

29.08.2026

SEC: COORD: 134

लिस्टिंग विभाग, नेशनल स्टॉक एक्सचेंज ऑफ इंडिया लिमिटेड एक्सचेंज प्लाजा, सी-1 (जी ब्लॉक) बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा, मुंबई - ४००००५१		कॉर्पोरेट संबंध विभाग बीएसई लिमिटेड पी जे टावर्स दलाल स्ट्रीट, मुंबई, ४००००१	
Listing Department, National Stock Exchange of India Limited Exchange Plaza, C-1 (G Block) Bandra Kurla Complex, Bandra, Mumbai - 400 051.		Department of Corporate Services BSE Limited, P.J. Towers, Dalal Street Mumbai- 400 001	
स्क्रिप कोड / Scrip Symbol	ITDC (EQ)	स्क्रिप कोड / Scrip Symbol	532189

विषय/Sub.: Business Responsibility and Sustainability Report for the Financial Year 2025-26.

महोदय / महोदया,
Sir / Madam,

In terms of the requirement of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report for the Financial Year 2025-26.

Please take note of the above information on record.

Thanking you/ धन्यवाद

For India Tourism Development Corporation Ltd. / भारत पर्यटन विकास निगम लिमिटेड (के लिए)

VIRENDRA
KUMAR JAIN
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VIRENDRA KUMAR JAIN
Date: 2026.08.29
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VK Jain/ वी के जैन

Company Secretary / कंपनी सचिव

Encl: As above

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Disclosure No.	Disclosure Particulars	
1	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1965GOI004363
2	Name of the Listed Entity	India Tourism Development Corporation Limited
3	Year of Incorporation	1965
4	Registered office address	SCOPE Complex, Core-8, 6th floor, 7, Lodhi Road, New Delhi-110003, India
5	Corporate address	SCOPE Complex, Core-8, 6th floor, 7, Lodhi Road, New Delhi-110003, India
6	E-mail	cs@itdc.co.in
7	Telephone	011-24360249
8	Website	www.itdc.co.in
9	Financial year for which reporting is being done	2025-26
10	Name of the Stock Exchange(s) where shares are listed	BSE and NSE
11	Paid-up Capital	₹85.76 crore
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Shri Lokesh Kumar Aggarwal Director (Finance) and BRR Head Telephone: 011-24360249 Email: directorfin@itdc.co.in
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures in the report are made on standalone basis (i.e. for the entity ITDC only)
14	Name of assessment or assurance provider	Not Applicable for F.Y. 2025-26
15	Type of assessment or assurance obtained	Not Applicable for F.Y. 2025-26

II. Product/Services

Disclosure No.	Disclosure Particulars			
16	Details of business activities (accounting for 90% of the turnover):			
	Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
	1.	Hotels & Catering Units	Accommodation, Food & Beverage and Other Services provided by hotel, resorts, restaurants, caterers, etc.	61%
	2.	Event Management	Event management agency handling Conferences, Exhibitions, Workshops/Seminars and other National and International events	31%
17	Products/Services sold by the entity (accounting for 90% of the entity's Turnover):			
	Sl. No.	Product/Service	NIC Code	% of total Turnover contributed
	1.	Hotels & Catering units	55101	61%
	2.	Event Management	8230	31%

III. Operations :

Disclosure No.	Disclosure Particulars			
18	Number of locations where plants and/or operations/offices of the entity are situated.			
	Location	Number of plants	Number of offices	Total
	National	26	01	27
	International	0	0	0
19	Markets served by the entity: a. Number of locations			
	Locations	Number		
	National (No. of States)	12		
	International (No. of Countries)	0		
	b. What is the contribution of exports as a percentage of the total turnover of the entity? NIL			
	c. A brief on types of customers : : Individuals, Corporates, State Governments, Central Government, PSUs, Ministries/ Government Departments, Fls, Business Travellers, Groups, MICE etc.			

