

August 21, 2026

National Stock Exchange of India Limited ("NSE") Exchange Plaza, C-1 Block G, Bandra Kurla Complex Bandra [E], Mumbai – 400051	BSE Limited ("BSE") Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai - 400 001
NSE Scrip Symbol: BLSE	BSE Scrip Code: 544107

SUBJECT: Business Responsibility & Sustainability Report for the FY 2025-26

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations"), please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2025-26, which also forms part of the Annual Report for Financial Year 2025-26.

The Business Responsibility & Sustainability Report is also available on the website of the Company and can be accessed at <https://blseervices.com/>

Kindly take the same on record.

For BLS E-Services Limited

.....
Neha Baid
Company Secretary & Compliance Officer
ICSI Membership No.: A33753

Encl.: As above

Business Responsibility and Sustainability Report

The Company recognize that strong ESG performance is essential for achieving long-term success and fostering a more inclusive and equitable society. Our unwavering commitment to sustainability and transparency underscores our efforts to create lasting value for both the Company and our diverse group of stakeholders.

This Business Responsibility and Sustainability Report reaffirms our dedication to responsible business practices. It is structured around the nine principles of the National Guidelines on Responsible Business Conduct (NGRBC) and offers a detailed account of our efforts to operate with integrity, accountability, and social responsibility. We are committed to maintaining open and ongoing engagement with our stakeholders to understand their ESG expectations and to continuously enhance our performance in this critical area.

SECTION A : GENERAL DISCLOSURES

I. Details of the listed entity

S. No.	Required Information	
1	Corporate Identity Number (CIN) of the Listed Entity	L74999DL2016PLC298207
2	Name of the Listed Entity	BLS E-SERVICES LIMITED
3	Year of incorporation	2016
4	Registered office address	G-4B-1 Extension, Mohan Co-Operative Indl. Estate, Mathura Road, New Delhi 110044
5	Corporate address	Plot No-865, Udyog Vihar Phase-5, Gurugram, Haryana-122016
6	E-mail	cs@blseservices.com
7	Telephone	+91-11-45795002
8	Website	www.blseservices.com
9	Financial year for which reporting is being done	Financial year 2025-26
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11	Paid-up Capital	Rs. 9085.64 Lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Mrs. Neha Baid Designation: Company Secretary and Compliance Officer E-mail: cs@blseservices.com Telephone:- landline no +91-11-45795002
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
14	Name of Assessment or Assurance Provider	NA
15	Type of Assessment or 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	Business Correspondents services, Assisted E-services and E-Governance Services	BLS E-Services is a technology enabled digital service provider, providing (i) Business Correspondents services to major banks in India, (ii) Assisted E-Services; and (iii) E-Governance Services at grass root levels in India. Through its robust network it provide access points for delivery of essential public utility services, social welfare schemes, healthcare, financial, educational, agricultural and banking services for governments (G2C) and businesses (B2B) alike in addition to a host of B2C services to citizens in urban, semi-urban, rural and remote areas.	100%

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

S. No.	Product / Service	NIC Code	% of total Turnover contributed
1	Business Correspondents services, Assisted E-Services and E-Governance Services	749	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	4	4
International	NA	NA	NA

19. Market Served by the entity:

Number of locations	
Locations	Number
a. National (No. of States)	28
International (No. of Countries)	-
b. What is the contribution of exports as a percentage of the total turnover of the entity?	0%
C. A brief on type of customers	The company delivers Business Correspondent services for major Indian banks, along with value-added services for citizens in urban, semi-urban, rural and remote areas. Through its tech-enabled integrated business model, the Company provide the services in the G2C, B2C, B2B categories.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No.(C)	% (C/A)
Employees						
1	Permanent (D)	123	97	78.86%	26	21.14%
2	Other than Permanent (E)	-	-	-	-	-
3	Total employees (D+E)	123	97	78.86%	26	21.14%
Workers						
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (G)	NA	NA	NA	NA	NA
6	Total workers (F+G)	NA	NA	NA	NA	NA

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)	-	-	-	-	-
2	Other than Permanent (E)	-	-	-	-	-
3	Total differently abled employees (D+E)	-	-	-	-	-
Differently Abled Workers						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total differently abled workers (F+G)	-	-	-	-	-

21. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14.28%
Key Management Personnel (excluding Board of Directors)	1	1	100%

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2025-26*			FY 2024- 25*			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	73.55%	51.43%	69.47%	64%	25%	58%	58%	29%	54%
Permanent Workers	NA								

*Turnover rate excludes inter-company transfer within the BLS Group.

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

S. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	BLS Kendras Private Limited	Wholly owned Subsidiary	100	No
2	Starfin India Private Limited	Wholly owned Subsidiary	100	No
3.	Zero Mass Private Limited	Subsidiary	90.94	No
4.	Aadifidelis Solutions Private Limited	Subsidiary	57	No
5.	Sai Finent Advisory Private Limited	Step Down Subsidiary	57	No

VI. CSR Details
24

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
(ii) Turnover (in Rs.)	87,34,68,421
(iii) Net worth (in Rs.)	4,23,25,81,457

VII. Transparency and Disclosure 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 Mechanism in Place(Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		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, https://blseservices.com/uploads/files/Corporate_Social_Responsibility_Policy.pdf	Nil	Nil	Nil	Nil	Nil	Nil

