

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING FORMAT

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity:	U72900MH1995PLC095642
2.	Name of the Listed Entity:	Protean eGov Technologies Limited
3.	Year of incorporation:	1995
4.	Registered office address:	Times Tower, 1 <sup>st</sup> Floor, Kamala Mills Compound Senapati Bapat Marg, Lower Parel, Mumbai – 400013, Maharashtra, India
5.	Corporate address:	same as above
6.	E-mail:	<a href="mailto:cs@proteantech.in">cs@proteantech.in</a>
7.	Telephone:	022-40904242
8.	Website:	<a href="http://www.proteantech.in">www.proteantech.in</a>
9.	Financial year for which reporting is being done:	FY 2023-24
10.	Name of the Stock Exchange(s) where shares are listed:	BSE Limited
11.	Paid-up Capital:	INR 40,44,67,320
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Prashant Ghodake Contact no: 9324851852 Email id: Prashant.ghodake@proteantech.in
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Consolidated Basis
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

### 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	IT Enabled solution providers	Conceptualizing, developing, and executing nationally-critical and population scale greenfield technology solutions	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	Tax services	Not applicable	55%
2	Pension services	Not applicable	29%
3	Identity services	Not applicable	13%

### 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	0	07	07
International	0	0	0

#### 19. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	28 states and 8 Union Territories (UTs)
International (No. of Countries)	Nil

##### b. What is the contribution of exports as a percentage of the total turnover of the entity?

➤ 0%

##### c. A brief on types of customers

Type of Service	Types of Customers
Permanent Account Number (PAN)	Individual, Company, Partnership Firm, Limited Liability Partnership, Association of Persons (Trust), Association of Persons, Body of Individuals, Local Authority, or Artificial Juridical Person.
Tax Authentication Number (TAN)	Company/Branch/Division of a company, Individual (Sole Proprietorship), Branch of individual business, Hindu Undivided Family (HUF), Firm / Branch of firm, Association of Persons/Body of Individuals/ Association of Persons (Trusts), Artificial Juridical Person.
Central Record Keeping Agency (CRA)	Customers registered under NPS (National Pension System) pertain to employees of Govt. sector, corporates, all citizens of India including NRI/OCI persons and customers registered under NPS lite/APY (Atal Pension Yojana) scheme generally pertain to the economically weaker section. Persons beyond 18 years can join NPS/APY.
SARAS/ CBFC/ GSP (GST Suvidha Provider) and Digital Onboarding	Corporates and Govt. Bodies,
VidyaLakshmi / VidyaSaarthi	Corporates and Individuals (students)
Account Aggregator	Individual and Corporates
Online PAN (Permanent Account Number) Verification	It includes RBI (Reserve Bank of India) approved authorized dealers and payment banks, SEBI (Securities Exchange Board of India) approved investment advisor's / transfer agents, IRDAI (Insurance Regulatory and Development Authority of India) brokers, Banks, mutual fund advisor, insurance companies, ONDC (Open Network for Digital Commerce), depositories, Stock exchanges, insurance web aggregators, Housing finance companies, Credit card and Information companies, Central & State Government agencies, Central KYC registry, educational institutions established by regulatory bodies, etc.
eSign	Govt. Bodies, Legal Entities registered in India, Bank. Financial Institution/ Telecom Company.
Authentication and e-KYC	Government Organization/PSU, Bank/Payments Bank, Insurance Company, Certifying Authority, Regulated/Licensed by RBI, Non-Banking Financial Company, Digital Payment, Lending Business, Cooperative Bank, Financial Services.

#### IV. Employees

##### 20. Details as at the end of Financial Year: (FY 2023-24)

###### a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	713	527	73.9%	186	26.1%
2.	Other than Permanent (E)	368	256	69.6%	112	30.4%
3.	Total employees (D + E)	1081	783	72.4%	298	27.6%
<b>WORKERS</b>						
4.	Permanent (F)		Not Applicable			
5.	Otherthan Permanent (G)		Not Applicable			

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
6.	Total workers (F + G)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

###### b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	1	1	1	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	1	0	0	0	0
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)		Not Applicable			
5.	Other than permanent (G)		Not Applicable			
6.	Total differently abled workers (F + G)		Not Applicable			

