MAHANAGAR TELEPHONE NIGAM LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)
CIN L32101DL1986GOI023501

Registered and Corporate Office: Mahanagar Doorsanchar Sadan 5th Floor, 9 CGO Complex, Lodhi Road, New Delhi - 110 003. Tel: 011-24319020, Fax: 011-24324243, Website: www.mtnl.net.in /www.bol.net.in, Email: mtnlcsco@gmail.com / mtnlcsco@bol.net.in

MTNL/SECTT/SE/2024
September 05th, 2024

To,
The Listing Department,
Bombay Stock Exchange (BSE)
National Stock Exchange (NSE)

Ref: BSE Scrip Code: 500108/ NSE Symbol: MTNL

Sub: SUBMISSION OF BUSINESS RESPONSIBILITY AND SUSTAINABILTY REPORT OF MTNL FOR FY 2023-24-reg

Dear Sir,

Pursuant to Regulation 34(2)(f) of SEBI (LODR) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report of MTNL for FY 2023-24, which also form part of the Annual Report of MTNL for FY 2023-24.

Kindly take the above information on record.

Thanking You,

Yours faithfully

Ratan Mani Sumit
Digitally signed by Ratan Mani Sumit
Date: 2024.09.05 12:23:04 +05'30'

(RATAN MANI SUMIT)
COMPANY SECRETARY

Encl: BUSINESS RESPONSIBILITY AND SUSTAINABILTY REPORT OF MTNL FOR FY 2023-24

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

1. **Corporate Identity Number (CIN) of the Listed Entity**: L32101DL1986GOI023501
2. **Name of the Listed Entity**: Mahanagar Telephone Nigam Limited
3. **Year of incorporation**: 1986
4. **Registered office address:** Mahanagar Doorsanchar Sadan, 5th Floor, 9, CGO Complex, Lodhi Road, New Delhi-110003
5. **Corporate address:** Mahanagar Doorsanchar Sadan, 5th Floor, 9, CGO Complex, Lodhi Road, New Delhi-110003.
6. **E-mail: mtnlcsco@gmail.com**
7. **Telephone-** 011-24317225
8. **Website:** www.mtnl.net.in/www.bol.net.in
9. **Financial year for which reporting is being done:** 2023-24
10. **Name of the Stock Exchange(s) where shares are listed:** BSE & NSE
11. **Paid-up Capital: Rs** 630 Cr.
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:** _Ratan Mani Sumit (Company Secretary Tel no. 011-24317225, Email ID mtnlcsco@gmail.com , mtnlcsco@bol.net.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).** Standalone Basis**.**
14. **Name of the assurance provider – NA**
15. **Type of assurance obtained - NA**

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.	Basic & Other Services (Landline, Broadband, FTTH, Cellular)	Telecommunication	100%

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

S. NO.	NAME OF PRODUCT/SERVICE	NIC CODE	%OF TOTAL TURNOVER CONTRIBUTED
1.	Wireless Telecommunication Activities Activities of Internet access by the operator of the wireless infrastructure (61201) Activities of maintaining and operating cellular and other telecommunication networks (61202)	612	4
2.	Wired Telecommunication Activities Activities of basic telecom services: telephone, telex, and telegraph (61101) Activities of providing internet access by the operator of the wired infrastructure (61104)	611	96

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	NA	3*	3
International	NA	NA	NA

* Corporate Office, Delhi Unit and Mumbai Unit. For operational efficiency, Delhi and Mumbai units have offices in different areas/zones of Delhi and Mumbai.

International telecom operations in 2 countries (Mauritius & Nepal) are served by Mahanagar Telephone Mauritius Limited (MTML), a Wholly Owned Oversees Subsidiary of MTNL in Mauritius and United Telecom Limited (UTL) Nepal a Joint Venture Company of MTNL in which MTNL holds 26.68% shares.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	2*
International (No. of Countries)	NA

* Delhi & Maharashtra (Mumbai)

b. What is the contribution of exports as a percentage of the total turnover of the entity- 0.01%

c. A brief on types of customers:

MTNL offers services in categories of wireless and wire-line telecommunication to the customers of MTNL The customers can use the various services such as Landline, Broadband, Mobile, FTTH, Leased Circuits, Enterprise services, MPLS, Toll Free services, ISDN, EPABX etc.

IV. Employees

20. Details as at the end of Financial Year: 31.03.2024

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)	3309	2674	80.81	635	19.19
2.	Other than Permanent (E)					
3.	Total Employees (D + E)	3309	2674	80.81	635	19.19
WORKERS						
4.	Permanent (F) Not Applicable	NA				
5.	Other than Permanent (G)	NA				
6.	Total Employees (F +G)	NA				

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)	24	22	91.67	2	8.33
2.	Other than Permanent (E)	NOT APPLICABLE				
3.	Total Employees (D + E)	**24**	**22**	**91.67**	**2**	**8.33**
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)					
6.	Total Employees (F + G)					

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	1	9.09
Key Management Personnel	2	0	0

22. Turnover Rate for Permanent Employees and Workers (Disclose trends for the past 3 years):

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	0.552	0.058	0.610	0.574	0.109	0.683	3.396	0.653	4.049
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	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held bylisted entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Millennium Telecom Ltd. (MTL)	Subsidiary	100	No
2.	Mahanagar Telephone Mauritius Limited (MTML)	Overseas Subsidiary	100	No
3.	MTNL STPI IT Services Ltd. (MSITS)	Joint Venture	50	No
4.	United Telecommunications Ltd. (UTL), Nepal	Joint Venture	26.68	No

VI. CSR Details

24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: NO

(ii) Turnover (in Rs.) 728.47 Cr. [Rs 1,301.48 (including Other Income)]

(iii) Net worth (in Rs.) (23,662.80 Cr.)