IV. Employees :

Disclosure No.	Disclosure Particulars						
20	a. Employees and workers (including differently abled):						
	S. No.	Particulars	Total (A)	Male No. (B)	% (B / A)	Female No. (C)	% (C / A)
	EMPLOYEES						
	1.	Permanent (D)	426	364	85.45%	62	14.55%
	2.	Other than Permanent (E)	29	27	93.10%	02	6.90%
	3.	Total Employees (D+E)	455	391	85.93%	64	14.07%
	WORKERS						
	4.	Permanent (F)	Not applicable				
	5.	Other than Permanent (G)					
	6.	Total Workers (F+G)					
	b. Differently abled Employees and workers:						
	S. No.	Particulars	Total (A)	Male No. (B)	% (B / A)	Female No. (C)	% (C / A)
	DIFFERENTLY ABLED EMPLOYEES						
	1.	Permanent (D)	3	1	33%	2	67%
	2.	Other than Permanent (E)	-	-	-	-	-
	3.	Total differently abled employees (D + E)	3	1	33%	2	67%
	DIFFERENTLY ABLED WORKERS						
	4.	Permanent (F)	Not applicable				
	5.	Other than Permanent (G)					
	6.	Total differently abled workers (F + G)					

Disclosure No.	Disclosure Particulars									
21	Participation/Inclusion/Representation of women									
		Total (A)			No. and percentage of Females					
					No. (B)			% (B / A)		
	Board of Directors	5			2			40		
	*Key Management Personnel	4			1			25		
	*Key Management Personnel here includes Managing Director, Whole Time Directors including Chief Financial Officer and Company Secretary									
22	Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)									
		FY 25-26 (Turnover rate in current FY)			FY 24-25 (Turnover rate in previous FY)			FY 23-24 (Turnover rate in the year prior to the previous FY)		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	3.31%	0.00%	2.83%	11.90%	15.38%	12.42%	11.81%	12.16%	11.86%
	Permanent Workers	Not Applicable			Not Applicable			Not Applicable		

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

Disclosure No.	Disclosure Particulars				
23	(a) Names of holding / subsidiary / associate companies / joint ventures				
	Sl. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
	1	Pondicherry Ashok Hotel Corporation Limited	Subsidiary	51%	No (Company is under disinvestment process)
	2	Ranchi Ashok Bihar Hotel Corporation Limited	Subsidiary	51%	No (Operations of the Hotel is closed and company is under disinvestment process)
	3	Punjab Ashok Hotel Company Limited	Subsidiary	51%	No (Hotel Project is incomplete and the company is under disinvestment process)
	4	Utkal Ashok Hotel Corporation Limited	Subsidiary	91.54%	No (Operations of the hotel is closed since 2005 and the company is under disinvestment process.)

VI. CSR Details

Disclosure No.	Disclosure Particulars
24	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes) Turnover: 527.43 crores (in Rs) Net worth: 461.61 crores (in Rs)

VII. Transparency and disclosure compliances

Disclosure No.	Disclosure Particulars							
	Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:							
25	Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) Yes, The link https://itdc.co.in/investor_post_cat/policies-codes/	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
			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	0	0		0	0	-
	Employees and workers	Yes	3	0	All the complaints during the FY 2025-26 were from Ex-employees	17	0	All the complaints during the FY 2024-25 were from Ex- employees
	Customers	Yes	2	0		4	0	-
	Value chain partners	Yes	1	0		3	0	-
	Other (please specify)	Yes	13	0	Others includes Contractual, Vigilance and Miscellaneous cases	21	0	Others includes Contractual, Vigilance and Miscellaneous cases

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 adaptor mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
	1	Major Dependencies on Govt. Clients	Risk	Maximum clients are Government/ Ministries /PSU’s	Efforts are made to fetch private business also	Negative - Not assessed
2	Digital Transformation of Travel Services	Opportunity	Increasing preference for online and technology enabled travel services.	Adoption of digital processes and technology-driven service delivery	Positive – Not assessed	

