

# Business Responsibility Report

## BANK'S PHILOSOPHY ON CORPORATE GOVERNANCE

Ujjivan Small Finance Bank Limited ("Bank") recognises its role as a corporate citizen and endeavors to adopt the best practices and the highest standards of Corporate Governance through transparency in business, ethics and accountability towards its shareholders, customers, government and other stakeholders. Bank's activities are carried out in accordance with good corporate practices and the Bank is constantly striving to make them better and adopt the best practices.

Bank believes that timely reporting, transparent accounting policies and disclosures and a strong and Independent

Board goes a long way in preserving shareholders' trust and maximising long-term corporate value.

In pursuing the mission of "The best institution to provide financial services to the unserved and underserved customers and transform to a bank serving the mass market", the Bank has been balancing its dual objectives of "social" and "financial inclusion" since its inception. "Responsible financing", "ethical values" and "transparency in all its dealings with its customers, lenders, investors and employees" have been the cornerstone of its operations. Transparency in the decision making process has been providing comfort to all stakeholders, particularly the lenders, customers and investors.

## SECTION A: GENERAL INFORMATION ABOUT THE BANK

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Bank	L65110KA2016PLC142162
2.	Name of the Company	Ujjivan Small Finance Bank Limited
3.	Registered Office and Head Office Address	Grape Garden, No. 27, 3 <sup>rd</sup> "A" Cross, 18 <sup>th</sup> Main, 6 <sup>th</sup> Block, Koramangala, Bengaluru-560095, Karnataka
4.	Website	www.ujjivansfb.in
5.	Email ID	investorrelations@ujjivan.com
6.	Financial Year Reported	2021-22
7.	Sector(s) that the Bank is engaged in (industrial activity code-wise)	As per India's National Industrial Classification 2008(NIC 2008): Section K – Financial and Insurance Activities Division 64 – Financial Service Activities, except Insurance and Pension Funding Code: 64191
8.	List three key products/services that the Bank provides (as in balance sheet)	Bank is engaged in providing a wide range of banking and financial services which includes Retail Banking, Wholesale Banking and Treasury Business.
9.	Total number of locations where business activity is undertaken by the Company	
	(a) Number of International Locations	Nil
	(b) Number of National Locations	575 Banking Outlets
10.	Markets served by the Company – Local/State/ National/International	National The Bank has a nationwide presence through its network of branches across 24 states and union territories.

## SECTION B: FINANCIAL DETAILS OF THE BANK

Sr. No.	Particulars	Details
1.	Paid up Capital (₹)	19,28,31,42,050
2.	Total Turnover (₹)	31,26,07,35,251.63
3.	Total profit after taxes (₹)	4,14,59,04,537.08
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	4,99,61,419*
5.	List of activities in which expenditure in 4 above has been incurred:-	
	a. CSR COVID Relief	3,04,39,349
	b. CSR Disaster Relief	17,91,641
	c. Community Development	1,05,88,760

\*The amount spent is inclusive of **INR 71,41,668** which pertained to ongoing projects, remained unspent and was transferred to the unspent CSR account within 30 days from the end of the financial year. This is also inclusive of the advance INR 4,20,000 spent on the procurement of wheel chairs.

## SECTION C: OTHER DETAILS

Sr. No.	Particulars	Details
1.	Does the Bank have any Subsidiary Company/ Companies?	No
2.	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such subsidiary Company(s)	Not Applicable
3.	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	Not Applicable

