Kg	3043.48 Kg	2771.21 Kg
SOx		44.45 Kg	153.9 Kg
Particulate matter(PM)		433.66 Kg	446 Kg
Persistent organic pollutants (POP)		Nil	Nil
Volatile organic compounds (VOC)		Nil	Nil
Hazardous air pollutant(HAP)		Nil	Nil
Others–			
i. CO		i. 22,301.33 Kg	i. 18,606 Kg
ii. HC		ii. 8,131.50 Kg	ii. 9,053 Kg

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

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

Parameter	Unit	FY 2024-2025	FY 2023-2024
Total Scope 1 emissions Emissions from IGL operations	Metric Tonnes of CO ₂ Equivalent	12,04,147.78	13,95,614.00
Total Scope 2 emissions	Metric Tonnes of CO ₂ Equivalent	1,40,305.00	1,23,769.00
Total Scope 1 and Scope 2 emission Intensity per rupee of turnover	TCO ₂ e /INR	0.000008165 TCO ₂ per INR of turnover or 81.65 TCO ₂ per crore of turnover	0.000009864 TCO ₂ per INR of turnover or 98.64 TCO ₂ per crore of turnover
Total Scope 1 and Scope 2 emission Intensity rupee of turnover adjusted for Purchasing Power Parity (PPP)	TCO ₂ e /INR	0.00016868 TCO ₂ per INR of turnover or 1686.8 TCO ₂ per crore of turnover	0.00021869 TCO ₂ per INR of turnover or 2186.9 TCO ₂ per crore of turnover
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO ₂ e /INR	NA	NA
Total Scope 1 and Scope 2 emission intensity per Million standard cubic meter (MMSCM) of natural gas sold	TCO ₂ e/MMSCM	409.70	492.56

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. M/s Bureau Veritas (India) Pvt. Ltd has carried out Reasonable Assurance.

Note: The scope 1, scope 2 emissions and emission intensity have been updated for FY 2023-24 after incorporating necessary changes.

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

IGL carries out GHG accounting of its annual Scope 1 and Scope 2 emission. Natural gas is the sole product of IGL which has methane as its prime component (>90%). Methane has a higher global warming potential and a lower emission rate during combustion. During the process of city distribution of Natural Gas transmission, some losses / leakages occur leading to certain amount of natural gas escaping into the atmosphere.

IGL continuously strives to reduce the overall natural gas loss and leakage during transmission with the assistance to its industry partners to establish effective strategies to detect and reduce potential leaks.

IGL's direct emission is primarily from system usage of Natural Gas in compression, venting, fuel consumption by IGL owned vehicles / patrolling vehicles, DG/GG gen sets. Natural Gas and LPG are also vent out in miniscule quantities in some processes causing methane emissions.

Electricity purchased for operational purposes including manufacturing and transmission contributes to Scope 2 emissions.



To curb IGL's GHG emissions, IGL has set up power generation through renewable sources i.e., Solar energy. IGL has a total installed capacity of 500 KWP of solar power plant at Gaushala in Najafgarh New Delhi and 21 kWp rooftop solar panel at IGL's corporate office at R.K.Puram.

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

Parameter	FY 2024-2025	FY 2023-2024
	Total Waste generated (in metric tons / KG)	
Plastic waste (A)	8,070 Kg	2,772.15 Kg
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	1,70,350 Kg	82,150 Kg
Battery waste (E)	8,802.7 Kg	5,454.9 Kg
Radioactive waste (F)	-	-
Other Hazardous waste. (G)	0.00 litre or 0.00 Kg	0.00 litre or 0.00 Kg
Other Non-hazardous waste generated (H).		
a) Empty oil barrel	a) 17.181 Tons	a) 0.00 kg
b) Scrap copper cable	b) 7.966 Tons	b) 0.00 kg
c) Scrape stainless steel	c) 5.370 Tons	c) 0.00 kg
d) Scrap Lube Oil	d) 26.372 Tons	d) 0.00 kg
e) Misc. Metallic Waste	e) 15.433 Tons	
f) Misc. Non-Metallic Waste	f) 6.277 Tons	
Total (A+B + C + D + E + F + G+H)	2,52,652 Kg or 252.65 Tons	90,377 Kg or 90.4 Tons
Waste intensity per rupee of turnover(Total waste generated / Revenue from operations)	0.000001534 kg/INR Or 15.34 kg per Crores INR	0.0000005867 kg/INR Or 5.867 kg per Crores INR
Waste intensity per rupee of turnover for Purchasing Power Parity (PPP)	0.0000317 Kg/INR Or 317.00 kg per Crores INR	0.000013007 Kg/INR Or 130.07 kg per Crores INR
Waste intensity in terms of physical output	0.00007699 Kg/SCM Or 76.99 Kg/MMSCM	0.00002930 Kg/SCM Or 29.30 Kg/MMSCM
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of Waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	4,816.31 Tons	90.4 Tons
Total	4,816.31 Tons	90.4 Tons
For each category of waste generated, total disposed by nature of disposal method (in metric tonnes) (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	0	0