	3	Loss of chain advantage	Risk	Due to Disinvestment/ Divestment policy of the Govt. Hotels and closure of ATT offices outside of Delhi.	ATT is in process of development of Travel portal to become accessible to clients in entire country.	Negative – Not assessed
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SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	The policy's link https://itdc.co.in/investor_post_cat/policies-codes/ . Further, there could be some of the additional policies of the Company which are accessible only to employees and other internal stakeholders on account of Confidentiality.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, Principle 1 (Integrity Pact is taken from the bidders), 5 (Acceptance for promoting human rights) and 6 (Acceptance for protection of environment) Business Responsibility Policy have also been made applicable to the Suppliers/Contractors. Fraud Prevention Policy is also applicable to them.								
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.	The Ashok Hotel, New Delhi is LEED Gold certified hotel under US Green Building Council since 2017. Hotel Samrat has qualified for LEED certification in Feb 2024.Hotel Samrat: ISO 22000:2018. The Company has also adopted IATA accreditation (international standard for ticketing and airline operations).								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	As per DPE guidelines, ITDC signed MoU for FY. 2025-26 and is available on www.itdc.co.in								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Performance Evaluation against MoU for FY. 2024-25 was done by the DPE. ITDC received 'Very Good' MoU rating from the DPE with 79.69 marks out of 100.								
Governance, leadership and oversight									
7. Statement by Director responsible for the Business Responsibility Report, highlighting ESG related challenges, target and achievements (Listed entity has flexibility regarding the placement of this disclosure).	At India Tourism Development Corporation Limited (ITDC), we remain committed to sustainable growth in the hospitality sector by integrating ESG considerations into our operations, with a focus on energy and water conservation, responsible resource utilisation, waste management and employee well-being. We have taken steps to improve operational efficiency and we have greatly improved processes and systems through process reforms and data transparency. We continue to strengthen CSR, skill development, diversity and community initiatives while promoting ethical governance, transparency and compliance. Through technology adoption, responsible resource management and continuous improvement, we aim to create long-term value and support sustainable tourism and hospitality in India.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Shri Lokesh Kumar Aggarwal, Director (Finance) For implementation of the policy, a committee consisting of all HoDs headed by BR Head is constituted. Minimum two meetings of the committee must be held in a financial year.								
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.	No								

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	Y	Y	Y	Y	Y	Y	Y	Y	Y	As and when required									
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	As and when required									
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9	No									
12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:																			
Questions										P1	P2	P3	P4	P5	P6	P7	P8	P9	
The entity does not consider the Principles ma-terial to its business (Yes/No)										The Company has not undertaken an independent assessment of evaluation of the working of its policies by an external agency during the reporting period. the Company continues to review and strengthen its governance and compliance framework through internal processes and oversight mechanisms, as considered appropriate to its business requirements.									
The entity is not at a stage where it is in a posi-tion to formulate and implement the policies on specified principles (Yes/No)																			
The entity does not have the financial or/human and technical resources available for the task (Yes/No)																			
It is planned to be done in the next financial year (Yes/No)																			
Any other reason (please specify)																			

Section C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

Sl. No.	Indicator			
	Essential Indicators			
1.	Percentage coverage by training and awareness programmes on any of the Principles during the financial year.			
	Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
	Board of Directors	5	• CSR	60%
			• Capacity Building program on Investigation and Vigilance related matter	
			• Orientation Programme on Capacity Building of CMD's/ Functional Directors of Central Public Sector Enterprises (CPSEs)	
			• Master class on Corporate Governance by IICA	
			• Familiarization to Pondicherry Ashok Hotel Corporation Limited	

	Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
	Key Managerial Personnel	2	• RTI Work shop • Labour laws	100%
	Employees other than BoD and KMPs	3	• RTI Work shop • Critical communication • Labour laws	25%
	Workers	NA	• NA	NA
*Key Management Personnel here does not include persons belonging to Board of Directors and hence includes only Company Secretary				

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	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil				
Settlement					
Compounding fee					
Non Monetary					
Imprisonment	Nil				
Punishment					