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place(Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		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
Investors (other than shareholders) 	Yes https://blseservices.com/investor-services	Nil	Nil	Nil	134	Nil	Nil
Shareholders 	Yes https://blseservices.com/investor-services	2	NIL	NIL	2	NIL	NIL
Employees and workers 	Yes https://blseservices.com/uploads/files/WHISTLE_BLOWER_POLICY_VIGIL_MECHANISM.pdf	NIL	NIL	NIL	NIL	NIL	NIL
Customers 	Yes https://blseservices.com/contact Consumer complaints and feedback are received through multiple channels including email, phone, website forms, and in-person interactions. Upon receipt, each complaint is acknowledged and promptly resolved.	NIL	NIL	NIL	NIL	NIL	NIL
Value Chain Partners 	Yes https://blseservices.com/uploads/files/BLS_E-Services_Limited-Code_of_conduct_for_Business_Partners.pdf For our business partners, we communicate directly with them through phone calls or emails.	NIL	NIL	NIL	NIL	NIL	NIL
Other (please specify) 	NA	NA	NA	NA	NA	NA	NA

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.	Waste Management 	Risk and Opportunity	Risk: Inefficient waste management may lead to non-compliance with environmental regulations, increased waste disposal costs, environmental pollution, and reputational damage, potentially affecting stakeholder confidence and business continuity. Opportunity: Adoption of efficient waste management practices can improve resource utilization, reduce waste generation and disposal costs, support circular economy principles, and enhance environmental performance and stakeholder trust.	The Company follows a digital-first approach to minimize paper consumption by maintaining records and correspondence electronically. The Company generates limited quantities of e-waste from the periodic replacement of IT equipment such as computers, servers, and related systems. For the disposal of e-waste generated over the period, the company is evaluating waste service providers who are authorised to conduct waste management services in accordance with local waste management legislation.	Negative: Ineffective waste management may lead to regulatory penalties, remediation costs, and reputational impacts. Positive: Effective waste management practices can reduce compliance risks, improve operational efficiency, strengthen stakeholder confidence, and support the Company's sustainability objectives.
2.	Community Wellbeing 	Opportunity	The Company's long-term success is linked to the well-being and development of the communities in which it operates. Investments in healthcare and women empowerment contribute to inclusive growth and strengthens stakeholder relationships.	The Company undertakes CSR initiatives under the oversight of its CSR Committee. During FY 2025-26, the Company's key focus areas were healthcare and women empowerment. Its healthcare initiatives focused on promoting holistic well-being through naturopathy treatments, yoga camps, and Ayurvedic healthcare programs, while its women empowerment initiatives aimed at supporting the socio-economic development of women. The Company continues to collaborate with credible implementing agencies to ensure the effective execution and monitoring of its CSR programmes. During FY 2025-26, the Company spent INR 33 lakhs on its CSR initiatives through an implementing agency, 'Sansthanam Abhay Daanam'.	Positive: Investments in community well-being create long-term value by fostering trust, strengthening community relations, enhancing corporate reputation, and supporting sustainable business growth through positive stakeholder engagement.

S. No	Material issue identified	Indicate whether Risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Customer Privacy and Data Security 	Risk	The Company relies extensively on digital platforms, information systems, and technology infrastructure to deliver its services. Any cybersecurity incident, data breach, unauthorized access, system failure, or disruption arising from cyber threats, technology failures, or natural disasters could compromise sensitive customer and business information, disrupt operations, lead to regulatory non-compliance, and adversely impact stakeholder trust and the Company's reputation.	The Company has implemented a comprehensive information security framework comprising advanced firewalls, antivirus solutions, intrusion prevention mechanisms, encrypted backups, VPN-based access controls, static IP restrictions, web application firewall (WAF) protection, two-factor authentication, role-based access controls, and periodic vulnerability assessments. The Company operates a secured in-house data centre with backup redundancy and disaster recovery capabilities. Employee awareness programmes on cybersecurity, regular security reviews, incident response protocols, and business continuity measures are also in place to strengthen resilience against cyber and operational risks.	Negative: Cybersecurity incidents, data breaches, system outages, or business disruptions may result in financial losses, regulatory penalties, legal liabilities, remediation costs, operational downtime, and reputational damage. Positive: Robust information security and business continuity measures enhance customer confidence, support regulatory compliance, safeguard critical information assets, improve operational resilience, and contribute to sustainable business growth.
4.	Talent Attraction and Retention 	Opportunity	The Company's continued growth and ability to deliver quality services depend on attracting, developing, and retaining a skilled and motivated workforce. Strong employer branding, employee engagement, and career development initiatives enhance the Company's ability to attract talent, improve employee satisfaction, and build a future-ready workforce.	The Company has implemented various initiatives to strengthen talent attraction and retention, including employee engagement programmes, leadership communication, employee recognition initiatives, referral-based recruitment, and employer branding through digital and professional platforms. Learning and development programmes such as Empower 360, enhanced onboarding through Parichay, and continuous skill-building initiatives focused on future-ready capabilities support employee growth and career progression. The Company also offers employee benefits, including ESOPs for eligible employees, and promotes regular communication through internal platforms to foster an inclusive and engaging work environment.	Positive: Effective talent attraction and retention practices help reduce attrition, improve employee productivity and engagement, strengthen organizational capabilities, and support business continuity and long-term growth. A strong employer brand also enhances the Company's ability to attract high-quality talent while reducing recruitment costs over time.