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 Mechanismin Place (Yes/No) *(If Yes,then provide web-link for grievance redress policy)* Number of complaints filed during the year	FY 2023-24			FY 2022-23		
		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	Not applicable						
Investors (other than Shareholders)	Refer to point no.1 https://mtnl.in/investors.html 0 0			NA 0 0 NA			
Shareholders	Refer to point no.1 https://mtnl.in/investors.html	2	0	All the 2 Complaints is resolved	2	0	All the 2 Complaints are resolved
Employees and workers	Refer Principle No 3 Point no 6						
Customers	Refer Principle No 9 and Point No 2						
Value Chain Partners	Not Applicable						
Other (please specify)	Not Applicable						

Point No. 1. MTNL has Stakeholders Relationship Committee ("SRC") to examine and redress complaints by Shareholders/Bondholders. SRC meets as and when required and atleast once a year to resolve Shareholders/Bondholders Grievances. SCORES Platform & ODR Platform is also available for Shareholders to raise any complaints. Shareholders can also register their complaints to the Company, RTA, BSE & NSE.

Point No 2. In the case of Basic Telephone Service, following types of complaints are received from customers - billing related, customer service relayed, faults and network related, UCC related and VAS related. In the case of Broadband Service, following types of complaints are received from customers - billing related, customer service related, faults and network related, Internet / data related and VAS related.

DETAILS OF CUSTOMER COMPLAINTS (BASIC TELEPHONE SERVICE & BROADBAND SERVICE) FOR THE PERIOD FROM 01.04.2023 TO 31.03.2024

S.NO.	PARTICULARS	TOTAL RECEIVED		TOTAL PENDING		% OF PENDING CASES AT THE END OF FINANCIAL YEAR	
		MUMBAI	DELHI	MUMBAI	DELHI	MUMBAI	DELHI
1.	P.G. Cases	799	2470	19	26	2.37	1.05
2.	Landline Faults	213003	163682	21616	253	10.15	0.15
3.	Broadband Faults	32927	12095	2080	17	6.32	0.14

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.	Market / Competition Risk	R	Kindly refer to the Enterprise Risk Management Policy of MTNL in Management Discussion and Analysis Report which is part of Directors Report for the FY 2023-24		Negative
2.	Policy and Regulation Risk & Regulatory Compliance	R			Negative
3.	Technology Risk / Quality of Service	R			Negative
4.	Operational Risk	R			Negative
5.	Ongoing Concern Risk	R			Negative
6.	Internal Control Failures and Integrity of Financial Information Risk	R			Negative
7.	Information Technology & Systems Security Risk	R			Negative
8.	Disaster Management and Business Continuity Risk	R			Negative
9.	Greater Transparency and Entity Level Ethical & Governance Risk	R			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.

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	Y	Y	Y	Y	Y	Y	Y	Y	Y
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)	N	N	N	N	N	N	N	N	N
4.	Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	N	N	N	N	N	N	N	N	N
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any	NA								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									

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) The Company is committed to develop a suitable ESG framework for the organization.	
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Board of Directors
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	On Quarterly and Annual basis								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	On Quarterly and Annual basis								
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.									N	N	N	N	N	N	N	N	N

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

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 Training and Awareness Programmes held	Topics/ Principal are Covered under the training and its impact	%age of person in respective category covered by the awareness programme
Board of Director	NIL	NA	NA
Key Managerial Personal	01 (One) Workshop on RTI Act	RTI Act provisions	Training imparted to 09 (Nine) GM level officers
Employee other than BoD and KMPs	Total 95 training programmes were held during financial year 2023-24 in ITTM. Total 16 upgradation training and 09 workshops were held during 2023-24 in CETTM.	Trainings conducted on company policies including; upgradation on (Managerial and Technical), Cyber security and RTI Act. Workshop on RTI, O.F.Splicing, GPS based access network planning, LMG, Roles and Responsibilities of PO and IO during inquiry proceedings	100%
Workers	**NA**		