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

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

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

YES, Anti-Corruption and Anti-Bribery clauses are incorporated in ITDC's Fraud Prevention Policy.
The policy's link: <https://itdc.co.in/wp-content/uploads/2019/07/Fraud-Prevention-Policy.pdf>

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

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	02	Nil
Workers	NA	NA

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

	Current FY 2025-26		Previous FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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

NA

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

S1	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Number of days of accounts payables	165	236

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 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Concentration of Purchases	a) Purchases from trading houses as % of total purchases	45.68%	43.66%
	b) Number of trading houses where purchases are made from	149	170
	c) Purchases from top 10 trading houses as % of total purchases from trading houses	80.20%	76.10%
Concentration of Sales	a) Sales to dealers/ distributors as % of total sales	Nil	Nil
	b) Number of dealers / distributors to whom sales are made	Nil	Nil
	c) Sales to top 10 dealers/ distributors as % of total sales to dealers / distributors	Nil	Nil
Share of RPTs in	a) Purchases (Purchases with related parties/Total Purchases)	-	-
	b) Sales (Sales to related parties / Total Sales)	0.05%	0.04%
	c) Loans & advances (Loans & advances given to related parties/ total loans & advances)	26.12%	18.17%
	d) Investments (Investments in related parties / Total Investments made)	100%	100%

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

Sl. No.	Essential Indicators
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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.

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	100%	N.A	Revamping of STPs Pondicherry Hotel
Capex	N.A	N.A	N.A

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

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

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

(a) Plastics (including packaging)

- The use of plastic water bottles is being discouraged and reduced in Units. Hyderabad House and Vigyan Bhawan use glass bottles. In large events/ functions, water dispensers are being used to reduce plastic water bottles consumption.
- The end user dept. of Hotel Ashok dispose of the dry waste (including plastic bottles and

other items) and wet food waste items from the specified area on day to day basis.

(b) E-waste

- The e-waste items under the custody of E&M and IT dept. are under auction process through MSTC (A Govt of India undertaking) as per the laid down process for auctioning.

(c) Hazardous waste - Nil

(d) Other waste

- ITDC has implemented various eco-friendly initiatives, including STP/ETP, Rainwater Harvesting Systems, Solar Energy, Organic Waste Converter and other energy conservation measures. Sustainable wastewater management has been ensured by installing STPs/ETPs at all ITDC properties.
- The Ashok and Samrat Hotels have a 1 MLD STP, while Hotel Kalinga Ashok in Bhubaneswar has a 30 KLD STP/ETP.

- Organic Waste Converters have been installed at The Ashok and Samrat Hotels in New Delhi to minimize organic waste effectively.
- Ashok MM&D has hired an agency for arrangements for lifting dry and wet garbage from Hotel Ashok from a given specified area.
- Hotel Samrat in New Delhi has been LEED Gold certified by the US Green Building Council since Feb 2024.

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. No

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

Sl. No.	Essential Indicators										
1. a. Details of measures for the well-being of employees:											
	% of employees covered by										
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	Total (A)	Number(B)	% (B/A)	Number(C)	% (C/A)	Number(D)	% (D/A)	Number(E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male*	364	364	100%	0	0	-	-	364	100%	0	0
Female*	62	62	100%	0	0	62	100%	-	-	0	0
Total	426	426	100%	0	0	62	14.55%	364	85.45%	0	0
Other than Permanent Employees**											
Male**	27	27	100%	0	0	-	-	27	100%	0	0
Female**	2	2	100%	0	0	2	100%	-	-	0	0
Total	29	29	100%	0	0	2	6.9%	27	93.10%	0	0
* Includes Executive, Non -Executive. Reimbursement are to employees are done on CGHS Rates under IPD treatment and on special diseases under OPD in empanelled hospital of ITDC. ** Medical Insurance of minimum Rs. 5,00,000/- for self and dependent and premium towards the same is reimbursed by ITDC. Maternity and paternity benefits are applicable on all the employees of ITDC including Direct contract											