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. M/s Bureau Veritas (India) Pvt. Ltd has carried out Reasonable Assurance.

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

IGL's sole hazardous waste is scrap/lube oil which is offloaded to MSTC for safe disposal.

Hazardous wastes are segregated and stored in dedicated storage spaces. Later they are disposed of through approved recyclers.

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

None.

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

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

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

Yes. IGL is compliant with the applicable environmental law / regulations / guidelines in India.

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
None				

Leadership Indicators

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

IGL has not withdrawn any water in the areas of water stress.

2. With respect to the ecologically sensitive areas reported at Question 11 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

3. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Electric Charging Infrastructure	IGL has installed total 33 EV chargers at its station and few other land parcels allotted to IGL. 8 Nos of Standalone EV Charging Stations at MCD lands has been constructed and Commissioned in FY 24-25.	Reduction in Emissions Green Infrastructure Expansion Support to National EV Mission



Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
2.	Biogas Plants	IGL is procuring CBG from 6 plants in Muzaffarnagar, Karnal and Hapur GA weblink: https://www.iglonline.net/uploads/files/FINAL_MAY%2025_CBG_09.pdf	3800+9553=13,353 TONNES OF CUMULATIVE CBG has been procured so far since march 2022. Municipal Solid Waste, Press mud, cow-dung and spent wash are being used to generate CBG as a fuel and FOM as a carbon rich organic manure. Import of LNG has been reduced by this quantity, thereby reducing carbon footprints and preserving forex reserves. Also, it has led to local employment and use of CBG as a clean fuel. IGL is also planning to set up 10 CBG plants with its own investment/JV mode. One plant is already under construction. Once commissioned, Approx. 80 TPD of gas shall be produced from these proposed CBG plants . LNG Sale at Ajmer - approx. 2500 Kgs per day LCNG Sale at Ajmer - approx. 4500 Kgs per day Number of vehicles being catered - 15-20 LNG Trucks. Accordingly, an equivalent amount of diesel has been replaced. Station at CONCOR shall dispense approx. 10000 Kgs per day which shall cater to approx. 100 LNG Trucks.
3.	Setting up LNG/ LCNG/SSLNG Stations	1. One LNG/LCNG station is operational in Ajmer. 2. Three other LNG stations are being constructed at CONCOR Dadri Terminal, Rewari and IRA-Dadri. 3. A pilot project of setting up Small scale LNG plant at one of the existing CNG station to convert natural gas into LNG is under planning.	
4.	Meter Manufacturing Plant	A meter manufacturing plant is being set up by IGL in a JV with M/S Genesis (M/S IGTL). The assembly line has been commissioned and trial production activities are underway.	The plant shall be producing 1 Mn meters per shift per year. The plant would also fulfil IGL's captive requirement and reduce dependence on imports.
5.	Solar /Renewable	Additional Rooftop solar panels of 31 KWp to be installed at the Canopy of IFC V CNG Station as a pilot project.	A total of approx. 40000 units shall be generated from this initiative which shall partially offset the thermal power required for this CNG Station.
6.	Net Zero	Draft Net Zero strategy for IGL has been prepared.	Green House Gas Inventorization is being conducted annually along with monitoring of Net Zero targets.

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

Indraprastha Gas Limited's Business Continuity Plan (BCP) ensures swift recovery and uninterrupted critical operations during disruptions. Developed with Ernst and Young and updated regularly, the plan defines clear governance, roles, and responsibilities across departments. It incorporates risk assessments, recovery strategies, and resource cross-training to address scenarios such as site unavailability, technology failures, and personnel shortages. The plan prioritizes employee safety, communication, and sustained service delivery with IT disaster recovery, remote work provisions, and external vendor contingencies. Detailed department-wise analyses enable adherence to predefined recovery timelines, reinforcing IGL's resilience and commitment to stakeholders during emergencies.