##### 21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22
Key Management Personnel	4	0	0

##### 22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13%	11%	12%	19%	8%	16%	13%	11%	12%
Permanent Workers	Not Applicable								

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

Sr. No	Name of 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	Protean Infosec Services Limited	Subsidiary	100 %	Yes
2	Protean Account Aggregator Limited	Subsidiary	100%	Yes
3	Protean e-Gov Australia Pty Ltd	Subsidiary	100%	No
4	NSDL e-Governance (Malaysia) SDN, BHD	Subsidiary	51%	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.) : **880,81,19,644**

(iii) Net worth (in Rs.): **930,27,00,000**

**VII. Transparency and Disclosures Compliances**
**25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	-	-	-	-	-	-	-
Investors (other than shareholder)	-	433	433	-	-	-	-
Shareholders	-	-	-	-	-	-	-
Employees and workers	Yes	-	-	-	-	-	-
Customers	Yes- CRM SOP enclosed	52,571	336	-	90,455	440	-
Value Chain Partners	Common GRM at Organization level.	-	-	-	-	-	-
Other (please specify)	Not Applicable						

## 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.	Sustainable innovation	Opportunity	Sustainable innovation has a positive impact on profits as well as the environment. It reduces the operational costs and improves operational efficiency, minimizes environmental footprint.	Not Applicable	Positive
2.	Diversity & inclusion	Opportunity	Diverse and inclusive workplace earns deeper trust and more commitment from the employees	Not Applicable	Positive
3.	Corporate governance	Opportunity	Essential in achieving company's goals and objectives, mitigating risks, building stakeholder trust, and maintain business continuity.	Not Applicable	Positive
4.	Financial inclusion	Opportunity	Unlocks new customer base from the underserved communities that doesn't have access to the financial systems and creates positive impact on society.	Not Applicable	Positive
5.	Community engagement	Opportunity	Builds positive brand perception, creates more sustainable and inclusive society, and establishes strategic connections.	Not Applicable	Positive
6.	Employee health, safety and well-being	Opportunity	It creates a more productive, motivated, and engaged workforce. It boosts efficiency, reduces employee attrition.	Not Applicable	Positive
7.	Data security & privacy	Risk	Breach of customer data security and data privacy systems could lead to loss of reputation, a decline in customer confidence; and imposition of legal and regulatory fines.	Cyber security Framework and information security program, strong governance around information security and data privacy	Negative
8.	Energy and GHG emissions	Risk	Potential damage to company's reputation and negative public perception. Mitigating climate risks helps attracting talent and business partners who value environmentally sustainable practices. There is an increasing demand from new customers who are seeking environmentally friendly products, services and operations.	Focusing on sourcing renewable energy	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9.	Customer satisfaction	Opportunity	Expands customer base, increases customer loyalty, greater customer retention, higher lifetime value and a stronger brand reputation.	Not Applicable	Positive
10.	Talent management & development	Opportunity	It is essential to build employees' knowledge, skills and attitudes so the company can succeed and grow. It helps to drive business forward and enable individuals to fulfil their potential.	Not Applicable	Positive

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
<b>Policy and management processes</b>										
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>	
	Refer a) below	Refer b) below	Refer c) below	Refer d) below	-	-	-	Refer e) below	Refer f) below	
➤ <b>Reference links for above Question c.:</b>										
a) <a href="https://cms.proteantech.in/sites/default/files/2024-05/Whistle%20Blower%20Policy_0.pdf">https://cms.proteantech.in/sites/default/files/2024-05/Whistle%20Blower%20Policy_0.pdf</a>										
b) National Pension System (NPS)   Protean CRA (proteantech.in)										
c) About Us - Impactful Digital Technology Solutions   Protean (proteantech.in)										
d) Corporate Governance New - Protean (proteantech.in)										
e) CSR POLICY.pdf (proteantech.in)										
f) About Us - Impactful Digital Technology Solutions   Protean (proteantech.in)										
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Quality management data certificate 9001:2015 Information security management systems 27001:2013 (9001 - PAN/TIN ISO, 20000- NPS IT service, 22000: Business continuity- CRA)									

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.

P1	P2	P3	P4	P5	P6	P7	P8	P9
-	-	-	-	-	Refer to * below	-	-	-

\* To achieve Net Zero Target

6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.