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

Category		% of employees covered by									
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number(B)	% (B/A)	Number(C)	% (C/A)	Number(D)	% (D/A)	Number(E)	% (E/A)	Number (F)	% (F/A)
Permanent Worker											
Male	Not Applicable										
Female											
Total											
Other than Permanent workers											
Male	Not Applicable										
Female											
Total											

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Cost incurred on well- being measures as a % of total revenue of the company	0.44%	0.23%

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

Benefits	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	No. of employees covered as a % of total Employees	No. of workers covered as a % of total Workers (NA)	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 (NA)	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	N.A.	Y	100%	N.A.	Y
Gratuity	100%	N.A.	Y	100%	N.A.	Y
ESI	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other-TA Entitlement of Retiring employees	100%	N.A.	N.A.	100%	N.A.	N.A.

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, the premises / offices of the entity are accessible to differently abled employees. Ramps and Lift facility are also available.

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.

Yes, the Equal Opportunity Policy as per the Rights of Persons with Disabilities Act, 2016 is available.

Web-Link for the same is available on the website of ITDC (<https://itdc.co.in/equal-opportunity-policy/>)

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	0%	0%	NA	NA
Total	83.33%	83.33%	NA	NA

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Yes, a grievance Redressal Mechanism for all the employees of ITDC is available on intranet. The said mechanism has been notified vide circular dated 26.03.2013.
Other than Permanent Employees	CPGRAM, RTI

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

Category	FY (Current Financial Year)			FY (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees/ workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	426	0	-	421	0	-
Male	364	0	-	361	0	-
Female	62	0	-	60	0	-
Total Permanent Workers	Not applicable					
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
		On Health and safety measures		On Skill up gradation			On Health and safety measures		On Skill up gradation	
	Total (A)	No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	391	0	0	125	31.97%	396	234	59.09%	145	36.62%
Female	64	0	0	16	25%	62	32	51.61%	25	40.32%
Total	455	0	0	141	30.99%	458	266	58.08%	170	37.12%
Workers										
Male	Not applicable									
Female										
Total										

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

Category	FY 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Total Permanent Employees	426	410	96.24	421	398	94.54%
Male	364	356	97.80	361	361	100%
Female	62	54	87.09	60	37	61.66%
Total Direct Contract Employees	29	28	96.55%	37	37	100%
Male	27	26	96.28%	35	35	100%
Female	2	2	100%	2	2	100%
Total Permanent Workers	Not applicable					
Male						
Female						

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity?

If yes, the coverage such system?

Yes, it covered entire premises and workforce.

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

The hotel identifies and assesses workplace hazards through the following processes:

- Periodic workplace inspections across guest areas, kitchens, housekeeping, and back-of-house operations to identify and mitigate potential hazards.
- Pre-task risk assessments for non-routine activities such as preventive maintenance and Repair & Maintenance works.
- Regular fire safety drills and periodic inspection and maintenance of fire protection systems and safety equipment.
- Implementation of a Food Safety Management System in accordance with ISO

22000, ensuring systematic identification, assessment, monitoring, and control of food safety hazards through documented procedures and continual improvement.

- Compliance with FSSAI requirements through a valid Food Safety License and adherence to applicable food safety regulations.
 - Periodic medical examinations of food handlers to ensure fitness for food handling activities.
 - Maintenance of a valid Health License issued by the local municipal authorities.
- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)

Yes; Workers can report workplace hazards through their supervisors, department managers, or other designated reporting channels. Safety gears are provided wherever required based on the nature of the work. Access to areas containing machinery and hazardous equipment are restricted to authorized personnel only, and suitable safety controls are implemented to minimize workplace risks.

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

Yes; Regular employees have access to non-occupational medical and healthcare services, including annual health check-ups, access to empanelled hospitals, medical reimbursement for IPD/OPD treatment, and emergency medical assistance, in accordance with the policies of the corporate headquarters. Contractual manpower engaged through authorized manpower agencies is covered under the applicable ESI scheme/General Insurance, as provided under statutory requirements and contractual arrangements.