The organization has developed a draft Net Zero Strategy and is working closely on sustainable development and addressing energy and environment issues.

Disaster Management Plan :IGL adheres to the PNGRB (Codes of Practice for Emergency Response and Disaster Management Plan – ERDMP) Regulations. In line with these regulations, IGL has developed a comprehensive ERDMP document for each GA, duly certified by a PNGRB-approved TPIA. This document outlines the identification of potential emergency scenarios, mitigation measures, preparedness plans for disaster or emergency situations, response strategies to mobilize emergency services and responders, and post-disaster recovery procedures to restore affected areas to normal conditions.

5. 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.

None

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

None

7. How many Green Credits have been generated or procured:

- a. **By the listed entity:** The company is evaluating processes to monitor, verify, and report Green Credit generation in alignment with our sustainability objectives.
- b. **By the top ten (in terms of value of purchases and sales respectively) value chain partners:** Not Available

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.**

Yes, IGL is a member of several industrial and trade associations. Some of the major ones are listed in 1 b.

- 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.**

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1.	Federation of Indian Petroleum Industry (FIPI)	National
2.	All India Management Association (AIMA)	National
3.	Natural Gas Society (NGS)	National
4.	Confederation of Indian Industry(CII)	National

2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.

None

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
1.	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

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.

Mechanism to receive grievance:

The local community/RWA concerns are received at IGL's end through E-Mails (customercare.png@igl.co.in , inchargecustomercare@igl.co.in, nodalofficer@igl.co.in appellateauthority@igl.co.in), Letters, Social Media (Facebook , X , Instagram) and Govt Grievance Portals. The community concerns are also received by phone at our 24x7 customercare(011-41387000/011-69020500/011-49835100/011-69020400/155216). Further, community members have access to Customer Walk-in Centers, IGL Maitri Camps and IGL Office (CRM Cell ISID Vasant Kunj, Delhi) to appraise gas related issues.

Mechanism of redressal of grievance:

The customer concerns are acknowledged. They are further shared with concerned teams for resolution within defined TAT periods. For concerns without defined TAT periods, the timelines of resolution are shared with the community representatives. Further, our team follows up with respective team for urgent resolution of community complaints.

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

	FY 2024-2025	FY 2023-2024
Directly sourced from MSMEs/ small producers	41.42% INR 5,12,52,56,404/-Procured from MSME out of total procurement of INR 12,37,38,32,699/-	55% INR 1348,73,37,750/-Procured from MSME out of total procurement of INR 24,64,43,29,630/-
Directly from within India	100 %	100%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost.

Location	FY 2024-2025	FY 2023-2024
Rural	0 %	0 %
Semi-urban	0%	0.84%
Urban	27.99%	26.25%
Metropolitan	72.01%	72.92%

Note: The above data includes the job creation by IGL for IGL permanent employees only.

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

NIL

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

No

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

NA

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

NA

4. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1	Women Empowerment And Livelihood Generation Through Skill Development; Through Amity Humanity Foundation	100 individuals	100%
2	Support Towards Imparting Education In Coding In Govt Schools Of Ajmer, Pali, Rajsamand. Through Arpan Seva Sansthan	2500 students	100%
3	Setting Up Of Education Centre For Differently Abled Children In Delhi Through Society For The Rehabilitation Of Physically Handicapped And Mentally Backward	170 differently abled children	100%
4	Provision Of Nutritious Meals To Blind Schools, Old Age Homes And Shelter Homes In Delhi NCR Through Rasso On Wheels Foundation	1900	100%
5	Project "Poshan" To Support Iskcon's Mid-Day Meal Program For Under Privileged School Children Through International Society For Krishna Consciousness	800 students	100%
6	Prevention & Early Detection Of Cancer, Counselling & Rehabilitation To Cancer Patients Through Sanjeevani Life Beyond Cancer	20000	100%
7	Har Ghar Tiranga Campaign Through Mata Chakeri Devi Foundation	3000	NA
8	Green Plantation Drive – Distribution Of 20000 Earthen Clay Pots Through The Energy And Resources Institute	20000	NA
9	Construction Of School Toilet In Shri Bal Krishna Vidya Bhavan Govt. Sr. Sec. School, Kankroli, Rajsamand Through Gayatri Seva Sansthan	750	100%
10	Welfare Of Differently Abled Persons - Provision Of 30 Tri-Wheeler Electric Vehicles Through Artificial Limbs Manufacturing Corporation	30 Differently abled individuals	100%
11	Skilling Underprivileged Women As Sampling Tailors Through Apparel Made-Ups & Home Furnishing Sector Skill Council	485 Women	100%
12	Support And Collaboration For Art & Craft Workshop For Divyangjan Through Special Olympics Bharat	400 differently abled children	100%
13	Eye Camp And Spectacles Distribution At Govt Schools Through Mahaveer International	4000 students	100%