P1	P2	P3	P4	P5	P6	P7	P8	P9
-	-	-	-	-	Refer to # below	-	-	-

# Net Zero Targets - Work In Progress

### 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)

At Protean, our commitment to sustainability is at the core of our strategy to enhance operational efficiency and strengthen our market position.

We are focusing on immediate, actionable steps to reduce our environmental footprint. These include optimizing energy use in our facilities, implementing waste reduction programs, and encouraging measures to reduce commuting emissions. Our objective is committed to increasing engagement with stakeholders to promote sustainability awareness and practices throughout our value chain.

We have integrated sustainability into our core business processes and decision-making. This includes procuring energy from renewable sources, expanding our product lines to reach the last mile for financial and social inclusivity, and developing innovative solutions to help our customers achieve their sustainability goals.

Protean aspires to achieve net-zero emissions and position itself at the forefront of the race towards carbon neutrality. Our transformative initiatives towards this will be designed to minimize waste and optimize resource efficiency across all operations and products.

Protean is dedicated to continue building a safe, healthy, and inclusive work environment. We provide training and development opportunities, promote work-life balance, and ensure fair and equitable treatment for all employees. Our social responsibility efforts focus on contributing to the well-being of the communities we operate in, particularly through initiatives in education, healthcare, and environmental sustainability for underserved populations.

We uphold the highest standards of ethical conduct in all our operations, ensuring transparency, accountability, and integrity in our interactions with stakeholders.

At the heart of our strategy is a firm belief in the power of digital transformation to create a sustainable and equitable future. Our focus is on developing and expanding digital public infrastructure that not only meets today's needs but also anticipates the challenges. We are optimistic about the growth potential of Digital India and remain dedicated to pioneering transformative technology that is collaborative, equitable, and democratizes opportunities on a large scale.

We envision a future where digital public infrastructure serves as the backbone of a sustainable society, where technology bridges gaps, fosters inclusivity, and creates opportunities for all. By working in collaboration with stakeholders, partners, and communities, we create solutions that are both effective and inclusive. Ensuring that technology benefits everyone is a core principle of our strategy. We are committed to developing solutions that address the needs of all segments of society, particularly the underserved and marginalized. Last but not least, by leveraging digital technology, we aim to level the playing field, providing equal opportunities for growth, education, and prosperity to every individual, regardless of their background or location.

We continue to work on innovation in sustainability, encouraging all employees to contribute to our goals. We have identified several overarching trends that are significantly influencing our sustainability priorities. These include increased regulatory requirements, growing stakeholder expectations for transparency, advancements in sustainable technologies, and the global push towards carbon neutrality.

Our journey towards sustainability is a testament to our belief in the transformative power of digital public infrastructure. We are committed to driving change that is impactful, sustainable, and equitable. As we move forward, we will continue to innovate, collaborate, and lead the way in creating a digital future that benefits all.

Suresh Sethi  
Managing Director & CEO

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). Ms. Dipali Sheth  
Chief Human Resources and Impact 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.  
CSR and Sustainability Committee
10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against Above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Quarterly								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	All office Units are in compliance with statutory requirements. The Business Responsibility Policies of RCF are reviewed on a periodic or on a need basis by Senior Management Team. During the review, efficacy of the policies is reviewed and necessary changes to the policies and procedures are implemented.																	

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.
- |  | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|  | No  | No  | No  | No  | No  | No  | No  | No  | No  |

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	Not Applicable								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not Applicable								
It is planned to be done in the next financial year (Yes/No)	Not Applicable								
Any other reason (please specify)	Not Applicable								



## 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 programs on any of the Principles during the financial year (FY 2023-24):

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	32	Company's strategy, business model, group structure, operations, service and product offerings, markets, organization structure, finance, human resources, technology, quality, facilities, risk management strategy, governance policies, designated channels for flow of information, sustainability	100 %
Key Managerial Personnel			
Employees other than BoD and KMPs	3 Awareness Sessions and 6 Compliance Trainings conducted	ITIL Awareness Session, Induction , Finance Planning, ISMS Awareness Session, BCMS Awareness Session, POSH, ABAC, AML, Cyber Security Awareness	72%
	6 categories of Other Trainings	ISMS Lead Implementer, BCMS Lead Implementer, CMMI Certification V2.0, UDEMY Courses, DSCI Certification and PMS training	84%
Workers	Not Applicable		

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	0	0	0	0	0	
Settlement	0	0	0	0	0	
Compounding fee	0	0	0	0	0	
Non-Monetary						
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)		
Imprisonment	0	0	0	0		
Punishment	0	0	0	0		

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
NIL	NIL

4. Does the entity have an anti-corruption or anti-bribery policy? Please provide your answer in (Yes/ No) by inserting a "✓" symbol in the text box provided.

i. Yes  ii. No

If yes, provide details in brief and if available, provide a web link to the policy.