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

Safety Incident/ Number	Category*	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Lost time injury frequency rate (LTIFR) (Per 1 million – person hrs. worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total recordable work related injuries	Employees	NIL	NIL
	Workers	NIL	NIL
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	NIL
High consequence work related injury or ill health (excluding fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

*Including in the contract workforce

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

For ensuring a safe and healthy work place, all the statutory rules and regulations are followed. Night dropping facility is provided for women. Changing Rooms and Toilets are available for employees. Hygienic on duty meals are provided. Medical reimbursement is provided as applicable. Vendors are required to fulfil statutory compliances.

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

	FY 2025-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
	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 & Safety	NIL	NIL		NIL	NIL	

14. Assessments for the year

	100% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

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.

- SS Fasteners for strengthening of stone wall cladding were fixed.
- Tie up with nearby hospital for Doctor on call, Medicine drop at the hotel and Ambulance with Basic Life Support / Advanced Cardiac Life Support.
- 06 officials from the Hotels Division have participated in the 11th Comprehensive Course on Disaster Risk Management from January 5–16, 2026, at the NIDM Rohini Campus, Sector-29, New Delhi including Health & safety training. These officials are now giving down the line training internally.

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

Sl. No.	Essential Indicators
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1. Describe the processes for identifying key stakeholder groups of the entity.

ITDC Stakeholders are those who are significantly impacted by the company's operations or those who can significantly impact the company's operations has already mapped its stakeholders as suppliers, customers, employees, Government, Business partners, Industry and Trade Association, shareholders, Regulatory bodies, media etc. by implementing and by following various policies in this regard.

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

Category	FY (Current Financial Year)					FY (Previous Financial Year)				
		Equal to Minimum Wage		More than Minimum Wage			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	426	0	0%	426	100%	421	0	0%	421	100%
Male	364	0	0%	364	100%	361	0	0%	361	100%
Female	62	0	0%	62	100%	60	0	0%	60	100%
Other than permanent	29	0	0%	29	100%	37	0	0%	37	100%
Male	27	0	0%	27	100%	35	0	0%	35	100%
Female	02	0	0%	02	100%	02	0	0%	02	100%
Workers										
Permanent	Not applicable									
Male										
Female										
Other than permanent										
Male										
Female										

3. Details of remuneration/salary/wages

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)	2	51,33,262.00	1	38,13,088.00
Key Managerial Personnel	1	36,33,063.00	-	-
Employees other than BoD and KMP**	391	16,89,814	64	19,23,853
Workers	NA	NA	NA	NA

*Key Management Personnel here does not include persons belonging to Board of Directors and hence includes only Company Secretary.

** Employees other than BoD and KMP includes Direct contract employees

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Gross wages paid to females as % of total wages	16.91%	16.68%

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)

- Being a Government Company, the Corporation is committed to provide equal employment opportunities without any discrimination on the grounds of disability, gender, caste, religion, race, state, colour etc. ITDC is committed to maintain a work environment that is free from harassment based on the above considerations.
- Salary paid to the employees (permanent as well as on Direct Contract) fulfils all the norms of the Minimum Wages Act.
- There is an Internal Complaint Committees notified for taking up the matters related to Sexual Harassment at Workplace. There is also a Liaison Officer nominated as SC/ST Representative.
- Corporation also has a Whistle Blower Policy to enable employees to report malpractices such as misuse of authority, fraud or suspected fraud, violation of company's rules etc.

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

Affected person can send the grievance to the Management, Concerned HoD & Vigilance Division. Issues can also be raised through Whistle Blower mechanisms. Further being a public sector undertaking, ITDC is governed under CPGRAMS (Centralized Public Grievance Redressal Management System). ITDC is also a Public Authority under RTI Act and respective CPIOs have been notified.