S. No	Material issue identified	Indicate whether Risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5.	Regulatory Compliance 	Risk	The Company operates in a highly regulated business environment and is required to comply with various applicable laws, regulations, and industry standards. Any non-compliance may result in regulatory actions, financial penalties, legal liabilities, operational disruptions, and reputational damage, adversely impacting business performance and stakeholder confidence.	The Company has established compliance management frameworks, internal controls, monitoring mechanisms, and periodic reviews to ensure adherence to applicable regulatory requirements. Regular updates on changes in laws and regulations, employee awareness programmes, ethical business conduct policies, and oversight by management help strengthen the Company's compliance culture and mitigate regulatory risks.	Negative: Non-compliance may result in financial penalties, litigation costs, business disruptions, and reputational damage. Compliance-related investments may also increase operational costs. Positive: Strong compliance practices support business continuity, reduce legal and regulatory risks, enhance stakeholder trust, and protect the Company's reputation and long-term value creation.
6.	Financial Performance 	Opportunity	Strong financial performance is essential for sustaining business growth, creating shareholder value, attracting investment, and enabling the Company to effectively manage emerging ESG risks and opportunities. A diversified business model, strategic expansion initiatives, and operational efficiency contribute to long-term financial resilience and stability	The Company focuses on sustainable growth through strategic acquisitions, business diversification, expansion into new markets, and enhancement of service offerings. The Company is undertaking strategic initiatives, including acquisition-led growth, to expand its service portfolio, strengthen market presence, enhance operational capabilities, and create cross-selling opportunities. The Company continues to diversify revenue streams, improve customer engagement, strengthen risk management processes, and implement cost optimization measures to enhance operational efficiency and financial resilience.	Positive: Strong financial performance supports business expansion, improves access to capital, enhances investor confidence, and provides resources to invest in technology, people, innovation, and sustainability initiatives. It strengthens the Company's ability to manage risks, pursue growth opportunities, and create long-term value for stakeholders.
7.	Corporate Governance 	Opportunity	Strong corporate governance practices promote transparency, accountability, ethical conduct, and effective decision-making. Robust governance frameworks enable the Company to manage risks proactively, strengthen stakeholder trust, and support sustainable long-term growth.	The Company has implemented a structured compliance management framework through the 'Lawrbit' compliance tool to monitor applicable regulatory requirements across departments. Each department is responsible for ensuring compliance with relevant laws and regulations. The system provides automated reminders to users prior to compliance deadlines and alerts designated owners regarding regulatory updates and amendments. The Company also engages with independent consultants, as required, to review regulatory developments and strengthen compliance practices.	Positive: Effective corporate governance enhances operational discipline, improves risk management, strengthens investor and stakeholder confidence, supports regulatory compliance, and contributes to sustainable business growth.

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.

P1	Business should conduct and govern themselves with Ethics, Transparency and Accountability
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
P3	Businesses should promote the wellbeing of all employees
P4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
P5	Businesses should respect and promote human rights
P6	Business 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
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes								
b. Has the policy been approved by the Board? (Yes/No)	Yes								
c. Web Link of the Policies, if available	The corporate policies of the Company can be viewed at weblink: https://blseservices.com/investor-relations/bls-policies								
2 Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3 Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the Company strive to influence its partners in the value chain to participate in the responsible and sustainable business conduct depending upon their means and resources. The code of conduct for our business partners can be accessed at https://www.blseservices.com/assets/policy/BLS_E-Services_Limited-Code_of_conduct_for_Business_Partners.pdf								
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.	NA								
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	We have not set specific targets during FY 2025-26 against all these principles. However, the Company is dedicated to upholding and maintaining the highest standards in Ethics, Business Sustainability, ensuring Employee Health and Well-being, Stakeholder and Customer Satisfaction, protecting Human Rights, Compliance with Regulatory Policies etc. Further, insights into our Corporate Social Responsibility initiatives can be obtained through our Annual Report on CSR, which is an integral part of our Board Report.								
6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA								

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)	Please refer the message of Chairman in the Non-statutory section of the Annual Report of FY 2025-26															
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	ESG Working Group is responsible for implementation and oversight of the Business Responsibility policies. The Composition of ESG working Group is as follows:- <table> <tr> <th>S. No.</th><th>Name</th><th>Designation</th></tr> <tr> <td>1.</td><td>Mr. Shikhar Aggarwal</td><td>Chairman & Non- Executive Director</td></tr> <tr> <td>2.</td><td>Mr. Rahul Sharma</td><td>Executive Director & Chief Financial Officer</td></tr> <tr> <td>3.</td><td>Mr. Saurab Pandey</td><td>Chief Human Resource Officer</td></tr> <tr> <td>4.</td><td>Mrs. Neha Baid</td><td>Company Secretary & Compliance Officer</td></tr> </table>	S. No.	Name	Designation	1.	Mr. Shikhar Aggarwal	Chairman & Non- Executive Director	2.	Mr. Rahul Sharma	Executive Director & Chief Financial Officer	3.	Mr. Saurab Pandey	Chief Human Resource Officer	4.	Mrs. Neha Baid	Company Secretary & Compliance Officer
S. No.	Name	Designation															
1.	Mr. Shikhar Aggarwal	Chairman & Non- Executive Director															
2.	Mr. Rahul Sharma	Executive Director & Chief Financial Officer															
3.	Mr. Saurab Pandey	Chief Human Resource Officer															
4.	Mrs. Neha Baid	Company Secretary & Compliance Officer															
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Company has established an ESG working group to oversee the implementation and governance of the Company's ESG practices and initiatives.															