S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
14	Empowering Girl Students And Women Of Poor Socio-Economic Background In Ballimaran Area Through Green Institute For Research And Development	1200 individuals	100%
15	Financial Literacy For Underprivileged Youth Through Taleem O Tarbiyat Foundation	2700 Students	100%
16	Igl Setu" (Skilling, Empowering & Training The Underserved) For "Allied Health Professionals (Paramedics) Through Foundation For Innovations In Health	660 individuals	100%
17	Eye Care For Everyone – Complete Vision Care Initiative Through Ishwar Charitable Trust	8000 individuals	100%
18	Upgrading And Expansion Of Computer Lab At Marudhara Public Sr. Sec. School Ummednagar, Jodhpur Through Sarjan Manav Shiksha Avam Kalyan Sansthan	924 students	100%
19	Remote Pilot Training To & Certification To 200 Women Of Rural Areas Of Delhi Through Society For Educational Welfare And Economic Development	200 women	100%
20	Provision Of 4 Cng Buses For 2 Schools In Kaithal Haryana Through Kalgidhar Trust	750	100%
21	Treatment Of Underprivileged Children With Cancer Through Amogh Foundation	8	100%
22	Enhancing School Infrastructure, Provision Of Water And Sports Facilities, Construction Of Toilets, Sanitation & Cleanliness Awareness Program And Plantation Drive In Pali District, Rajasthan Through Mohanlal Sayarchand Kavar Charitable Trust	2500	NA
23	Sustainable Livelihood Programme For Women Empowerment At Dharuhera, Rewari, Haryana Through Bisnouli Sarvodaya Gramodyog Sewa Sansthan	100	100%
24	Jan Arogyam Medical Program Through Bisnouli Sarvodaya Gramodyog Sewa Sansthan	35700	100%
25	Sustainable Livelihood Program Through Bisnouli Sarvodaya Gramodyog Sewa Sansthan	170	100%
26	Swasthya Karwan - A Comprehensive Healthcare Outreach For Drivers And Poor Marginal Community" By Providing Mobile Medical Unit Through National Youth Foundation	48000	100%
27	Project "Udaan: Amplifying The Power Of Women Entrepreneurship" Through Connecting Dreams Foundation	550 women	100%
28	Procuring Cng Bus For Differently Abled Students Through Tamana Foundation	34	NA
29	Contribution To Food For Life Campaign Through International Society For Krishna Consciousness	665	100%
30	Netra Jyoti, Eye Screening & Surgery Camp For Drivers" Through Disha Diya Education Trust	2200 individuals	100%
31	Livelihood Programme For Empowering Women Self-Employed Tailor Of Urban Slums And Weaker Sections Of The Society Through Asheray Foundation	100 women	100%
32	Parivartan - The Change For Eco-Friendly Menstrual Management Workshops" At Haryana Police Academy Through Parivartan - The Change	1200 women	100%
33	Gas Plumbing & Piping Training At Igl Gas Plumbing Training Centre, Iti, Arab-Ki-Sarai New Delhi Through Social Economic And Versatile Welfare Association	300 students	100%
34	Support Of 10 Athletes' Training In Preparation To Participate In La 2028 Olympics Through Foundation For Promotion Of Sports And Games	10 Athletes	100%
35	Contribution Towards Project Nurse On Wheels Through Soul Society	17500	100%