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

	FY as on 25-26 (Current Financial Year)			FY 2024-25 (Previous Financial Year)		
	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	Nil	Nil		04	01	
Discrimination at workplace	Nil	Nil		Nil	Nil	
Child Labour	Nil	Nil		Nil	Nil	
Forced Labour/ Involuntary Labour	Nil	Nil		Nil	Nil	
Wages	Nil	Nil		Nil	Nil	
Other human rights related issues	Nil	Nil		Nil	Nil	

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	04
Complaints on POSH as a % of female employees / workers	Nil	6.45%
Complaints on POSH upheld	Nil	Nil

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

We have Internal Complaint Committees (ICCs) formed for taking up the matters related to Sexual Harassment at Workplace. Also we have a Liaison Officer nominated as SC/ST, OBC & PwBD Representative

9. Do human rights requirements form part of your business agreements and contracts?

Yes, Principle 5 (i.e. Human Rights violation) is not permitted even as of now and is implied even without introducing in this Business Responsibility Policy. These are general common laws which every business organization is required to comply. Hence instead of detailed Principle 5 as mentioned in the policy, it has been mandated in the circular for compliance of Business Responsibility Policy that a suitable general clause is to be incorporated in agreement/LoI regarding promoting human rights by the suppliers/contractors.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	Assessment is done by the respective statutory authorities or entity from time to time.
Forced Labour/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Other human right related issues	

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

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

Sl. No. Essential Indicators

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	53,227.52 KJ	73088.97 KJ
Total fuel consumption (E)	1705.08 KJ	1835.30 KJ
Energy consumption through other sources (F)	32,664.77 KJ	35555.91 KJ
Total energy consumed from non-renewable sources (D+E+F)	87,597.37 KJ	110480.18 KJ
Total energy consumed (A+B+C+D+E+F)	87,597.37 KJ	110480.18 KJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.0000166082 KJ	0.0000195282 KJ
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.000338 KJ/Rs.	0.000392 KJ/Rs.
Energy intensity in terms of physical output	N.A.	N.A.
Energy intensity (optional) – the relevant metric may be selected by the entity	N.A.	N.A.

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

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (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.

No

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	468.29	-
(iii) Third party water	2,93,853	3,55,761
(iv) Seawater / desalinated water	0	0
(v) Others	0	0

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,94,321.29	3,55,761
Total volume of water consumption (in kilolitres)	2,94,321.29	3,55,761
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.0000558024	0.0000628834
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.001135	0.001263
Water intensity in terms of physical output	N.A.	N.A.
Water intensity (optional) – the relevant metric may be selected by the entity	N.A.	N.A.

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

4. Provide the following details related to water discharged:

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	192	186
- No treatment	185	165
- With treatment – please specify level of treatment	7	21
(ii) To Groundwater	285	250
- No treatment	-	-
- With treatment – please specify level of treatment	285	250
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	477	436

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

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

Yes, Hotel Samrat sharing the effluent to STP of Hotel Ashok for Treatment.

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

Parameter	Please specify unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
NOx	mg/Nm ³	929	878
SOx	mg/Nm ³	51.90	54.60
Particulate matter (PM)	mg/Nm ³	79.38	80.98
Persistent organic pollutants (POP)	N.A.	N.A.	N.A.
Volatile organic compounds (VOC)	N.A.	N.A.	N.A.
Hazardous air pollutants (HAP)	N.A.	N.A.	N.A.
Others – please specify	N.A.	N.A.	N.A.

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, by Noida testing agency for Hotel Samrat and SMS Lab services Pvt. Ltd. for Pondicherry.

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

Parameter	Unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	22.24	21.24
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	138.95	147.35
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/Rs.	0.0000000306	0.0000000298
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e/Int\$	0.0000006216	0.0000005983
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/No.	0.018	0.031
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	kgCO ₂ e/No.	18.01	30.98

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

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details. No

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.838	0.068
E-waste (B)	0.02	0.15
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	2524.40	624.096
Battery waste (E)	-	-
Radioactive waste (F)	-	-

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Other Hazardous waste. Please specify, if any. (G)	0.654	0.097
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	8.144	3.50
Total (A+B + C + D + E + F + G + H)	2534.056	627.911
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000004804 MT/Rs.	0.000000111 MT/Rs.
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00000977 MT/Rs.	0.00000223 MT/Rs.
Waste intensity in terms of physical output	0.0000805 MT/No.	0.0001635 MT/No
Waste intensity (optional) – the relevant metric may be selected by the entity		
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	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	10.09	16.18
Total	10.09	16.18
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total		

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

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.