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

Monetary					
	NGRBC Principle	**Name of the regulatory/ enforcement agencies/ judicial institutions**	**Amount (In INR)**	**Brief of the Case**	**Has an appeal been preferred? (Yes/No)**
Penalty/ Fine	Principle 1	1. NSE 2. BSE	₹ 43,30,600/-	For the financial year ended on March 31, 2024, the Company has complied with all requirements of SEBI (LODR) Regulations, the Companies Act, 2013 and rules made thereunder, applicable Secretarial Standards issued by ICSI and DPE Guidelines on Corporate Governance, as amended from time to time, except compliance related to appointment of requisite number of Independent Directors. Due to such non-compliances, NSE and BSE have imposed a total fine of ₹ 43,18,800/- including GST), for all the four quarters of FY 2023-24. Also, a penalty of Rs. 11,800 was paid to BSE (including GST) for short notice for record date intimation of ISIN INE153A08022 in the month of November, 2022.	Yes
Settlement	NIL	NIL	NIL	NIL	-
Compounding fee	NIL	NIL	NIL	NIL	-
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	NIL	NIL	NIL	NIL	-
Punishment	NIL	NIL	NIL	NIL	-

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
In connection with fine levied by NSE and BSE for non-appointment of Independent Directors, as stated in the previous question, since the power to appoint Directors on the Board of the Company vests with the Govt. of India, acting through the Administrative Ministry i.e., Department of Telecommunications (DoT), Ministry of Communication, Government of India, therefore the Company has been requesting the appointing authority, i.e., DoT, for appointment of requisite number of Independent Directors. The Company has no control in the appointment of Directors. In view of the same, the Company had requested / is requesting the stock exchanges to waive off the said fines.	1. National Stock Exchange of India Limited 2. BSE

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

Yes. The ethical conduct of the Company is reflected in the various policy initiatives. While the Employees Conduct, Discipline & Appeal Rules (CDA Rules) cover the employees at all levels in the organization. In addition, to promote ethical business, Policies like Code of Conduct, Integrity Pact, Whistle Blower Policy, Insider Trading Code and Citizen Charter have also been put into operation. CVC Manual is also being followed in MTNL Vigilance Unit

Additionally, the Company has a Vigilance Department headed by Chief Vigilance Officer (CVO), who is a nominee of the Central Vigilance Commission. The Vigilance Department submits its reports to Competent Authority including the Board of Directors. The CVO also reports to the Central Vigilance Commission as per their norms.

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

No Directors and KMPs were involved in bribery/corruption both in FY24 and FY23. On above grounds, no action was taken by any law enforcement agency.

Ethics Complaints* received during the F.Y. 2023-24				Bribery & Corruption Complaints received during the F.Y. 2023-24			
Total complaints	No. of Complaints Resolved	No. of Complaints pending	% of complaint resolved	Total complaints Received	No. of Complaints Resolved	No. Complaints pending	% of complaint resolved
-	-	-	-	36	33	03	91.6

*Note: As there is no category of complaint mentioned as ethics complaints as per CVC manual. All complaints which are administrative in nature (Non-vigilance) are forwarded to concerned wing for needful action. During F.Y 2023-24, 204 such complaint was sent.

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

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NA	NIL	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NA	NIL	NA

No complaints were received with regard to conflict of interest against Directors & KMPs in FY 2023-24 and FY 2022-23 respectively.

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 payable {(Accounts Payable*365)/Cost of goods/service procured) in the following format:

	FY 2023-24	FY 2022-23
Number of days of accounts payable	-	-

9. Openness 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:-

Parameters	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NIL	NIL
	b. Number of trading houses where purchases are made from	NIL	NIL
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NIL	NIL
Concentration of sales	a. Sales to dealers/distributors to whom sales are made	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/distribution	NIL	NIL
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	NIL	NIL
	b. Sales (Sales to related parties/Total Sales)	NIL	NIL
	c. Loans & advances (Loan & advances given to related parties/Total loans & advances)	NIL	NIL
	d. Investments (Investments in related parties/Total Investments made)	NIL	NIL

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

Essential Indicators

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

	FY 2023-24	FY2022-23	Details of improvement in environmental and social impact
R&D	-	-	-
Capex	-	-	-

With reference to R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes, it is submitted that MTNL being a service provider is not involved in R&D and making investment in specific technologies to improve the environmental and social impacts. However, MTNL has been involved in conducting field trails from time to time (as per requirement) with no financial implications.

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

Yes, MTNL is following all the guidelines given by the Govt. of India for procurement of Goods & Services. MTNL integrates all Social, Ethical and Environmental performance factor into the process of selection supplies/vendors. The Company promotes GeM portal (Government e-Marketplace) in its procurements and also promotes sourcing from MSME vendors. All procurement / sourcing of material and services is done as per the procedure defined in the Procurement Policy of the Company.

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

Sl. No.	PROCUREMENT DURING FY 2023-24	(Rs. in Crores)
1.	Total Procurement during the year	Rs. 76.17
2.	Annual Procurement from Micro and Small Enterprises (MSEs)	Rs. 76.16
3.	Annual procurement from MSEs owned by SC/ST Entrepreneurs	Rs. 0.16
4.	Annual procurement from MSEs owned by Women Entrepreneurs	Rs. 18.10
5.	Annual Procurement from GeM	Rs. 16.22
6.	Annual Procurement from MSEs on GeM	Rs. 15.23

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.