- Anti – corruption / anti – bribery policy is covered under Code of Ethics policy which is available on the internal portal accessible to all employees.

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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	Not Applicable	Not Applicable

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

➤ NIL

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	0	0	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	0	0	0

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:

➤ NIL

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	79 days	99 Days

9. Open-ness of business

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

Parameters	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	
	b. Number of trading houses where purchases are made from	Not Applicable	
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not Applicable	
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable	
	b. Number of dealers / distributors to whom sales are made	Not Applicable	
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Not Applicable	
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.12 Crore	0
	b. Sales (Sales to related parties / Total Sales)	0.46 Crore	0
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0	0

**Leadership Indicators**

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year (FY 2023-24):

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
0	0	0

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? Please provide your answer in (Yes/ No) by inserting a "√" symbol in the text box provided.

i. Yes  ii. No

If Yes, provide details of the same.

Yes, we do have a process in place which is governed by the "Code of Conduct for Board of Directors and Senior Management Personnel". Web link to the same is [https://cms.proteantech.in/sites/default/files/2024-05/Code%20of%20Conduct%20for%20Board%20of%20Directors%20and%20SMPs\\_0.pdf](https://cms.proteantech.in/sites/default/files/2024-05/Code%20of%20Conduct%20for%20Board%20of%20Directors%20and%20SMPs_0.pdf)

**PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe**
**Essential Indicators**

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

	Current Financial Year (FY 2023-24)	Previous Financial Year (FY 2022-23)	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Nil
Capex	Nil	Nil	The organisation has taken initiatives that help it reduce its carbon footprint by investing in energy efficient and environment friendly technologies and promoting sustainable practices.

- Does the entity have procedures in place for sustainable sourcing? (Yes/No)  
Please provide your answer in (Yes/ No) by inserting a "√" symbol in the text box provided.
    - Yes
    - No
  - If **yes**, what percentage of inputs were sourced sustainably?
- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.
  - Not Applicable
- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). Please provide your answer in (Yes / No) by inserting a "√" symbol in the text below.
  - Yes
  - No
  - Since Protean doesn't manufacture or produce any product, it does not require management or disposal of post-consumer products.

**Leadership Indicators**

- 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.
Nil		Nil	Nil	Nil	Nil

- 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
Not Applicable		

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 2023-24 Current Financial Year		FY 2022-23 Previous Financial Year
	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 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable					
E-waste	Not Applicable					
Hazardous waste	Not Applicable					
Other waste	Not Applicable					

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 benefit		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)	
<b>Permanent employees</b>											
Male	527	527	100%	527	100%	-	-	527	100%	0	0
Female	186	186	100%	186	100%	186	100%	-	-	0	0
<b>Total</b>	<b>713</b>	<b>713</b>	<b>100%</b>	<b>713</b>	<b>100%</b>	<b>186</b>	<b>100%</b>	<b>527</b>	<b>100%</b>	<b>0</b>	<b>0</b>
<b>Other than Permanent employees</b>											
Male	256	17	6.64%	-	-	-	-	-	-	17	100%
Female	112	6	5.36%	-	-	6	6	-	-	6	100%
<b>Total</b>	<b>23</b>	<b>23</b>	<b>6.25%</b>	<b>-</b>	<b>-</b>	<b>6</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>23</b>	<b>100%</b>