10. Details of Review of NGRBCs by the Company:

Subject of 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
Performance against above policies and follow up action	The department heads and the leadership team regularly examine the Company's Business Responsibility policies as needed. The efficacy of policies is reviewed, and necessary modifications to policies and processes are adopted.									
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is fully compliant with all applicable regulations. We are very sensitive to policies and compliance, and ensure that all our employees follow them.									
11	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No. The Evaluation is done internally, by the Company.									

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

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1

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

Essential Indicators

1. Percentage coverage by training and awareness programmes 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	The Board of Directors of the Company are periodically briefed on various developments with respect to business, regulations, the economy, environment, social, and Governance parameters, and their impact on the operations of the Company.	100%
Key Managerial Personnel 	5	The KMPs are also periodically briefed on various developments with respect to business, regulations, Code of Conduct, the provisions of SEBI (PIT) Regulations, the Whistle Blower Policy, environment, social, and Governance parameters, and their impact on the operations of the Company.	100%
Employees other than BoD and KMPs 	6	Our employees have received training on the Company's Code of Conduct, POSH, and other topics including employee well-being, Health & Safety, product sustainability, etc. from time to time.	80%
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	NA	NA	0	NA	NA
Settlement	NA	NA	0	NA	NA
Compounding fee	NA	NA	0	NA	NA

Non- Monetary

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	

4	Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.	Yes. The Company is firmly committed to maintaining the highest standards of ethics and integrity, with zero tolerance for bribery or corruption in any form. The Company's Code of Conduct outlines clear guidelines on anticorruption and anti-bribery, and all employees, vendors, and other internal and external stakeholders are regularly sensitised to these principles. The Company's Policy on Anti-Bribery & Corruption is available at https://blseservices.com/uploads/files/Anti_Bribery_and_Corruption_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	FY 2024-25
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

7	Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.	Not Applicable
---	--	----------------

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

	FY 2025-26	FY 2024-25
Number of days of accounts payable	0	0

Open-ness of business

9. 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	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	NA	NA
Shares of RPTs in	a. Purchases (Purchases with related parties/ total purchases)	3.89%	6.29%
	b. Sales (Sales to related parties/ total sales)	50.22%	49.69%
	c. Loans & advances (Loans & advances given to related parties / total loans and advances)	NA	NA
	d. Investments (Investments in related parties / total investments made)	99.99%	91%

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
The Company is deeply committed to conducting its business operations in a manner that prioritises ethical practices, fairness, legality, social responsibility, and environmental sustainability. Understanding that its Business Partners play a vital role in maintaining this ecosystem, the Company actively encourages these partners to embrace their responsibilities as corporate citizens. To further reinforce its dedication to these principles, the Company has developed a comprehensive and documented Code of Conduct specifically for Business Partners. This Code outlines detailed expectations and standards for business integrity, respect for human rights, fair labour practices, and commitment to environmental stewardship. The Code of Conduct for Business Partners is available at https://blseservices.com/uploads/files/BLS_E-Services_Limited-Code_of_conduct_for_Business_Partners.pdf		

- | | | |
|---|--|--|
| 2 | Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No)
If Yes, provide details of the same | Yes, the Company has established a Code of Conduct for its senior management and board of directors, outlining the guidelines for identifying and disclosing any actual or potential conflicts of interest with the Company. Each year, the Board of Directors and Senior Management provide a declaration to the Company regarding any entities in which they have an interest. The Company ensures that all necessary approvals, as required by applicable laws, are obtained before engaging in transactions with these entities. |
|---|--|--|

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 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R & D			
Capex		Not Applicable	

- 2**
- | | | |
|----|---|--|
| a. | Does the entity have procedures in place for sustainable sourcing? (Yes/No) | Yes, throughout the year, the Company has implemented the Code of Conduct for Business Partners, which functions as a comprehensive policy aimed at advancing the sustainability agenda across its value chain. Further, the Company considers social, ethical and environmental performance factors into the process of selecting suppliers, vendors, channel partners etc. |
| b. | If yes, what percentage of inputs were sourced sustainably? | Presently, the Company has not carried out any assessment of the percentage of inputs which 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)	No. This is not applicable to the entity owing to the peculiar nature of the business, as the Company is a technology enabled digital service provider, providing (i) Business Correspondents, (ii) Assisted E-Services; and (iii) E-Governance Services and do not manufacture any physical products.
(b)	E-waste	
(c)	Hazardous waste	
(d)	other 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. | No. This is not applicable to the entity owing to the peculiar nature of the business, as the Company is a technology enabled digital service provider, providing (i) Business Correspondents, (ii) Assisted E-Services; and (iii) E-Governance Services and do not manufacture any physical products. |
|---|--|

Leadership Indicators

- 1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

NIC Code	Name of Product/Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
Not Applicable					

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product / Service	Description of the risk / concern	Action Taken
LCA does not apply to BLS E-Services Limited since we are not in the product manufacturing segment. The Company provides technology enabled digital services and do not manufacture any physical products.		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2025-26	FY 2024-25
Not Applicable		

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

	FY 2025-26			FY 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable			Not Applicable		
E-waste						
Hazardous waste						
Other waste						

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

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

PRINCIPLE 3



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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	97	97	100%	97	100%	NA	NA	NA	NA	NA	NA
Female	26	26	100%	26	100%	26	100%	NA	NA	NA	NA
Total	123	123	100%	123	100%	26	21.13%	NA	NA	NA	NA
Other than Permanent employees											
Male											
Female	Not Applicable										
Total											

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
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	FY 2024-25
Cost incurred on well-being measures as a % of total revenue of the company	0.02%	0.05%

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

Benefits	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	68.29%	NA	Yes	64%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	8.94%	NA	Yes	1.49%	NA	Yes
Others – Please specify	NA	NA	NA	NA	NA	NA

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

The premises and offices of the entity are designed to be accessible for employees with disabilities. This initiative not only highlights the organization's commitment to inclusivity but also provides a remarkable opportunity to bolster workplace support systems for differently-abled individuals. By fostering an environment of open communication and increasing overall awareness, the organization aims to create a more harmonious workplace.