## SECTION D: BR INFORMATION

### 1. Details of Director/Directors responsible for BR

#### a. Details of the Director/Directors responsible for implementation of the BR policy/policies

1.	DIN	06442816
2.	Name	Mr. Ittira Davis
3.	Designation	Managing Director and CEO

#### b. Details of the BR head

1.	DIN	06442816
2.	Name	Mr. Ittira Davis
3.	Designation	Managing Director and CEO

### 2. Principle-wise (as per National Voluntary Guidelines (NVGs) Business Responsibility Policy /policies

#### (a) Details of compliance (Reply in Y/N)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have policy/policies for	Y	Y	Y	Y	Y	Y	NA	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	NA	Y	Y
3.	Does the policy conform to any national/international standards? If yes, specify?	Y	Y	Y	Y	Y	Y	NA	Y	Y
		Policies of the Bank are in line with the requirements of RBI guidelines, the Companies Act, 2013 and rules made thereunder, SEBI (LODR) Regulations, 2015 (wherever applicable) or the Bank's internal requirements and best practices.								
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/Owner/CEO/ Appropriate Board Director?	Y	Y	Y	Y	Y	Y	NA	Y	Y
		Policies of the Bank are approved by respective Committees of the Board/ Board, wherever applicable.								
5.	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	NA	Y	Y
6.	Indicate the link for the policy to be viewed online?	Y	Y	Y	Y	Y	Y	NA	Y	Y
		Policies that require mandatory disclosure on website are available on <a href="http://www.ujjivansfb.in/policies">www.ujjivansfb.in/policies</a> and <a href="http://www.ujjivansfb.in/corporate-governance-policies">www.ujjivansfb.in/corporate-governance-policies</a> . The remaining policies being internal documents, are available to the employees through the Bank's intranet.								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	NA	Y	Y
		Policies that require mandatory disclosure on website are hosted on the Banks' website and other policies related to internal stakeholders are available on the Bank's intranet.								
8.	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	NA	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	NA	Y	Y
10.	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	NA	Y	Y

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why:

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the Principles	-	-	-	-	-	-	-	-	-
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3.	The Company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4.	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5.	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6.	Any other reason (please specify)							@		

@While there is no specific policy outlined for this principle, the Bank through associations represent and puts forth its suggestions with respect to Economy in general and Banking sector in particular to the Regulators and Ministry of Finance. The Bank has made all its suggestions in a responsible manner.

### 3. Governance related to BR

(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 Months, 3-6 Months, Annually, More than 1 year

Annually

(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

Business Responsibility Report forms part of Bank's Annual Report. This Report is being published annually and is being hosted on the website of the Bank at [www.ujjivansfb.in](http://www.ujjivansfb.in).

Principle wise Policies

P1	Compliance Policy, Whistle Blower Policy, KYC & AML Policy, Outsourcing Policy, Fraud Risk Management Policy, , Citizen Charter, Customer Rights Policy, Grievance Redressal Policy, Policy on Code of Conduct, Policy on Prevention of Sexual Harassment
P2	Group Loan Credit Policy, Individual Loan Credit Policy, Kisan Pragati Card Credit Policy, Personal Loan Credit Policy, Two-Wheeler Loan Credit Policy, Credit Policy
P3	Policy on Code of Conduct, Nomination and Remuneration Policy, Policy on Holiday and Leave, Policy on Prevention of Sexual Harassment
P4	Corporate Social Responsibility Policy, Group Loan Credit Policy, Individual Loan Credit Policy, Kisan Pragati Card Credit Policy, Credit Policy
P5	Policy on Code of Conduct, Policy on Prevention of Sexual Harassment, Customer Service Policy, Citizen Rights
P6	Corporate Social Responsibility Policy
P7	NIL
P8	Corporate Social Responsibility Policy, Outsourcing Policy, Information Security Policy,
P9	Citizen Charter, Customer Service Policy, Customer Rights Policy

## SECTION E: PRINCIPLE-WISE PERFORMANCE

**Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability-**

1. Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs/Others?

The Bank has put in place a Code of Conduct which is applicable to all its employees and its Board of Directors. The Code articulates the ethical principles and acceptable behaviour that the Bank's

employees and Board of Directors are expected to demonstrate to uphold the Bank's values. The Code covers aspects related to, but not limited to, Values, Principles based on which these Values have been derived, Governance Structure, Employee behaviour and Roles, Responsibilities and Duties of the Board of Directors and Key Managerial Personnel, maintaining privacy and confidentiality, avoiding conflict of interest, Guidelines for Operating Staff Bank Accounts, Disciplinary Procedures and Reporting Requirements.

The Code of Conduct of the Bank also covers the Group/Suppliers/Contractors/NGOs/etc. in addition to Bank's internal stakeholders.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?

#### Investor Complaints

11 complaints were received from investors/shareholders during the FY 2021-22 and all the complaints have been resolved as of March 31, 2022.