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)	
<b>Permanent workers</b>											
Male	Not Applicable										
Female											
Total											
<b>Other than Permanent workers</b>											
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 2023-24 Current Financial Year		FY 2022-23 Previous Financial Year	
	Cost incurred on well- being measures as a % of total revenue of the company	<b>Staff Welfare</b>	<b>0.20%</b>	Staff Welfare
	<b>Employee Engagement</b>	<b>0.05%</b>	Employee Engagement	0.04%
	<b>Trainings Cost</b>	<b>0.02%</b>	Trainings Cost	0.01%
	<b>Insurance Policies</b>	<b>0.34%</b>	Insurance Policies	0.17%
	<b>Employee Benefits</b>	<b>4.40%</b>	Employee Benefits	2.09%

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

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	No. of employees covered as a % of total employee	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 employee	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%		Y	100%		Y
Gratuity	100%		Y	100%		Y
ESI						
Others - please specify	NPS- 146 Superannuation- 112		Y	NPS- 130 Superannuation- 114		Y

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 office premise is facilitated with easy access to lifts and ramps for easy movement across the floors thus making access friendly to differently abled employees and visitors.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.
- Yes, Equal opportunity policy is covered as part of our staff rules. Staff rules is accessible to all the employees of Protean.

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	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Female	100%	100%	Not Applicable	Not Applicable
Total	100%	100%	Not Applicable	Not Applicable

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	<p>Grievance Filing: An employee can submit a complaint on email / Darwinbox Helpdesk portal, detailing the issue or concern, which may involve unfair treatment etc.</p> <p>Initial Review by HR Dept: CHRO nominates an HR representative to review the complaint. The grievance is reviewed by HR to determine the nature of the complaint and the appropriate course of action.</p> <p>Review: HR gathers information, interviews involved parties and reviews any relevant documentation or evidence related to the grievance.</p> <p>Resolution Meeting: Once the review is complete, a meeting is held with the employee as well as the concerned CXO if and as deemed necessary, to discuss the findings, explore potential solutions and the closure of grievance.</p>
Other than Permanent Workers	

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>	713	0	0	609	0	0
- Male	527	0	0	455	0	0
- Female	186	0	0	154	0	0
<b>Total Permanent Workers</b>	0	0	0	0	0	0
- Male	0	0	0	0	0	0
- Female	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	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)
<b>Employees</b>										
Male	527	33	6.26%	53	10.06%	455	35	7.69%	231	50.77%
Female	186	8	4.30%	9	4.84%	154	6	3.90%	89	57.79%
Total	713	41	5.75%	62	8.70%	609	41	6.73%	320	52.55%
<b>Workers</b>										
Male	Not Applicable									
Female	Not Applicable									
Total	Not Applicable									

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	527	527	100%	455	455	100%
Female	186	186	100%	154	154	100%
Total	713	713	100%	609	609	100%
<b>Workers</b>						
Male	Not Applicable					
Female	Not Applicable					
Total	Not Applicable					

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? Please provide your answer in (Yes/ No) by inserting a "✓" symbol in the text box provided.

i. Yes  ii. No

**If Yes**, then please state in details below covering the system?

- Being a service sector organisation, there are no processes or operations related risks at the workplace. We consider and take necessary actions, related to ergonomics and work conditions at workplace by facilitating ergonomic workplace chairs, ambient air conditioning system, air purifiers, water purifiers, etc. Regular fire and safety training and drills are conducted including evacuation drills and handling of fire-safety equipment, 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?
- Being a service sector organisation, there are no processes that involve risks or work-related hazards at the workplace.



c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. Please provide your answer in (Yes/ No) by inserting a “√” symbol in the text box provided.

i. Yes  ii. No

**If Yes**, then please briefly explain about the process below.

- Being a service sector organisation, there are no processes that involve risks or work-related hazards at the workplace. Protean does not have workers. It pays utmost care and attention towards the health and wellbeing of all its facilities and maintenance staff. Awareness programs on fire hazards training and safety drills are conducted periodically.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No). Please provide your answer in (Yes/ No) by inserting a “√” symbol in the text box provided.

i. Yes  ii. No

**If Yes**, then please explain about the services below.

- Protean has mediclaim policies for its employees viz
  1. GMC (Group Mediclaim Policy) covers hospitalization cost of self and family
  2. GPA (Group Personal Accident Policy) which covers the cost of road accidents, and
  3. GTL (Group Term Life Cover) which is a life cover
 All the premiums are paid by the company.