Disposal of old, unserviceable & obsolete IT equipment's, identified as e-waste, in MTNL, Scrapping for Computer items done in 2019 through MSTC. The life of Computer has been fixed for seven years. Given the nature of business and operations, the Company does not have material plastic waste and other waste. Further, the Company does not have any hazardous waste.

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

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

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

Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facility	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Permanent Employee											
Male	2674	2674	100%	N/A		N/A		AS PER RULES		INCLUDED IN HEALTH INSURANCE	
Female	635	635	100%			INCLUDED IN MEDICAL POLICY		N/A			
Total	3309	3309	100%								
Other than Permanent Employee											
Male	**NA**										
Female	**NA**										
Total	**NA**										

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

Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facility	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Other than Permanent Employee											
Male	**NA**										
Female	**NA**										
Total	**NA**										

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

	FY 2023-24	FY2022-23
Cost incurred on well-being measures as a % of total revenue of the Company*.	0.62%	0.45%

***** Premium paid by MTNL to Insurance Company for GHIS in FY 2023-24 is Rs 8.11 cr and in FY 2022-23 is Rs 6.64 cr respectively.

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

Benefits	FY 2023-24			FY 2022-23		
	No. of Employees covered as a %of as a % of total employee	No. of workers covered as a %of as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of Employees covered as a %of as a % of total employee	No. of workers covered as a %of as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity*	64.3	NA	Y	63	NA	Y
ESI	NA	NA	NA	NA	NA	NA
others						

*includes employees who have opted CPF only and not GPF for whom Gratuity is payable by the Government

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

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.

MTNL complies with provisions of Rights of Persons with Disabilities Act, 2016 to protect the interests of persons with disabilities. Reservation is provided as per the Government of India (GoI) instructions in direct recruitment for Persons with Benchmark Disabilities. Separate 100 point vacancy based reservation roster register is maintained for determining/ effecting reservation for the Persons with Benchmark Disabilities. Relaxation in age limit and standards of suitability (as applicable) is given to persons with disabilities. Liaison Officers for PwD have been appointed to look after reservation matters and to ensure compliance of instructions of the Act.

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

Gender	Permanent Employee		Permanent worker	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	100	NA	NA
Female	100	100	NA	NA
Total	100	100	NA	NA

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

MTNL has its own grievance redressal procedure for employees. Management of the Company believes in the philosophy of an Open Door Policy in the matter of redressal of

employees grievances. An aggrieved employee can approach his/her Departmental Head or the concerned officer of the Personnel Department (including the Head of the Personnel Department) and discuss his/her grievance. Best efforts are made to enable prompt actions on the issue(s) raised by the employee. The objective of the Grievance Redressal Procedure is to provide an easily accessible machinery for settlement of grievances, and to adopt measures as would ensure expeditious settlement of grievances, leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

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

Category	FY 2023-24			FY 2022-23		
	Total Employee/ worker in respective category (A)	No. of employee/ worker in respective category who are part of association(s) or Union (B)	%(B/A)	Total Employee/ worker in respective category (C)	No. of employee/ worker in respective category who are part of association(s) or Union (D)	%(C/D)
Total Permanent Employee	3309	1538	46.47%	3567	1669	46.79%
Male	2674	1201	44.91%	2863	1309	45.72%
Female	635	337	53.07%	704	360	51.13%
Total Permanent Worker	--	--	--	--	--	--
Male	--	--	--	--	--	--
Female	--	--	--	--	--	--

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
Total Permanent Employee	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)	No. (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Male	1558	Nil	Nil	1558	81.31%	589	Nil	Nil	589	100%
Female	358	Nil	Nil	358	18.68%	150	Nil	Nil	150	100 %
Total Permanent Worker	1916	Nil	Nil	1916	100%	739	Nil	Nil	739	100 %
Other than Permanent Employee (Industrial Visits)										
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

Refer to the Point No.8 of Principle 3.

10. Health and safety management system:

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

Considering the nature of business and operations, the occupational health and safety issues are minimal. The Company takes care of health and well-being of its employees by reimbursing in-patient and out-patient medical costs, provision for leaves on medical grounds, which are applicable for all employees

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

NA

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

NA

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

1. In order to ensure a safe and healthy workplace, requisite security measures, installation and maintenance of fire extinguishers and housekeeping measures have been taken in MTNL.
2. MTNL being an essential service provider of telecom services, MTNL has been scrupulously following COVID prevention and management guidelines for all its stakeholders like social distancing, wearing of masks, and frequent hand sanitization.
3. Quarantine Leave has been provided for employees whose family members have been infected with COVID.
4. For employees and their family members requiring hospitalization due to COVID, Group Health insurance coverage upto Rs.6 Lakhs is being provided under Group Health Insurance Scheme.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	NOT APPLICABLE	
	worker		
Total recordable work- related injuries	Employee		
	worker		
No. of fatalities	Employee		
	worker		
High consequence worked-related inju8ry or ill-health (excluding fatalities)	Employee		
	worker		

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

In order to ensure a safe and healthy workplace, requisite security measures, installation and maintenance of fire extinguishers and housekeeping measures have been taken in MTNL.