#### Whistle blower Complaints

With respect to employees, the Bank has a mechanism as provided in the Whistle Blower Policy whereby employees can raise their concerns. The status of these complaints including the manner in which they are dealt with, is periodically reported to the Audit Committee.

#### Customer Complaints

The Bank has consistently worked towards identifying root causes of customer complaints and initiated corrective actions towards curtailing service deficiencies. With these efforts, the Bank was able to reduce customer complaints very significantly while the business volume and customer base has grown multifold over the years. The total customer complaints were reduced by 15% to 22,812 during the FY 2021-22 compared to 26,985 in FY20-21. Total 313 complaints were pending as on March 31, 2022. The resolution of customer complaints within standard turn-around-time has improved from 86% in previous year to 90% in FY 2021-22.

### Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities

- **Cashless and Digital Repayment:** The Bank's cashless and digital repayment initiatives reduced the need of traveling and staff contact every month for making EMI repayment. This led to reduced risk during COVID times and saved precious time of Bank's customers and staff. The customers who were visiting branches each month for making EMI payment were relieved from this travel. The Bank saved approx. 5 Lac Km per month in customer travelling with cashless repayment initiative. Customers utilised this time in their livelihood generation resulting into an overall better life.
- **Paperless Initiatives:** Bank has various initiatives to reduce/eliminate papers from our processes. This has drastically reduced environmental impact while enhancing our productivity and customer experience. Over last 3 years, the Bank has gradually reduced 38 Lac pages a month from its processes (As

per average monthly business volume). The productivity enhancements by eliminating paper work is enabling the Bank to fulfil our financial inclusion goals more efficiently.

- **Better Loans for Customers who are COVID Vaccinated:** The Bank implemented an initiative for providing higher ticket size loans to customers who are vaccinated. This enabled Bank to reduce the business risk as well as promoting the vaccination drive of the nation.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

- (a) **Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?**

The Bank works towards optimizing its resource consumption. The material used and procured by the Bank primarily comprises paper and grid electricity for which the Bank is creating awareness among end-users for sustainable consumption. In addition, the Bank has created a robust technology platform to build a new-age digital banking ecosystem and it is focused on efficient use of natural resources.

The Bank deployed 19 RPA projects in live out of which 8 were cost efficiency projects. The Bank could reduce more than 50% of time and effort by adopting the RPA for IMPS against the traditional approach of excel uploads.

The Bank has adopted paperless communication as a part of its 'go- green' initiative which reduced Bank's carbon footprint and cut costs significantly. Under the initiative, the Bank sends statements, notices, letters, advisories, etc. to customers via email and/or PDF copies that are delivered through Bitly links sent via SMS. Notices or letters are sent in paper form only if it is mandated by regulation. The Bank continues to stay invested in the idea of Go Green and continues to add further compute on virtualized platform.

Further, customers have been given the option of generating PIN's for their debit cards through ATM's, Internet Banking and Mobile Banking, thereby doing away with paper PIN mailers.

- (b) **Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

The Bank is adopting state of the art technology to digitise its operations and make products available digitally. It has witnessed strong growth in the adoption of TAB-based account opening, android-based mobile banking, and internet banking, thus minimising paper usage. The focus is to deliver a seamless solution that

will ensure a consistent highlevel customer experience across all channels website, internet banking, mobile applications, chat bots and it has reduced the customers' travel time and expenses considerably, thereby reducing the fuel consumption and carbon emissions.

**3. Does the Company have procedures in place for sustainable sourcing (including transportation)?**

The Bank as an organization is conscious and sincere about sustainable growth. The Bank continuously works towards process improvement through digitalization of processes. It has onboarded vendors for e-signature and e-franking which has reduced the usage of paper. Efforts are made consciously, to use the best electronic equipment to optimize the usage of electricity. Solar panels have been installed on rent in Krishnapura Branch in Karnataka to ensure energy optimization.