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

Safety Incident/Number	Category*	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries Same As Above	Employees	0	0
	Workers	0	0
No. of fatalities Same As Above	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities) Same As Above	Employees	0	0
	Workers	0	0

\*Including the contract workforce

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

- We have robust system and processes to ensure a safe and healthy work place for the employees. We have taken various measures like:
  - Ergonomic workplace with green sapling/ shrubs/ plants at open spaces are provided to promote oxygen levels.
  - Air purifiers are installed in office spaces to improve the air quality.
  - Clean and safe drinking water facility is provided to all employees.
  - First Aid kits are placed at accessible locations and are replenished on a regular basis.

- Quarterly Fire Drills are conducted at all Premises; this empowers employees to counter any fire occurred in the premises.
- Employees are made aware of assembly points for emergency congregation.
- Mock Drill on operation of firefighting equipment's conducted annually.
- Fire alarm systems and smoke detectors are installed and periodically monitored and maintained well at all premises.
- Fire extinguishers are replenished as per schedule to ensure effective use during any untoward incidents.
- Fire Action signage's, No Smoking signage's are placed at all entry and exit of office premises.
- CCTV Surveillance Systems are installed at all office premises and periodically maintained to safety and security of employees.
- We have tie-ups with hospitals in the vicinity of corporate office, to ensure immediate medical assistance as required along with wheelchairs on premises for any medical emergency support.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	0	0	0	0
Health & Safety	0	0	0	0	0	0

14. Assessments for the year (FY 2023-24):

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	0
Working Conditions	0

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

Not Applicable

**Leadership Indicators**

1. Does the entity extend any life insurance or any compensatory package in the event of death of:

(A) **Employees** (Y/N).

Please provide your answer in (Yes/ No) by inserting a "✓" symbol in the text box provided.

i. Yes  ii. No

(B) **Workers** (Y/N).

Please provide your answer in (Yes/ No) by inserting a "✓" symbol in the text box provided.

i. Yes  ii. No

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

➤ Invoices submitted by the vendors are along with the challans of statutory payments made by them.

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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	0	0	0

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) Please provide your answer in (Yes/ No) by inserting a “√” symbol in the text box provided.

i. Yes  ii. No

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	Not Applicable
Working Conditions	Not Applicable

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.

➤ Not Applicable

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

1. Describe the processes for identifying key stakeholder groups of the entity.
  - Protean maps its stakeholders based on their level of interest, influence, and impact, prioritize them based on relevance, and develop engagement strategies that meet their needs. The key stakeholders identified by Protean are employees, customers, vendors and investors.
2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Website, Email, SOP's, SMS	Others - Regular basis	Facilitation center's / Nodal Offices/ APY-SP's. Survey is carried out regarding consumer satisfaction on the services provided by CRA. Further, regular feedback is taken from the subscribers through the Call center (Net promoter score) and for the response given on grievances. Feedback is also taken from Chatbot 'KYNA' made available on NPS.
Employees	No	Meetings, Email, Darwin Box	Others - Regular basis	Career growth and progression, complaints resolution, Health and Safety, wellbeing, Diversity and inclusion, salary discussion, work life balance, work from home / remote working facilities, etc.
Shareholders	No	Website, Email	Quarterly, Annually	Code of Conduct / Ethical conduct, ESG and CSR achievements and practices, certifications, awards & achievements, annual report and financial reports disclosures, other statutory disclosures, etc.
Investors	No	Website, Email	Quarterly, Annually, regular basis	Code of Conduct / Ethical conduct, ESG and CSR achievements and practices, ISO and other certifications, awards & achievements, Employee strength, attrition rates, annual report and financial reports disclosures, other statutory disclosures, etc.
Value Chain Partners	No	Website, Email, meetings	Others - Regular basis, Annually	Code of Conduct / Ethical conduct, Learning & Development (Training), ESG and CSR achievements and practices, certifications, etc.
Community	No	Website, Email	Others - Regular basis	Community interventions in to improve healthcare, education and to ensure environmental sustainability.
Regulators	No	Website, Email, meetings	Others - Regular basis	Code of Conduct / Ethical conduct, ESG and CSR achievements and practices, certifications, awards & achievements, disclosures, 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.
  - The consultation with the Board on key stakeholder concerns is largely facilitated by internal departments that are responsible for the respective stakeholders.
  - The Board and senior management are informed of the comments from wide variety of stakeholders to get their feedback, advice and take appropriate necessary actions. Through various committees, the Board is provided regular updates on feedback received from stakeholders on economic, environmental and social topics that serves as inputs for decision making by the Board.
- 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, stakeholder engagement covers key material issues driven by strategic objectives through various modes of engagements. The engagement modes include town halls, training sessions, customer satisfaction surveys, stakeholder engagement exercise and materiality assessment exercise. The Company has conducted materiality assessment exercise through extensive consultation with multiple stakeholder groups. For each of the material topic identified through this process, the Company has a robust management approach. This will help the Company in aligning overall strategy in line with the material topics.
- Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.
  - The Company engages with marginalized communities to work on the issues contributing to social transformation and sustainable development. During the reporting year. We have supported for betterment of marginalized / vulnerable groups of society which includes scholarship program for tribal girl students in Aspirational district, Nandurbar in Maharashtra.