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
36	Project For Treatment Of Children With Heart Disease Through Child Heart Foundation	50 infants	100%
37	Project "Cancer Mukht Dilli", A Comprehensive Cancer Treatment Program For Underprivileged People Through Indian Cancer Society	10 individuals	100%
38	School Building Repair Works At Kasturba Balika Vidyalaya At Ishwar Nagar, New Delhi Through Harijan Sevak Sangh	1100 students	100%
39	Health, Education And Sports Kit Distribution With Medical And Awareness Camp For Special Children In Uttar Pradesh State Through Citizens For Welfare State	500 Differently Abled individuals	100%
40	Provision Of Sensory-Motor Play Unit And Sports Unit At Sunrise Learning Special School Noida Through Sunrise Learning Foundation	60 differently abled children	100%
41	Setting Up Of Youth Resource Center Through Aarohan	160 Individuals	100%
42	Enhancing Sustainability And Education Through Greening Classrooms In 40 Government Schools In Delhi" Through Driiv Foundation.	8000 students	100%
43	Providing Ambulance Along With Necessary Accessories To Serve Rural Areas In Jaipur, Through Vatsalya Society		100%
44	Vehicle Distribution For Waste Management Through Imperial Service Development Society		NA
45	Establishment Of Drinking Water Quality Lab Through Indian Institute Of Technology Roorkey		NA
46	Health Camps - 30 Nos Through Mata Chakeri Devi Foundation		100%
47	Sterilization And Vaccination Of Street Dogs Through Friendicoes-Seca		NA
48	Installation Of 110 Solar Light In Village Of Hapur Through Say Earth		NA
49	Establishment Of Perfume Lab For Research & Development Purpose Through Hindu College		NA
50	Contribution By Providing A Vehicle For Performing Adequate Primary Health Facilities For Poor In Rewari/Gurgaon Through Sambharye Foundation		100%
51	Installation Of Solar Street Lights In Kalkaji, New Delhi Through Mata Chakeri Devi Foundation		NA
52	Installation Of Solar Based Semi High Mast Lights, Solar Street Lights And Computer Labs In Chandni Chawk Area Through Prayas Welfare And Education Trust	Not Ascertainable	NA
53	Jan Arogyam – Community Healthcare Program Through Bisnouli Sarvodaya Gramodyog Sewa Sansthan		100%
54	Project For Purchase Of "Braille Embossor". Through All India Confederation Of The Blind		NA
55	Development Of Green Zone At Badlya Village, Ajmer" Through Gayatri Seva Sansthan.		NA
56	Jan Arogyam Community Healthcare Programme In Village Nithari, Sector-31, Noida, Distt. Gautam Buddh Nagar Through Bisnouli Sarvodaya Gramodyog		100%
57	Project "Pehel" Through Collaborate To Create Change		100%
58	Cleanliness & Health Awareness Campaign Through Srishti Social & Educational Welfare Society		NA
59	Project "Eye & Healthcare" In Ajmer Rajasthan Through Mahavir International Foundation Trust, Jaipur		NA
60	Project For Supply And Installation Of Open Gym In West Delhi Area Through Satvik Foundation		NA

**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 complaints are received through 24 Hour Call Centre, Emails & Letters, direct phone calls, walk-in etc. Mechanism to receive consumer complaints/feedback.

1. In customer suggestion book kept at each IGL CNG Station
2. Via social media: X , Linkedin and Facebook
3. CRM email.

Mechanism to respond: Whenever a customer contacts, register a complaint, the Station operator ,O&M incharge or the Area Marketing Officer understands the issues. Further action is taken to resolve the issue within stipulated TAT and feedback is given to the customer.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	Not Applicable

* The Company deals in a single product i.e., Natural Gas. Natural Gas is a safe, reliable, and clean fuel. It is a low carbon product.

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

Cases	FY 2024-2025		Remarks	FY 2023-2024		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	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential Services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others	3,65,058	0	Includes PNG Related Complaints	3,84,180	2,770	Includes PNG Related Complaints
Total	3,65,058	0	-	3,84,180	2,770	-

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

Not Applicable

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.

Yes, IGL has an Information Security Policy. The same is available to the employees through the IGL intranet portal. However, it is not disclosed on public platforms.

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.