**4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?**

The Bank procures significant items including food and beverages, cleaning items, marketing & promotional items, stationery, consumable materials from local Small and Medium Enterprises (SME) vendors. While procuring the goods or services, the Bank also ensures that the quality of services/products is not compromised and the best quality products and services should be provided to the customers. The Bank carefully selects its vendors keeping in mind the development of the local community. The Bank as part of the vendor management process conducts proper checks before appointing any vendors, consultants/ service providers and ensures a selection of quality local vendors.

The Bank majorly contributes to the development of capacity and capability of thousands of smaller businesses by providing them easy access to credit and banking services, quite a few of them being vendors of the Bank. Bank has customized its MSE loan product to suit the credit requirements of the small vendors.

**5. Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

Various products of the Bank are service oriented hence, recycling of products is not applicable to the Bank. Being a banking Company, the key waste products of the Bank primarily entails paper and electronic waste. Bank has embraced a responsible e-waste management system. The waste generated by the Bank is managed as per the waste disposal process.

**Principle 3- Businesses should promote the wellbeing of all employees**

**1. Please indicate the Total number of employees.**

There were 16895 employees in the Bank as of March 31, 2022.

**2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.**

2,615 employees were hired on a temporary/contractual/casual basis as of March 31, 2022.

**3. Please indicate the Number of permanent women employees.**

There were 3,072 permanent women employees as of March 31, 2022.

**4. Please indicate the Number of permanent employees with disabilities**

There were 17 permanent employees with disabilities as of March 31, 2022.

**5. Do you have an employee association that is recognized by management?**

The Bank does not have any employee association.

**6. What percentage of your permanent employees is members of this recognized employee association?**

Not Applicable.

**7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

Sr. No.	Category	No of complaints filed during the FY	No of complaints pending as on end of the FY
1.	Child labour/forced labour/involuntary labour	0	0
2.	Sexual harassment	12	5
3.	Discriminatory employment	0	0



**8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?**

The learning methodology adopted by the Bank has been virtual and self-paced in the last year. The Bank has sent relevant audiences to external programs, certification programs wherever required. Bank also provides role based specific learning programs suitable for its employees on business and operational aspects.

**(a) Permanent Employees**

- E-modules on Information Security & Prevention of Sexual Harassment (POSH) - 100 % employees were assigned this module

**(b) Permanent Women Employees**

- 100% of women employees were assigned e-learning modules on Information Security & Prevention of Sexual Harassment (POSH)

**(c) Casual/Temporary/Contractual Employees**

None

**(d) Employees with Disabilities**

- 100% of employees were assigned e-learning modules on Information Security & Prevention of Sexual Harassment (POSH)

**Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized-**

**1. Has the Company mapped its internal and external stakeholders? Yes/No**

Yes. The Bank engages with multiple stakeholders through formal and informal channels of communication.

**2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalized stakeholders?**

Yes. The Bank engages with the various, identified vulnerable and marginalised sections of the society through its products and services, as well as community engagement initiatives. The Bank has specific products and services that especially cater to the economically backward sections of the society in rural, urban and semi-urban India, such as microfinance, digital payments, agriculture banking, MSE Loans and loans towards affordable housing.

The Bank also has social responsibility initiatives underway for marginalised or weaker sections of society such as women, physically challenged, orphans, rural and children communities.

**a. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.**

For easy access to people with disabilities, the Bank has ramp facilities across 69 branches and all ATMs of the Bank are Braille key pad enabled for the benefit of visually challenged customers. Priority services are provided at all branches for differently abled customers. The Bank's CSR initiatives during the year have benefitted over 6.95 lakhs of people who are mainly from unserved and underserved segments and frontline workers who were more vulnerable during Covid pandemic. Special initiatives were taken up to enhance the healthcare infrastructure to treat the Covid infected patients from economically weaker sections.

The Bank initiated the "Ujjivan Sanjeevani Kavach" program to vaccinate the public in our operational areas with help of our branch team on-ground. The program was successfully executed at 478 operational areas and we were able to inoculate over 80,000 vaccines through PHCs, UPHCs, Government Hospitals & privately set-up camps.

As an equal opportunities employer, the Bank is consciously making an effort to hire from the LGBT (Lesbian, Gay, Bisexual, and Transgender) community through various drives and job fairs and provide employment.