## PRINCIPLE 5: Businesses should respect and promote human rights

### Essential Indicators

- Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees/workers covered (B)	% (B / A)	Total (C)	No. of employees/workers covered (D)	% (D / C)
Employees						
Permanent	100%	100%	100%	100%	100%	100%
Other than permanent	100%	100%	100%	100%	100%	100%
Total Employees	100%	100%	100%	100%	100%	100%
Workers						
Permanent			Not Applicable			
Other than permanent			Not Applicable			
Total Workers			Not Applicable			

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

Category Total (A)	FY 2023-24 Current Financial Year				FY 2022-23 Previous Financial Year					
	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)
<b>Employees</b>										
<b>Permanent</b>										
Male	527			527	100%	455			455	100%
Female	186			186	100%	154			154	100%
<b>Other than Permanent</b>										
Male	239	7	3%	232	97%	291	10	3%	281	97%
Female	106	0	0%	106	100%	124	0	0%	124	100%
<b>Workers</b>										
<b>Permanent</b>										
Male						Not Applicable				
Female										
<b>Other Permanent</b>										
Male						Not Applicable				
Female										

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	48,05,298	2	34,05,298
Key Managerial Personnel	4	2,53,07,120	0	Nil
Employees other than BoD and KMP	525	14,94,253	186	12,08,960
Workers	NA	NA	NA	NA

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	20.44%	20.62%

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). Please provide your answer in (Yes/ No) by inserting a "✓" symbol in the text box provided.

- i. Yes  ii. No

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

Our code of conduct prohibits the use of child, forced, or compulsory labour in our operations. We have a policy on sexual harassment and internal complaints committee in place to address related concerns. We have implemented Whistle Blower Policy that provides comprehensive framework for capturing and addressing complaints or grievances from stakeholders.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human Rights related issues	0	0	-	0	0	-

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
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.

Protean has Positive Work Environment Policy document which in accordance with POSH Act, the same is accessible to all employees.

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

(Yes/No). Please provide your answer in (Yes/ No) by inserting a “√” symbol in the text box provided.

i. Yes  ii. No

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0
Forced/involuntary labour	0
Sexual harassment	0
Discrimination at workplace	0
Wages	0
Others – please specify	0

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.

➤ None

Details of the scope and coverage of any Human rights due-diligence conducted.

➤ None

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?

4. Details on assessment of value chain partners:

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	Not Applicable
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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	7122.44 GJ	5783.05 GJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>7122.44 GJ</b>	<b>5783.05 GJ</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	2097.18 GJ	3144.30 GJ
Total fuel consumption (E)	289.91 GJ	278.88 GJ
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from nonrenewable sources (D+E+F)</b>	<b>2387.14 GJ</b>	<b>3423.16 GJ</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>9509.58 GJ</b>	<b>9206.21 GJ</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations)	0.0000011	0.0000012
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	0.0000242	0.0000278
<b>Energy intensity in terms of physical output</b>	-	-
Energy 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). Please provide your answer in (Yes/ No) by inserting a "✓" symbol in the text box provided.

i. Yes  ii. No

If Yes, then mention name of that external agency.

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

➤ Not Applicable

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

➤ Water is ONLY used for human consumption. We are Information Technology / Information Technology Enabled Services company, providing various services on IT platform and there are no product or processes involving water. Appropriate best practices to optimize the usage of water are being adopted by the Company. Efforts have been made to ensure that water is used cautiously. Improved aerators are installed on all the water taps in office washrooms to reduce water consumption.