IGL has completed cyber security maturity and vulnerability assessment & penetration testing along with successful mitigation of the reported security gaps. The Company is also in the process of establishing a managed Security Operations Centre (SOC) which would enable IGL to further strengthen their security posture.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Nil

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

Nil

c. Impact if any of the data breaches

Nil

Leadership Indicators

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

IGL's Corporate website:

<https://www.iglonline.net/>

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

1. Industry meets along with NEA ,DIC ,Pollution Control Board conducted to sensitize consumers for safe usage of PNG.
2. Fire & safety department conducted checks in commercials and industrial units.
3. Customer meets conducted to sensitize the consumer /IPW vendors.
4. Regular Safety Clinic at stations to sensitize customers for safe practice.
5. Educate customers regarding PESO approves CNG cylinder testing centres and it's benefits.
6. Displaying list of PESO approved CNG testing centre at all CNG Stations.
7. During National Safety Week, Radio announcements of Safety clinic of the day.
8. Safety awareness sessions for customers, including live firefighting training focused on incident prevention, are regularly conducted across all zones.
9. Safety messages related to CNG and PNG are broadcast through FM radio, while emergency contact numbers and safety instructions are displayed via signage, precautions, pipeline route markers, and regular pipeline patrols. Additionally, mock drills are conducted at CNG and PNG installations to educate customers on safety practices.

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

Consumers are informed in advance through SMS of outage and later restoration. Estimated time frame of restoration information is also shared through the call center.

In case of any planned shutdown, email is sent to all consumers for the date & time. Further, Notice is put up at prominent locations at affected CNG stations and advisories are shared on social media.

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, IGL displays information about PNG/CNG as per PNGRB Guidelines.



Independent Assurance Statement



To

Indraprastha Gas Limited

IGL Bhawan, Plot No. 4, Sector 9,
R K Puram, New Delhi – 110022

Introduction and Objective of Work

BUREAU VERITAS has been engaged by **Indraprastha Gas Limited** (hereinafter referred as “IGL” or “Company”), CIN Number L23201DL1998PLC097614 to conduct an independent assurance of the Business Responsibility and Sustainability Report Core (hereinafter abbreviated as “BRSR Core”), consisting of the Key Performance Indicators (KPIs) under Environment, Social and Governance (ESG) attributes, which are mentioned in Annexure I, as prescribed under the Securities and Exchange Board of India (SEBI) Circular dated 12th July, 2023 and & SEBI/HO/CFD/CFD-PoD- 1/P/CIR/2024/177 dated December 20, 2024.

Intended User

The assurance statement is made solely for “IGL and its stakeholders” as per the governing contractual terms and conditions of the assurance engagement contract between “IGL and “Bureau Veritas”. To the extent that the law permits, we owe no responsibility and do not accept any liability to any party other than “IGL” for the work we have performed for this assurance report, or our conclusions stated in the paragraph below.

Reporting Criteria

Reporting Framework based on BRSR Core, Business Responsibility and Sustainability Report as per Annexure 1 of the SEBI circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023 & SEBI/HO/CFD/CFD-PoD- 1/P/CIR/2024/177 dated December 20, 2024, BRSR Core KPIs.

The reported information of BRSR core based on following nine ESG attributes:

1. Greenhouse Gas (GHG) Footprint
2. Water Footprint
3. Energy Footprint
4. Embracing Circularity - details related to waste management by the entity
5. Enhancing Employee Wellbeing and Safety
6. Enabling Gender Diversity in Business
7. Enabling Inclusive Development
8. Fairness in Engaging with Customers and Suppliers
9. Open-ness of Business

Assurance Standards Used

Bureau Veritas conducted reasonable assurance of BRSR Core in accordance with the International Federation of Accountants’ (IFAC) International Standard on Assurance Engagement (ISAE) 3000 (Revised). Under this standard, Bureau Veritas has reviewed the information presented in the report against the characteristics of relevance, completeness, materiality, reliability, neutrality, and understandability.

Scope and Boundary of Assurance

- Checking that the data and information included in the BRSR Core (part of BRSR), consisting of a set of Key Performance Indicators (KPIs) / metrics under 9 ESG attributes for the reporting

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period from 01.04.2024 to 31.03.2025 was fairly presented without material misrepresentation.

- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse, and review the information reported.

Reporting Boundary: Only the standalone operations of IGL.

The Methodology Adopted for Assurance

Bureau Veritas conducted a sustainability assurance process for IGL's BRSR core disclosures for April 1, 2024, to March 31, 2025, following SEBI's BRSR guidelines. Our procedures, tailored to the provided data and associated risks, included:

- Assessing report preparation against BRSR Core parameters.
- Evaluating assumptions, data estimation, and systems for accuracy and adherence to materiality, inclusivity, and responsiveness principles.
- Verifying quantification and analysis processes through discussions with management and operational personnel. Additionally, Bureau Veritas has conducted site visit at the following locations to understand the existing policies and procedures established for the data management:
 - IGL Bhawan
 - Kaka Nagar Control Room and SCADA Centre
 - IGL Indraprastha Stores
- Reviewing stakeholder engagement, materiality assessments, and data compilation processes at corporate and plant levels.
- Auditing claims and data streams for accuracy in collection, transcription, and aggregation.
- Evaluating ESG policies, practices, and GHG emissions calculations for reliability and fairness.
- Ensuring no misrepresentation of disclosures through review of evidence and backup data.