**Principle 5: Businesses should respect and promote human rights-**

**1. Does the policy of the Company on human rights cover only the Company or extend to the Group/ Joint Ventures/Suppliers/Contractors/NGOs/ Others?**

The Bank is committed to uphold the dignity of every employee and its associated stakeholders. Aspects related to Human Rights are governed through the Code of Conduct and Whistle Blower Policy of the Bank. The aspects on human rights cover Group/Suppliers/Contractors/NGOs/Others in addition to covering the employees of the Bank.

**2. How many stakeholder complaints have been received in the past and what percent was satisfactorily resolved by the management?**

There were no complaints received by the Bank specific to the human rights violation.

**Principle 6: Business should respect, protect, and make efforts to restore the environment-**

**1. Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**

Though, the aspects outlined under this Principle are not substantially relevant to the Bank given the nature of its business, the Bank has constantly worked towards adopting digital process and digital documentation in most of its operations, these initiatives have helped the Bank and its customers in significantly reducing the usage of paper forms.

2. **Does the Company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.**

No.

3. **Does the Company identify and assess potential environmental risks? Y/N-**

Though it is not relevant to the Bank given the nature of its business, Bank has always acknowledged the need for environmental protection and practices as an environmentally responsible corporate citizen.

4. **Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?**

The above question is not applicable to the Bank as it is relevant for manufacturing entity.

5. **Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.? Y/N. If yes, please give hyperlink for web page etc.**

Energy efficiency and conservation is a part of the Bank's business planning. The systems and processes are designed in a manner to ensure optimum energy usage by continuous monitoring of all forms of energy and augmenting the efficiency of operations.

During the FY 2021-22, Bank has continued to save electricity consumption. Some of the key initiatives were designing Bank's branches and offices in a manner to ensure maximum utilisation of daylight, after office hour all employees who need to work in a branch sit in a common area and all the non-essential lights, ACs, etc. are checked and switched off. AC/ Lights installed at meeting rooms etc. in branches as well as Head Office and Regional Offices are to be switched off when the rooms are not occupied. ACs are switched off after 6:30 PM, and all ACs are maintained at 24 degree or above in branches. The Bank endeavours to shut down all branches on time. All these initiatives have resulted in considerable electricity savings. Moreover, the Bank procures star rated electrical equipment, auto monitors, auto switch timers and LED lights are installed for cost efficient operations in the Bank.

Bank has introduced an automated reconciliation process using Robotic Process Automation (RPA) and has put in place API Gateway in order to interface with third party service provider to meet the customer demands and also to utilize the energy efficiently and to ensure sustainable use of technology resources.

6. **Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Being a banking Company and nature of operations comprising financial services, this information is not substantially relevant for the Bank.

7. **Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year**

Nil

**Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner**

1. **Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**

The Bank is a member of the following major associations:

- (a) Indian Banks Association (IBA)
- (b) Fixed Income Money Market and Derivatives Association (FIMMDA)
- (c) Association of Small Finance Banks of India (ASFBI)

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas ( drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others)**

Through Association of Small Finance Banks of India (ASFBI), Bank has represented/lobbied for enhancement inclusive development policies for underserved and unserved customers.

**Principle 8- Businesses should support inclusive growth and equitable development**

1. **Does the Company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**

As a financial institution, the Bank has a diverse range of products and services, as well as other business and non-business initiatives, which contribute to equitable development and inclusive growth in India. The Bank offers microfinance and other banking services. In line with the goals of offering a comprehensive suite of products, the Bank introduced Garima Savings Account tailored to serve and empower women, increase their awareness about banking and help them to plan their finances better. Additionally, in order to support the target customers extensively during the Covid 19 pandemic, the Bank disbursed Swanidhi loans for the street vendors. Nav Nirman loans were offered under ECLGS

scheme to MSE customers as an additional credit to resurrect and rebuild their livelihoods post the losses incurred during the nation-wide lockdowns. The bank is also providing and working on increasing the digital collection options for the customers. In addition, there are diverse literacy and inclusion activities that the Bank undertakes at various parts of the country aimed at bringing more unbanked or under-banked Indians into mainstream banking. During the FY, apart from community development projects, disaster relief and vocational training programs, the Bank has extensively supported the education of the public on COVID 19 related matters and how the public can avail various benefits provided in this regard by the Government.