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

The Company has an Equal Opportunity Policy, however the same is not uploaded on its website.

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

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

*No Female employee took parental leave during FY 25-26.

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	Not Applicable.
Other than Permanent Workers	Not Applicable
Permanent Employees	Employees can raise their grievances with their immediate Senior or HR Manager. They can raise their feedback or file complaints with HR Department, or can file grievance through the ESS/HRMS software (HROne). Further, our whistle blower policy enables employees/workers to communicate their concerns about unethical practices.
Other than Permanent Employees	Not Applicable

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

Category	FY 2025-26			FY 2024-25		
	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	123	0	0	67	0	0
Male	97	0	0	58	0	0
Female	26	0	0	9	0	0
Total Permanent Workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
Employees										
Male	97	97	100%	97	100%	58	58	100%	58	100%
Female	26	26	100%	26	100%	9	9	100%	9	100%
Total	123	123	100%	123	100%	67	67	100%	67	100%
Workers										
Male										
Female										
Total										

Not Applicable

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	97	97	100%	58	58	100%
Female	26	26	100%	9	9	100%
Total	123	123	100%	67	67	100%
Workers						
Male						
Female						
Total						

Not Applicable

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?	There are minimal occupational health and safety risks considering our nature of the business. However, the Company understands that achieving business excellence is deeply interconnected with the well-being of its employees. To ensure a safe and healthy work environment, the company has developed a comprehensive health and safety management system. This framework provides a systematic approach to identifying, assessing, and mitigating workplace hazards, ultimately fostering a culture of safety and well-being among all employees. Through various sessions of Trainings & Workshops, the employees are made aware of Occupational Health and Safety Measures. The Company's admin team ensures periodic checks, maintenance of all electromechanical equipment including Lifts, HVAC (heat, ventilation and air conditioning), fire systems, UPS etc.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	To minimize the risks, the following checks are undertaken by the Company: ● Heating Ventilation Air Conditioning (HVAC) checks at regular intervals. ● Building safety, periodic maintenance of electromechanical devices like lifts, UPS, Diesel Generators ● Maintain office hygiene and cleanliness. ● Regular advisories are issued on various safety-related aspects, such as weather warnings, fire safety and security, etc. ● Security Checks (Physical security including man-guarding, Access Control System, CCTV monitoring, Firefighting systems).
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	Not applicable as we do not have any workers
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes

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

Safety Incident/Number	Category	FY 2025-2026	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

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

BLS E-Services Limited is committed to provide safe workplaces focusing on preventing injuries, illnesses, and continuously strives to eliminate hazards and reduce OHS risks.

There are no major health and safety (H&S) risks associated with services being provided by the Company as the company is a technology enabled digital service provider, providing (i) Business Correspondents, (ii) Assisted E-services; and (iii) E-Governance Services at grass root levels in India. The Company act as Business Correspondents to provide banking products and services on behalf of major banks in India.

The following measures have been taken by the Company to ensure a safe and healthy workplace:

- Physical and electronic security measures, such as man guarding, Access Control System, CCTV monitoring and Fire-fighting systems.
- Fire and burglar alarms with fire and smoke sensors are installed for early fire detection.
- Fire extinguishers are available in all offices for immediate fire-fighting, and regular maintenance of the equipment is ensured.
- CCTV cameras are used for detecting and recording all activities, including sabotage, if any.
- First-Aid Boxes are available in all offices, and regular first-aid training is provided to all employees and security guards.
- Earthing pits and lightning conductors are installed in buildings to discharge lightning safely.
- The Company ensures cleanliness and hygiene in the dining area to maintain a healthy environment.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

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

No such safety related incident occurred which required any corrective action. However, Health and safety trainings were conducted during the year to educate the employees about workplace safety.

Leadership Indicators

1	Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).	Employees – The Company have Group Personal Accident Policy for employees of the Company. Workers – Not applicable		
2	Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.	As part of our efforts to encourage our Business partners to comply with applicable laws, we have developed a Code of Conduct for our Business partners.		
3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:				
	Total no. of affected employees/ workers	No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment		
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	Nil	Nil	Nil	Nil
Workers	NA	NA	NA	NA
4	Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)	Yes		
5. Details on assessment of value chain partners:				
	% of value chain partners (by value of business done with such partners) that were assessed			
Health and safety practices	The Company expects from all the value chain partners to adhere with the applicable provisions encompassing the health & safety measures and providing favourable working conditions to their workforce. The Company has adopted code of conduct for business partners. The policy can be accessed at https://blseservices.com/uploads/files/BLS_E-Services_Limited-Code_of_conduct_for_Business_Partners.pdf			
Working Conditions				
6	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.	No significant/risk has been observed.		