MTNL being an essential service provider of telecom services, MTNL has been scrupulously following COVID prevention and management guidelines for all its stakeholders like social distancing, wearing of masks, and frequent hand sanitization.

Quarantine Leave has been provided for employees whose family members have been infected with COVID.

For employees and their family members requiring hospitalization due to COVID, Group Health insurance coverage upto Rs.6 Lakhs is being provided under Group Health Insurance Scheme.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of the year	Remark	Filed during the year	Pending resolution at the end of the year	Remark
Working conditions	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health & Safety practice	NA
Working conditions	NA

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

Not Applicable

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.

We believe that engagement with Stakeholders is key to understanding their needs, working with them to minimise risks, maintaining social legitimacy, improving credibility and gaining their trust. We identified our Stakeholders as groups and individuals, who can

influence or/are impacted by our operations/activities, change in technology, regulations, market and societal trends either directly or indirectly which comprise of communities, employees, supply chain partners, customers, investors, regulators, and civil society organisations for all its operations. We commit to engage openly and authentically with our stakeholders to enhance cooperation and mutual support for a sustainable development. The Company has mapped its internal and external stakeholders. Internal stakeholders include employees of the Company; and external stakeholders include Department of Telecommunications (DoT), Ministry of Communications, Government of India, Equity Shareholders, Bondholders, Creditors, Vendors, Bankers and Customers from both Public and Private sectors, Governmental Bodies and Regulatory Authorities including TRAI, State Government(s), Reserve Bank of India, Ministry of Corporate Affairs, Securities and Exchange Board of India, Stock Exchanges, Registrar & Transfer Agent etc.

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

Stakeholder Group	Whether identified as vulnerable & Marginalized Group (Yes/ No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, advertisement, Community Meetings, Notice board, Website), Other	Frequency of Engagement (Annually/ Half yearly/ Quarterly/others – please specify)	Purpose and Scope of engagement including key topics and concerns raised during such engagement
Department of Telecommunication (DoT), Ministry of Communications, Government of India	NO	Meetings, Letter, Email, Telephonic Call	As and when required	For Compliance with directions issued by the Government of India
Customers	NO	Email, SMS, Newspaper, advertisement Website	As and when required	For Customer Satisfaction and for redressal of their grievances
Vendors	NO	As needed: calls and meetings, emails, presentations, reviews.	At regular intervals	For operational requirements
Shareholders	NO	Email, SMS, Website, Letters, Telephone, Newspaper etc.	On Quarterly basis, through AGM, Postal Ballot and as and when required under SEBI Regulationss	Communication of financial results, adoption of financial statement and transaction of ordinary and special business from time to time in AGM and through Postal Ballot. Addressing requests/ grievances of shareholders from time to time
Bondholders	NO	Email, SMS, Website, Letters, Telephone, Newspaper etc.	As and when required in order to comply with SEBI LODR requirements	Allotment, Interest Servicing, Redemption Payment, Bond Certificate/ Demat Credit. Addressing requests/ grievances of bondholders from time to time.

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 2023-24			FY 2022-23		
	Total (A)	No. of/employees workers covered (B)	% (B / A)	Total (C)	No. of/employees workers covered (D)	% (D / C)
Permanent Employee						
Male	Nil					
Female						
Total						
Other than Permanent Employee						
Male	**NOT APPLICABLE**					
Female						
Total						

2. Details of minimum paid to employees and workers

Wages are paid to the employees as per pay scales approved by the MTNL Board, i.e. IDA pay scale approved by Department of Public Enterprises (DPE), Govt. of India.

Category	FY 2023-24					FY 2022-23			
	Total (A)	Equal to Minimum Wage		More than Minimum Wage	% (B / A)	Total (C)	Equal to Minimum Wage	More than Minimum Wage	% (D / C)
		No. (B)	% (B/A)						
Permanent Employee									
Male	100								
Female									
Total									
Other than Permanent Employee									
Male	NOT APPLICABLE								
Female									
Total									

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

(a) Median remuneration/salary/wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	11	NIL	1	NIL
Key Managerial Personnel*	2		0	NIL
Employees other than BoD and KMP*	2672		635	
Workers	NOT APPLICABLE			

*Total Salary paid to Employees during FY 2023-24 = Rs 570.06 crore

*No remuneration / salary is paid to whole time / Govt. Nominee Directors. Independent Directors are paid only sitting fees, reimbursement of travel, hotel expenditure for attending Board & its committee meetings.

(b) Gross wages paid to females as % of total wages paid by the Entity, in the following format:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	19.21%	19.51%

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)

The Company accords the highest priority for protection and upliftment of human rights and the Board and senior management are fully responsible and committed for addressing human rights impacts or issues caused or contributed, by the Company's business and any actions, broadly speaking. However, the Company believes that its employees shall live with social & economic dignity & freedom, and treated equally regardless of gender, race, economic status, caste or religion. The Company's support for the fundamental principles of human rights is reflected in the Company policies and actions towards our employees, suppliers, clients and communities.