- ITDC has proper waste management systems in its premises to organize the disposal of different forms of waste.
- Electronic waste, which is considered hazardous waste, is disposed of according to well-established procedures
- ITDC endeavours to give high priority to sustainable practices, such as the use of non-toxic and safe materials in products and processes.

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:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and Corrective action taken, if any.
1	Kalapet, Pondicherry	Hotel Operations	Yes

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: Not Applicable

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
NA	NA	NA	NA	NA	NA

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:

S. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide detail 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
	NA	NA	NA	NA

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

Sl. No. Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Pacific Asia Travel Association (PATA)	International
2	Standing Conference of Public Enterprises (SCOPE)	National
3	Indian Association of Tour Operators (IATO)	National
4	Indian Convention Promotion Bureau (ICPB)	National
5	FHRAI	National
6	Hotel and Restaurant Association of North India	National
7	International Air Transport Association (IATA)	International
8	Hotel Association of India (HAI)	National
9	Indian National Trust for Art and Cultural Heritage (INTACH)	National
10	Institute of Public Enterprises (IPE)	National

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

Name of Authority	Brief of the case	Corrective action taken
NIL	NIL	NIL

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Sl. No. Essential Indicators

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

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

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

Corporation has six verticals. Head of each vertical is responsible for satisfactory resolution of all complaints respecting his vertical. Resolution of complaints are also monitored at the top Management/Functional Director level. Resolution of complaints is also monitored by the Administrative Ministry i.e. Ministry of Tourism.

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

Location	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Directly sourced from MSMEs/ small producers	41%	56%
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 : ITDC being a PSU, follows the Government guidelines on recruitment of manpower.

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Rural	0.1%	0.2%
Semi-urban	0.3%	0.2%
Urban	1.6%	2.1%
Metropolitan	98%	97.5%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

Sl. No.	Essential Indicators
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1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

ITDC is dealing with Travel Agents/Tour Operators/online Travel Portals which mentions guest review scores which in turn helps the customers in better buying decision. Besides that hotels are also taking direct feedback from its customers as part of CRM to improve its services. Customers also give their feedback on travel portals like makemytrip.com etc. Based on the feedback suitable steps are taken by the Company.

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
Environment and social parameters relevant to the product	NIL
Safe and responsible usage	NIL
Recycling and/or safe disposal	NIL

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

	FY as on 25-26 (Current Financial Year)		Remarks	FY 2024-25 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Data privacy	NIL	NIL	NIL	NIL	NIL	NIL
Advertising	NIL	NIL	NIL	NIL	NIL	NIL
Cyber-security	NIL	NIL	NIL	NIL	NIL	NIL

	FY as on 25-26 (Current Financial Year)		Remarks	FY 2024-25 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Delivery of essential services	NIL	NIL	NIL	NIL	NIL	NIL
Restrictive Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Unfair Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Other	NIL	NIL	NIL	4	NIL	NIL

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

	Number	Reasons for recall
Voluntary recalls	Nil	Nil
Forced recalls	Nil	Nil

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

If available, provide a web-link of the policy. The policy's link itdc.co.in/wp-content/uploads/2023/08/CSP.pdf

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.

For Cyber Security essential protection has been done through hardware and software, Introduction of data privacy of customers is under process.

Recently, the existing Seqrite Endpoint Security has been upgraded at Corporate HQ level, which has more features in Cyber Security to control in Application Level,

Web Security, Device Control, Centralized Management, Policy Enforcement and Data privacy. Further, towards implementation of the full version of the Data Loss Prevention(DLP) is in underway at Corporate HQ Level.- Hotel

7. Provide the following information relating to data breaches:

- Number of instances of data breaches. Nil
- Percentage of data breaches involving personally identifiable information of customers. 0%
- Impact, if any, of the data breaches. N.A.