Bank's objective is to provide full range of financial services to the economically active poor to enable customers to lead a better life and reaching out to unserved and underserved communities for financial inclusion. The Bank caters customer segments such as lower income groups including women through its micro and rural banking, affordable housing and MSMEs loan products.

Bank follows Sustainability, Accountability, and Promotion of Human Rights and respects the interests of all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

The Bank has identified the following core focus areas for its CSR activity:

- a. COVID relief activities
- b. Community Development
- c. Disaster Relief
- d. Vocational Training

As part of Covid relief measures, the Bank had initiated activities such as distribution of beds, bedspreads, oximeters, oxygen concentrators, oxygen cylinders, ITU beds, Ventilator beds, PPE kits, gloves, mask, thermal scanners, COVID safety gears for frontline workers, etc. Funding of 6 ITU beds to St John's Hospital, Bengaluru and 40 D Type oxygen cylinders was also done to a hospital, CMC Vellore. We created a program with the help of our internal team and launched the **Ujjivan Sanjeevani Kavach Program** to vaccinate the public in our operational areas. The program was successfully executed at 478 operational areas and we were able to inoculate over 80,000 vaccines through PHCs, UPHCs, Government Hospitals & privately set-up camps.

Under disaster management, the Bank supported lives affected by Yass cyclone in Jaynagar and heavy floods at Tamluk and Panskura by providing affected communities with adequate relief material during their time of need.

The Bank has also implemented various community development projects, including the adoption of education centre in Chennai, helped a school in Harihara to setup an IT laboratory and distribution of wheel chairs to PWDs in Bengaluru. In addition to this, the Bank also undertook the Chote Kadam project, funding various infrastructure projects in Karnataka, Goa and Rajasthan. This year, the Bank also focused on imparting education through the funding of various vocational training programs and providing placements to the unemployed youths.

The Bank's MicroBanking business is aimed at financial inclusion. The Bank works on providing full range of banking services to customers and build formal savings habits among customers. The Family Banking programme, which enables family savings habit, is aimed at uplifting customers from credit cycles and build a sustainable savings for emergency and goal based purposes. Inclusive growth is possible if customers are able to fulfil their economical and personal goals through savings rather than relying solely on credit facilities. The Bank's staff are experts in handholding customers during the entire life-cycle of this behaviour building - including digital handholding aimed at empowering customers to transact and manage their banking facilities on their own.

2. **Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?**

Projects were undertaken both in-house as well as with the support of partner NGOs.

3. **Have you done any impact assessment of your initiative?**

NA.

4. **What is your Company's direct contribution to community development projects amount in INR and the details of the projects undertaken. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

The Bank's direct contribution to the community development projects is ₹1,05,88,760. The cost includes the expenses made towards Chote Kadam program implementation for infrastructure projects, funding of smartboards, vocational training programs, supporting with wheel chairs, distribution of computers to an educational institute and livelihood support.

The Bank has spent a total of ₹4,99,61,419 as part of its CSR expenditure on various community development projects, COVID 19 relief activities, disaster management and vocational training programs.



**Principle 9- Businesses should engage with and provide value to their customers and consumers in a responsible manner**

**1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

At the end of the FY 2021-22, the Bank had 1.37% of the Customer complaints which has remained unresolved.

**2. Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. / Remarks(additional information)**

As a Bank, the products and services are intangible, thus the product label requirement is not applicable to the Banking services. Bank promptly communicates all the features, charges, terms and conditions for all its products and services to its customers through:

- a. Detailed disclosure in welcome letter/receipts/sanction letters/ agreements to customers

- b. Display on website, at branches via collaterals and through notice boards;
- c. Key applicable conditions are shared with customers at the time of account opening
- d. Any changes in products are shared via email/SMS/physical communications.

**3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.**

No.

**4. Did your Company carry out any consumer survey/consumer satisfaction trends?**

The Bank has designed and conducted surveys to measure and analyse the satisfaction levels of customers with respect to its products, services and channels. The average customer satisfaction scores for the FY 2021-22 is 83%.