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:

Any individual or group that plays a significant role in contributing to the Company's success is recognized as a vital stakeholder. This broad category encompasses a diverse range of parties, including dedicated employees, valued shareholders and investors, discerning customers, collaborative business partners and vendors, as well as the communities in which we operate. Additionally, non-governmental organisations (NGOs), regulatory bodies, lenders, and various government agencies are integral to our stakeholder ecosystem.

At the heart of the Company's ethos lies a commitment to creating exceptional value for our clients. Our employees are particularly instrumental in achieving this goal, as they not only advance the Company's success but also cultivate fulfilling and productive careers. Suppliers also play a crucial role; their support is essential for our ability to deliver consistent value to our customers.

Moreover, government authorities and regulatory entities are key stakeholders, especially given the Company's unwavering commitment to legal compliance, as detailed in our comprehensive Code of Conduct. This commitment underscores the importance of maintaining transparent and ethical operations in every aspect of our business.

The communities we engage with are at the heart of our sustainable business strategy, underscoring our commitment to promoting inclusive growth and development. Collectively, our stakeholders comprise a diverse array of investors, customers, employees, suppliers, government agencies, and the broader community, all of whom contribute to the Company's mission and vision.

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 & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement, including key topics and concerns raised during such engagement
Investors/ Shareholders 	No	Investor Presentations, Investor Meetings, Press Releases, Mail Updates, Annual General Meetings, Stock Exchange Notifications, Website, and Newspaper Advertisements.	Quarterly engagement post results. Annual engagement at AGM. Investor meetings on request.	A prudent financial management system, timely business updates and updates on material events, enhancing the level of disclosures and compliance.
Employee 	No	Emails, Direct Interaction, project or operations reviews; video conferences; audio conference calls; one-on-one counselling	Regular/On need basis	To inform the employees about key developments in the Company, routine work, personal and professional growth and also addressing their grievances
Customers 	No	Emails, SMS, phone calls, notice board, websites, etc	Regular/on need basis	Product launch awareness; • Customer service delivery; • Seeking customer feedback; and • Customer query and Complaint resolution.

Stakeholder Group	Whether identified as Vulnerable & Marginalised 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
Partner and vendors 	No	Emails, phone calls, and face-to-face meetings. Direct interactions on a case-by-case basis.	Regular/On need basis	Business updates, payment of statutory levies, submission of information and Reports, redressing grievance
Community and NGO 	No	As needed: Meetings/Calls	Regular/On need basis	Investment in Community and Social Development
Governments & Regulatory Authorities 	No	Call, Newspaper advertisement, Online filing, Submission through portal	Periodically, as and when required	With regard to compliance with law, amendments, approvals etc.

Leadership Indicators

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

Our Key stakeholders include, but are not limited to, employees, investors, shareholders, clients, partners, suppliers, communities, non-governmental organizations (NGOs), lenders, regulators, and various government departments and agencies. Relevant departments within the company are responsible for regularly addressing the concerns of their respective stakeholder groups.

The Board engages in comprehensive discussions with senior leaders from these departments whenever stakeholder-related issues arise. These interactions form a crucial foundation for the Board's deliberations and strategic guidance on matters affecting stakeholders. For example, the Chief Financial Officer (CFO) and their team provide insights into investor trends and challenges; the Chief Human Resources Officer (CHRO) offers perspectives on employee-related issues; the Company Secretary (CS) and their team contribute to input concerning shareholders and regulatory bodies; and Business Heads provide feedback related to customers, partners, and suppliers.
- Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No).

If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, the company prioritizes relevant material topics by evaluating their impact on its business and determining their significance through consultations with key stakeholders.
- Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

The Company is dedicated to actively engaging with vulnerable and marginalized stakeholder groups through its comprehensive Corporate Social Responsibility (CSR) outreach initiatives. Understanding the unique circumstances and specific needs of these communities, the Company has made its charitable contribution to Sansthanam Abhay Daanam, a reputable NGO. This generous support is instrumental in financing a range of CSR initiatives under healthcare and women empowerment aimed at uplifting and transforming the community.

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 2025-26			FY 2024-25		
	Total (A)	No. of employees /workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	123	123	100%	67	67	100%
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	123	123	100%	67	67	100%
Workers						
Permanent						
Other than permanent						
Total Workers						

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than minimum Wage		Total (D)	Equal to Minimum Wage		More than minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
Employees										
Permanent	123	Nil	Nil	123	100%	67	Nil	Nil	67	100%
Male	97	Nil	Nil	97	100%	58	Nil	Nil	58	100%
Female	26	Nil	Nil	26	100%	9	Nil	Nil	9	100%
Other than permanent										
Male						Not Applicable				
Female										
Workers										
Permanent										
Male										
Female										
Other than permanent						Not Applicable				
Male										
Female										

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (in Rs.)	Number	Median remuneration/ salary/ wages of respective category (in Rs.)
Board of Directors (BoD)*	1	43,46,000	0	0
Key Managerial Personnel (excluding BoD)	0	0	1	1570000#
Employees other than BoD and KMP	96	1478255	25	785667
Workers	NA	NA	NA	NA

*The Company's Board of Directors (BOD) consists of seven members, of which only 1 is Executive Director and Chief Financial Officer; 2 are Non-Executive Non Independent Directors and 4 serve as Non-Executive Independent Directors. In our disclosure for Median remuneration of Board of Directors, we have taken into account the median remuneration for the Executive Director and Chief Financial Officer who is also a KMP, as Non-Executive Directors only receive compensation in the form of sitting fees.