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

MTNL has its own Grievance Redressal Procedure for employees. Management of the Company believes in the philosophy of an Open Door Policy in the matter of redressal of employee grievances. An aggrieved employee can approach his/her Departmental Head or the concerned officer of the Personnel Department (including the Head of the Personnel Department) and discuss his/her grievance. Best efforts are made to enable prompt actions on the issues raised by the employee. The objective of the Grievance Redressal Procedure is to provide an easily accessible machinery for settlement of grievances, and to adopt measures as would ensure expeditious settlement of grievances, leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

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

	FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	0	NIL
Discrimination at workplace	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL
Forced Labour/Involuntary Labour	NIL	NIL	NIL
Wages	NIL	NIL	NIL
Other human rights related issues	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 2023-24	FY 2022-23
Total Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013)	01	01
Complaints on POSH as % of female employees/workers	01/656=0.15%	01/704=0.14%
Complaints on POSH upheld	NIL	NIL

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

MTNL has its own grievance redressal procedure for employees. Management of the Company believes in the philosophy of an Open Door Policy in the matter of redressal of employees grievances. An aggrieved employee can approach his/her Departmental Head or the concerned officer of the Personnel Department (including the Head of the Personnel Department) and discuss his/her grievance. Best efforts are made to enable prompt actions on the issue(s) raised by the employee. The objective of the Grievance Redressal Procedure is to provide an easily accessible machinery for settlement of grievances, and to adopt measures as would ensure expeditious settlement of grievances, leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization. The Company has constituted an Internal Complaints Committee in MTNL CO, Delhi Unit and Mumbai Unit to look into the complaints on Prevention, Prohibition & Redressal of Sexual Harassment of Women at Workplace and matters concerned therewith or incidental thereto covering all aspects as contained in the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013. The Committee consist of the following members:

- A Presiding Officer: This must be a senior female employee of the organization.
- Two employee members: These employees must be aware and sensitive to gender issues and dedicated to the cause of women or possess some legal knowledge on related matters.
- One External member: This should be from an NGO or Association committed to the cause of women and issues related to sexual harassment. The composition should be such that half of the total members must be women.

Duties of the Internal Complaints Committee:

The Internal Complaints Committee once constituted, plays a pivotal role in the effective implementation of the provisions at the workplace. A general list of duties of the Committee is enumerated as follows:

- Implementation of the Anti–Sexual Harassment Policy at the workplace.
- Submit an Annual Report (Including details like the number of case files at their disposal, etc.)
- Bring about awareness about what comprises 'sexual harassment' at the workplace by way of workshops, posters, documents, notices, seminars, etc.
- Publicize the policy framework effectively.
- Provide the victims with a safe and accessible mechanism of complaint.
- Initiation of inquiry at the earliest.
- Redress the complaints in a judicious manner.
- Provide interim relief to the complainant.
- Provide an opportunity for conciliation wherever possible.
- Stick to the principles of natural justice at all stages of the proceedings.
- Whenever required, forward the complaint to the police.
- Submit the inquiry report along with recommendations.
- Maintain confidentiality in regard to the proceedings taking place before the Committee.

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

Yes, MTNL has adopted employee- oriented policies, in line with the general laws and sound ethical practices. Kindly also refer above-mentioned point no. 4.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	-
Forced/involuntary labour	
Sexual harassment	-
Discrimination at workplace	-
Wages	-

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

Not Applicable

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:

MTNL does not have production / manufacturing facility. It runs Telephone Exchanges in Delhi and Mumbai. Steps taken to reduce power consumption in Mumbai Unit are as below:

-Lights & fans in the unused cabins are switched off.

-Staff is requested to switch off lights & fans when not required & while leaving office.

-Old AC units are scrapped and new AC units installed as per requirement

-Installation of LMG is in progress to replace OCB/EWSD exchanges and DSLAMS. This will result in further reduction in power consumption.

Parameter	FY 2023-24		FY 2022-23	
	Delhi	Mumbai	Delhi	Mumbai
Total electricity consumption (A)		66239147	-	74355794
Total fuel consumption (B)		20335	-	21701
Energy consumption through other sources (C)			-	0
Total energy consumption (A+B+C)		66259477	-	74377495
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)			-	

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

Not Applicable

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

MTNL is a Telecom Service provider company and does not have production / manufacturing facility, therefore its water intensity is negligible

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kiloliters)		
1. Surface water	-	-
2. Groundwater	-	-
3. Third party water	-	-
4. Seawater / desalinated water	-	-
5. Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-

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 details of the following disclosures related to water discharged:**

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

Not Applicable

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

MTNL is a Telecom Service provider company and does not have production / manufacturing facility. However, it complies with all applicable Environmental & Pollution laws and regulations.

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

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

MTNL is a Telecom Service provider company and does not have production / manufacturing facility. However, it complies with all applicable Environmental & Pollution laws and regulations.