Limitations and Exclusions

The assurance is limited to the above-mentioned scope of work and excludes the information relating to:

- Data related to the Company's financial performance disclosures.
- Activities and practices followed outside the defined assurance period stated hereinabove.
- Positional statements, expressions of opinion, belief, aim, or future intention by "IGL" and statements of future commitment.
- The assurance does not extend to the activities and operations of "IGL" outside of the scope and geographical boundaries mentioned in the report as well as the operations undertaken by any other entity that may be associated with or have a business relationship with "IGL".
- Compliance with any Environmental, Social, and Legal issues related to the regulatory authority.
- Any of the statements related to company aspects or reputation.

Conclusion

Bureau Veritas conducted a comprehensive review of IGL's BRSR core disclosures for the period April 1, 2024, to March 31, 2025, as presented in its Report. Based on the procedures performed, evidence obtained, and information and explanations provided by management, and subject to the inherent limitations outlined in the Report, in our opinion, IGL's BRSR core disclosures are, in all material



Independent Assurance Statement



respects, prepared in accordance with the Securities and Exchange Board of India's (SEBI) BRSR guidelines.

As part of our independent reasonable assurance engagement, we rigorously evaluated the robustness and appropriateness of the underlying reporting systems and processes used to collect, analyse, and validate the reported information.

Our assessment confirms that these systems are effectively designed and implemented to ensure alignment with SEBI's BRSR framework, supporting the accuracy, reliability, and completeness of the disclosures.

Responsibilities

IGL is completely responsible for the report contents, identification of material topics, and data reporting structure. The selection of reporting criteria, reporting period, reporting boundary, monitoring, and measurement of data, preparation, and presentation of information for the report are the sole responsibility of IGL. Bureau Veritas (BV) was not involved in the drafting or preparation of the report and any other backup data for the reporting period. The responsibility of BV was to provide reasonable independent assurance for the sustainability of non-financial disclosures as described in the scope of assurance.

The said assessment is properly based on the assumption that the data and information provided in the report are proper and without any discrepancy. Bureau Veritas shall not be held liable or responsible for any type of decision a person or entity would make based on this assurance statement. While reading the assurance statement, stakeholders shall recognize and accept the limitations and scope as mentioned above.

Uncertainty

The reliability of assurance is subject to uncertainty(ies) that is inherent in the assurance process. Uncertainties stem from limitations in quantification models used, assumptions, or data conversion factors used or may be present in the estimation of data used to arrive at results. Our conclusions with respect to this assurance are naturally subject to any inherent uncertainty(ies) involved in the assurance process.

Statement of Independence, Impartiality, and Competence

Bureau Veritas is an independent professional services company that specializes in Quality, Health, Safety, Social, and Environmental Management with almost 190 years of history in providing independent assurance services. Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities. We are particularly vigilant in the prevention of conflicts of interest.

No member of the assurance team has a business relationship with "IGL", its Directors, KMP (Key Management Personnel), Managers, or officials beyond that required of this assignment. We have conducted this verification independently and there has been no conflict of interest.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical, and health & safety information, systems, and processes and an excellent understanding of Bureau Veritas standard methodology for the assurance BRSR.

Independent Assurance Statement

**Competence**

The assurance team has extensive experience in conducting assurance for environmental, social, ethical, and health & safety information, systems, and processes, along with an excellent understanding of standard methodology for the assurance of sustainability reports.

Restriction on use of Our Report

Our Reasonable assurance report has been prepared and addressed to the Board of Directors of the Company solely to assist the company in reporting on the Company's Sustainability performance and activities. Our deliverables should not be used for any other purpose or by any person other than the addressees of our deliverables. The Firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.

Amit Kumar
Lead Assurer
Bureau Veritas (India) Private Limited
Noida, India

Dt: July 31, 2025

Munji Rama Mohan Rao
Technical Reviewer
Bureau Veritas (India) Private Limited
Hyderabad, India

Dt: July 31, 2025