Median Remuneration of Female KMP includes the remuneration paid to the Company Secretary during FY 2025-26 since her date of appointment as Company Secretary (KMP).

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	12.14%	11.24%

4	Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)	Yes Mr. Saurab Pandey, Chief Human Resource Officer is responsible for addressing human rights issue.
5	Describe the internal mechanisms in place to redress grievances related to human rights issues.	The Company has established a comprehensive Policy on the Prevention, Prohibition, and Redressal of Sexual Harassment at the Workplace. Each office and workplace within the Company is equipped with an Internal Committee tasked explicitly with handling complaints related to sexual harassment, if any received, ensuring that issues are addressed promptly and effectively. The Company is dedicated to cultivating a work environment that is both safe and supportive for all employees. This dedication is reflected in the Company's open-door policy, which actively promotes transparent and honest communication among all staff levels. Furthermore, employees are provided with access to various forums where they can freely express concerns or discuss work-related issues. These concerns are managed through a robust grievance redressal system, which includes specialised resolution hubs designed to facilitate thorough and fair responses to any matters raised.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other Human rights related issues	0	0	NA	0	0	NA

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

	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

8	Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases	The Company maintains a strict non-retaliation policy and does not tolerate any form of retaliation against individuals who raise concerns in good faith. Disciplinary action will be taken against anyone who targets or intimidates individuals for making such reports. The Company is committed to protecting whistleblowers and ensuring they do not suffer any negative consequences for speaking up. The Company prohibits retaliation from any source, whether a supervisor, colleague, or other party, against individuals who report integrity concerns in good faith. This protection also extends to those who assist in or cooperate with investigations related to such reports. We stand firmly behind those who uphold our values.
9	Do human rights requirements form part of your business agreements and contracts? (Yes/No)	Yes

10. Assessments for the year:

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

- 11 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above. Not applicable

Leadership Indicators

1	Details of a business process being modified/introduced as a result of addressing human rights grievances/ complaints.	The Company upholds and respects the human rights of every individual associated with us. To date, the Company has not received any complaints related to human rights. As such, there has been no need to alter existing business processes or implement new procedures to address such grievances.
2	Details of the scope and coverage of any Human rights due-diligence conducted.	The Company is dedicated to safeguarding and upholding human rights, taking prompt action to address any violations that may arise, such as issues related to forced labour, child labour, freedom of association, collective bargaining rights, equal pay, and discrimination. We are committed to providing equal employment opportunities, ensuring fairness in all processes, and fostering a harassment-free and safe work environment while respecting fundamental rights. As an equal opportunity employer, we maintain a strict policy of non-discrimination in all aspects.
3	Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?	Yes, the Company believes in accessibility for all.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Company does not conduct formal assessments of its value chain partners. However, all partners are expected to comply with the Company's Code of Conduct, which strictly prohibits any form of harassment, including sexual, physical, verbal, or psychological harassment, child labour etc
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

- 5 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above. Not Applicable

PRINCIPLE 6

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

Essential Indicators

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

Parameter	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	145.63 GJ	95.04 GJ
Total fuel consumption (E)	81.75 GJ	0
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	227.38 GJ	95.0423 GJ
Total energy consumed (A+B+C+D+E+F)	227.38 GJ	95.0423 GJ
Energy intensity per rupee of turnover (Total energy consumed/turnover in Cr.)	2.60	1.42
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.56	0.34
Energy intensity in terms of physical output	Not Applicable	Not Applicable
Energy intensity (optional) – the relevant metric may be selected by the entity (Full Time Employee)	1.85	1.41
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

- | | |
|--|---|
| <p>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.</p> | <p>Not Applicable, as the company does not fall in the category of industries as mandated under the PAT scheme.</p> |
|--|---|

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	0	0

Parameter	FY 2025-26	FY 2024-25
(iv) Seawater / desalinated water	0	0
(v) Water from municipal corporation	0	0
(vi) Others*	1,401.12	728.19
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,401.12	728.19
Total volume of water consumption (in kilolitres)	1,401.12	728.19
Water intensity per rupee of turnover (Total water consumption / turnover in Cr)	16.04	10.90
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	3.45	2.63
Water intensity in terms of physical output	Not Applicable	Not Applicable
Water intensity (optional) – the relevant metric may be selected by the entity (Full Time Employee)	11.39	10.87

***Calculated as per the Industry Standard Forum Guidance – Provided by SEBI**

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 Independent Assessment has been done.

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	0	0
No treatment	0	0
With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	0
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties (Municipal Sewers)	0	0
No treatment	0	0
With treatment – please specify level of treatment	0	0
(v) Others	0	0
No treatment	0	582.55
With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	582.55

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 Independent Assessment has been done.

- 5 Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation. No. However, the Company plans to implement several initiatives focused on raising awareness among employees and clients about the importance of water conservation.

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	FY 2024-25
NOx	mg/Nm ³		
Sox	mg/Nm ³		
Particulate matter (PM)	mg/Nm ³		
Persistent organic pollutants (POP)			Not Applicable
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

No Independent Assessment has been done.

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

Parameter	Unit	FY 2025-26	FY 2024-25
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)	TCO ₂ e	6.094	0
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)	TCO ₂ e	28.96	19.1933
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions /turnover in Lakhs)	TCO ₂ e/Per Crore	0.40	0.29
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/PPP in Cr	0.09	0.06
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Not Applicable	Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the (Full Time Employee)	TCO ₂ e/FTE	0.28	0.28

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 independent assessment has been done.