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

Not Applicable

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Hazardous waste generated	-	-
Non-hazardous waste generated	-	-
Total	-	-
Waste diverted from disposal	-	-

Category of waste (Hazardous)	-	-
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
Category of waste (Non Hazardous)	-	-
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-

*Considering the nature of business, the Company does not generate any material waste other than negligible quantity of e-waste. Scrapping of hazardous waste like exchange batteries, old power plants, AC units, etc. has been initiated by Mumbai Unit. Mumbai unit has also initiated scrapping of other items like old papers, furniture (Wooden/Metal), vehicles etc.

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.

Disposal of old, unserviceable & obsolete IT equipment's, identified as e-waste, in MTNL, Scrapping for Computer items done in 2019 through MSTC. The life of Computer has been fixed for seven years. Given the nature of business and operations, the Company does not have material plastic waste and other waste. Scrapping of hazardous waste like exchange batteries, old power plants, AC units, etc. has been initiated.

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:

Not Applicable

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

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.

MTNL is not a manufacturing company. Hence, the given question has limited relevance. However, the Company complies with applicable Environmental & Pollution Laws and Regulations in respect of its premises and operations

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

Essential Indicators

1. **a. Number of affiliations with trade and industry chambers/ associations.**

NIL.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Standing Conference of Public Enterprises (SCOPE)	National
2.	Telecom Equipment And Services Export Promotion Council (TEPC)	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.**

No adverse order was received by the Company from regulatory authorities during the financial year 2023- 24, hence no corrective action was required to be taken.

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.**

MTNL has framed its Citizen/Client Charter which is available in the given link **https://mtnl.in/citizencharter.pdf.** Also Common Charter of Telecom Services 2005 is also available in the given link **https://mtnl.in/telecom05.html.** Telecom Consumer Charter for MTNL Delhi Unit is given in the following link **https://mtnldelhi.in/ccdelhi.pdf.** Consumer Complaints Redressal Regulation in MTNL Mumbai Unit is given in the following link **https://mtnlmumbai.in/index.php/telecom-consumer-complaint-and-redressal-regulation.**

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	76.16 Cr	50.29 Cr
Sourced directly from within the district and neighbouring districts	—	—

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.

Grievance Redressal Mechanism in MTNL Delhi Unit: - The following are the different mechanism for receiving and responding to consumer complaints and feedback :

a) Web portal "https://mtnldelhi.in".

b) Call Center numbers:

Type of Service	Toll free Consumer care Number(s) at Complaint Centre(s)	Alternate Specific Number accessible from other networks	General Information Number	Alternate Specific Number accessible from other networks	Unified Access No
Landline	198	xxxx2198	1500	22221500	1130
Broadband	198, 1504	xxxx2198, 22221504	1504 ,1509	22221504	
FTTH	1507	22221507	1507	22221507	
GSM	1503	1800111503	1503	1800111503	

"xxxx" stands for exchange code i.e. first four digits of Landline Telephone number.

c) Android phone users may use "My MTNL Delhi" App for booking, tracking complaints and providing feedback.

d) Consumer may contact to senior officials directly through telephoning. The contact details of the MTNL senior officials are available on the website "https://mtnldelhi.in".

e) Consumers may visit the nearby Sanchar haat. List of Sanchar haat is available on the website 'mtnldelhi.in'.

f) IVRS and Telephoning methods are also adopted in addition to the above methods for consumer's feedback

In case the complaint is not redressed within specified time-limit or if customer is not satisfied, then to accelerate the redressal of his complaint, he can lodge appeal to appellate authority. The details of Appellate Authorities of MTNL are available on website of MTNL

Delhi (www.mtnldelhi.in). In addition, the customer has an option to lodge his grievance, in case of non-resolution of his grievances, on other platforms like: TRAI website: http://www.trai.gov.in Public grievances to the Central Government (Centralized CPGRAMS) website: http://pgportal.gov.in. Customer can also booked complaint through e-mail id,

Grievance Redressal Mechanism in MTNL Mumbai Unit : In MTNL Mumbai customer book their complaint of Landline, Broadband, Mobile services through short code 198, 1130, 1500, 1504, 1503 through IVRS system or call center. Online complaint also booked through following link https://mtnlmumbai.in/index.php/customer-care/book-complaint. Complaint through Social media like Twitter https://twitter.com/MTNLMbiOfficial. LC circuits booking through IVRS code is 12676 and for online booking link is https://billcare.mtnl.net.in/frs/info/book_lc.

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 product relevant to the (Energy Used, Water Consumed, No. of People involve in production etc)*	-
Safe and responsible usage	-
Recycling and/or safe disposal	-

As, MTNL is a Telecom Service provider company, the above-mentioned point is not applicable.

3. Number of consumer complaints in respect of the Data privacy, Advertising, Cyber-security, Delivery of essential services, Restrictive Trade Practices, Unfair Trade Practices, other:

In FY 2023-24, no such type of Complaints has received by MTNL.

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

(a) Voluntary recalls – Number and Reasons for recall

(b) Force recalls – Number and Reasons for recall

Not Applicable as MTNL is a Telecom Service provider company and does not have production / manufacturing facility.

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.

MTNL has its IT security Policy only for internal use. Since it is for internal use only, it is not available for common Public. However, MTNL has placed some security advisories for common public on its websites. These security advisories are placed at https://mtnldelhi.in/advisory.htm or Mumbai, a link is available under the tab " Other Links" under head

"Information Security Education and Awareness" at MTNL Mumbai Website i.e. www.mtnlmumbai.in.

IT system Security Audit of all applications and all associated ancillary IT systems including WFMS, FRS , Convergent billing and other billing systems is carried out by MTNL from time to time. Accordingly, the recommendation of Audit agency/firm are implemented to the extent possible to strengthen the security of IT system and infrastructure. All the customer data stored in IT systems, managed by MTNL or outsourced by it, is governed by standard data management policies and data is fully protected by various security arrangements done at various levels and IT systems is protected by very strong security frame work governed by three tier security structure which is fully secured and system of firewalls and IP based access to CDR system offers added security. Further new syslog servers and application was procured and is in use which has enhanced the security of MPLS network of MTNL.

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

Not Applicable. Also kindly refer Point No 5 above.

7. Provide the following information related to data breaches:

(a) Number of instances of data breaches – NIL during FY 2023-24

(b) Percentage of data breaches involving personally identifiable information of customers - NA

(c) Impact, if any, of the data breaches - NA

FOR & BEHALF OF BOARD OF DIRECTORS
(A. ROBERT J. RAVI)
Chairman & Managing Director

Date: 14-08-2024
Place: NEW DELHI

ANNEXURE TO BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

P1	**Businesses should conduct and govern themselves with Ethics, Transparency and Accountability** MTNL conducts its business activities with utmost importance to ethics, transparency and accountability. The various policies, codes and rules framed in this regard include:-	
	Name of the Policy	**Weblink**
	Guidelines on Corporate Governance	https://mtnl.in/corporategovernance.html
	Policy for Prevention of Fraud	https://mtnl.in/PIDPI.pdf
	Whistle Blower Policy	https://mtnl.in/whistleBlowerPolicy.pdf
	Code of Business Conduct and Ethics	https://mtnl.in/codeofconduct.pdf
	Policy on Materiality of Related Party Transactions and Dealing with Related Party Transactions	https://mtnl.in/Related%20Party%20transaction%20Policy.pdf
	Code of Conduct for Regulating, Monitoring and Reporting of Trading by Designated Persons and their Immediate Relatives and for Fair Disclosure	https://mtnl.in/INTERNAL%20CODE%20OF%20CONDUCT%20FOR%20PREVENTION%20OF%20INSIDER%20TRADING%20IN%20MTNL.pdf https://mtnl.in/CODE%20OF%20PRACTICES%20AND%20PROCEDURES%20FOR%20FAIR%20DISCLOSURE%20OF%20UNPUBLISHED%20PRICE%20SENSITIVE%20INFORMATION.pdf
	Citizen Charter	https://mtnl.in/citizencharter.pdf
	In addition to the above, there are other policies and rules, which are internal documents of the Company and are accessible to the employees of the Company on Intranet.	
P2	**Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.** Details of the Company's services are available at https://mtnldelhi.in/ and https://mtnlmumbai.in/Further, CSR Policy of the Company is available at https://mtnl.in/csr_2014.pdf	
P3	**Businesses should promote the well-being of all employees** The Company has adopted various employee-oriented policies in line with the general laws and regulations and sound ethical practices. Such policies are normally approved by the Board of Directors and are accessible to the employees of the Company on the Intranet. https://mtnl.in/Humanresource.html	
P4	**Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized** The Company respects the interest of all its stakeholders, including those who are disadvantaged, vulnerable & marginalized. The Company works towards inclusive growth through its CSR Policy approved by the Board of Directors. The CSR Policy is available at https://mtnl.in/csr_2014.pdf	
P5	**Businesses should respect and promote human rights** MTNL strives to safeguard and uphold human rights in all ways possible. The Company has a Code of Business Conduct & Ethics for its Board Members and Senior Management, which, *inter-alia*, casts moral imperative on the members of senior management to keep in mind the safety and protection of human life and environment and also to avoid discrimination on any grounds. The said Code is available at https://mtnl.in/codeofconduct.pdf	
P6	**Businesses should respect, protect and make efforts to restore the environment**	
P7	**Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner**	
P8	**Businesses should support inclusive growth and equitable development** MTNL has framed its Citizen/Client Charter which is available in the given link **https://mtnl.in/citizencharter.pdf .** Also Common Charter of Telecom Services 2005 is also available in the given link **https://mtnl.in/telecom05.html.** Telecom Consumer Charter for MTNL Delhi Unit is given in the following link **https://mtnldelhi.in/ccdelhi.pdf.** Consumer Complaints Redressal Regulation in MTNL Mumbai Unit is given in the following link **https://mtnlmumbai.in/index.php/telecom-consumer-complaint-and-redressal-regulation.**	
P9	**Businesses should engage with and provide value to their customers and consumers in a responsible manner** Details are given in the following link:- www.mtnldelhi.in , www.mtnlmumbai.in	