8	Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.	As part of its ESG vision, the company is launching initiatives such as encouraging employees to use public transport, and promoting the reutilization of paper. These efforts contribute to the broader mission of fostering a greener nation.
---	--	---

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

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)		
E-waste (B)		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil). Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G + H)		
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)		
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)		
Waste intensity in terms of physical output		
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		
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
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

The Company being in Service Industry do not generate any hazardous or toxic waste.

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	We are not in the business of toxic and hazardous processes/services/products. Hence this stands not applicable.
----	---	--

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
Not Applicable			

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

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

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

Sl.No	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not Applicable				

Leadership Indicators

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

For each facility / plant located in areas of water stress, provide the following information: Not Applicable

(i) Name of the area	Not Applicable
(ii) Nature of operations	Not Applicable
(iii) Water withdrawal, consumption and discharge in the following format:	Not Applicable

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		Not Applicable
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
---No treatment		
---With treatment – please specify level of treatment		
(ii) Into Groundwater		
---No treatment		
---With treatment – please specify level of treatment		
(iii) Into Seawater		
---No treatment		
---With treatment – please specify level of treatment		Not Applicable
(iv) Sent to third-parties		
---No treatment		
---With treatment – please specify level of treatment		
(v) Others		
---No treatment		
---With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		No

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 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		
Total Scope 3 emissions per rupee of turnover			Not Applicable
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		No Independent Assessment has been done.	

- | | | |
|---|---|----------------|
| 3 | With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities. | Not Applicable |
|---|---|----------------|

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

Sl. NO	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
		Not Applicable	
5	Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.	Business continuity and disaster management play a crucial role in helping the company achieve its strategic objectives, protecting its interests, and strengthening its ability to mitigate internal and external threats. These measures also ensure that essential business operations can continue uninterrupted in the event of an emergency. The company maintains comprehensive Business Continuity Plans (BCPs) for natural disasters, such as earthquakes, floods, and cyclones, through its internal portal. The plans clearly outline the responsibilities of action owners, the necessary precautions, evacuation protocols, and post-incident procedures to be followed at any site affected by an emergency.	
6	Disclose any significant adverse impact on the environment arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard	Not Applicable	
7	Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.	0	
8	How many Green Credits have been generated or procured:		
	a. By the listed entity	0	
	b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners	0	

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. (As below)	0
	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)
			Not Applicable

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

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

Leadership Indicators

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

Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
The Company actively collaborates with trade associations, industry groups, and government bodies to shape policies that promote technology, trade, and the upliftment of people. It participates in stakeholder consultations with industry leaders and supports the government in developing policies related to governance, economic reforms, sustainable business practices, and social and community development.				

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.

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

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

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

3. Describe the mechanisms to receive and redress grievances of the community. The Company maintains informal relationships with communities around its service locations to listen to and address any issues that may arise.

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

Parameter	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ small producers	42.31	15.50
Directly sourced within India	100	100

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

Location	FY 2025-26	FY 2024-25
Rural	0	0
Semi-urban	0	0
Urban	0	0
Metropolitan	100%	100%

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

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No.	State	Aspirational District	Amount spent (In Lakh)
Not Applicable			

3.

(a)	Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes/No):	No
(b)	From which marginalized /vulnerable groups do you procure?	Not Applicable
(c)	What percentage of total procurement (by value) does it constitute?	Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

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

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

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

6. Details of beneficiaries of CSR Projects:

S. No	Project Title	No. of persons benefitted from CSR Projects*	% of beneficiaries from vulnerable and marginalized groups
1	Women Empowerment	305	75
2	Healthcare	130	80

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.	Consumer complaints and feedback are received through multiple channels including email, phone, website forms, and in-person interactions. Upon receipt, each complaint is acknowledged, routed to the relevant department and resolved within defined timelines.				
2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:						
			As a percentage to total turnover			
Environmental and social parameters relevant to the product			Not Applicable			
Safe and responsible usage						
Recycling and/or safe disposal						
3. Number of consumer complaints in respect of the following:						
	FY 2025-26		Remarks	FY 2024-25		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at the end of the year	
Data privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-security	Nil	Nil	NA	Nil	Nil	NA
Delivery of Essential Services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Other	Nil	Nil	NA	Nil	Nil	NA
4. Details of instances of product recalls on account of safety issues:						
	Number	Reasons for recall				
Voluntary recalls	Not Applicable as we are in the service domain					
Forced recalls						
5	Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.		Yes, we do have a policy in place which addresses the cyber security compliances or risks related to data privacy.			
6	Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services		Not Applicable			

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches	0
b. Percentage of data breaches involving personally identifiable information of customers	0
c. Impact, if any, of the data breaches	Not Applicable

Leadership Indicators

1	Channels / Platforms where information on products and services of the entity can be accessed (provide web link, if available).	Information relating to products and other services is available on company's website at www.blseeservices.com
2	Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.	The Customers are made aware of all details, terms and conditions, modalities, usage related to the services they are availing from BLS E-Services Limited. Information relating to products and other services is available on company's website at www.blseeservices.com
3	Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services	The information which is material for consumers is published on the website of the Company that is www.blseeservices.com
4	Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)	The Company does not have a tangible / physical product. The Company is in the business of providing technology enabled services hence the display of the product information is not applicable.