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	11,723.45	10,760.4
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	11,723.45	10,760.4
Total volume of water consumption (in kilolitres)	2,324	2,152
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.00000027	0.00000029
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.00000060	0.00000065
Water intensity in terms of physical output		
Water intensity (optional) – the relevant metric may be selected by the entity		

Note: Water withdrawn is estimated referring to IS 1172 : 1993. Water requirements for buildings other than residences is considered as 45 litres per day per head. The estimated quantity is recorded as water withdrawn from third party source. As per CPCB report, the water consumption is assumed as 20% of the water withdrawal.

**Note:** Indicate if any independent assessment/ evaluation / assurance has been carried out by an external agency? (Y/N). Please provide your answer in (Yes/ No) by inserting a "✓" symbol in the text box provided.

i. Yes  ii. No

If Yes, then mention name of that external agency.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	9,378.76	8,608.32
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	9,378.76	8,608.32

Note: As per CPCB report, the water consumption is assumed as 20% of the water withdrawal and water discharged is assumed as 80% of the total water withdrawal.

**Note:** Indicate if any independent assessment/ evaluation / assurance has been carried out by an external agency? (Y/N). Please provide your answer in **(Yes/ No)** by **inserting a “√”symbol** in the text box provided.

i. Yes       ii. No

**If Yes**, then mention name of that external agency.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? Please provide your answer in (Yes/ No) by inserting a “√”symbol in the text box provided.

➤ Not Applicable

i. Yes       ii. No

**If yes**, provide details of its coverage and implementation.

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

➤ No air emissions

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	N.A.	Protean's nature of business being service industry, air emissions are not material to the Company. The Company reports its greenhouse gas emissions separately.	
Sox	N.A.		
Particulate matter (PM)	N.A.		
Persistent organic pollutants (POP)	N.A.		
Volatile organic compounds (VOC)	N.A.		
Hazardous air pollutants (HAP)	N.A.		
Others – please specify	N.A.		

**Note:** Indicate if any independent assessment/ evaluation assurance has been carried out by an external agency? (Y/N). Please provide your answer in (Yes/ No) by inserting a “√” symbol in the text box provided.

i. Yes  ii. No

If Yes, then mention name of that external agency.

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

Parameter	Units	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	239.43	259.84
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	417.11	625.37
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.00000075	0.00000012
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.0000017	0.0000027
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>			
<b>Total Scope 1 and Scope 2 emission intensity</b> (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). Please provide your answer in (Yes/ No) by inserting a “√” symbol in the text box provided.

i. Yes  ii. No

If Yes, then mention name of that external agency.

8. Does the entity have any project related to reducing Green House Gas emission? Please provide your answer in (Yes/ No) by inserting a “√” symbol in the text box provided.

i. Yes  ii. No

If Yes, then provide details.

- To reduce scope 2 emissions, the organisation has started procuring green energy thereby earning the title of “Green Energy Certificate”. Most of the energy needs are met through sourcing Green power. Our premises are powered with 77% of Green energy, thus reducing GHG emission to that extent. The workspace has been revamped to reduce the total energy consumption by using technology such as radiant cooling, replacing the CFL with LEDs, installing occupancy Sensor lights and adopting VRV (Variable Refrigerant Volume). Furthermore, the organisation encourages digital meetings and conferences to reduce its travels to reduce the GHG emissions.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0.07	
E-waste (B)	2.89	1.03
Bio-medical waste (C)	0.00	0.00
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)		
Radioactive waste (F)	0.00	0.00
Other Hazardous waste. (Please specify here below, if any). (G)	0.00	0.10
Other Non-hazardous waste generated (H). (Please specify here below, if any). (Break-up by composition i.e. by materials relevant to the sector)	18.44	18.98
Total (A+B + C + D + E + F + G + H)	21.40	20.11
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	0.0000000024	0.0000000027
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	0.0000001	0.0000001
<b>Waste intensity in terms of physical output</b>		
<b>Waste intensity</b> (optional) - the relevant metric may be selected by the entity		
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)</b>		
<b>Category of waste</b>		
(i) Recycled	21.40	7.03
(ii) Re-used		
(iii) Other recovery operations		
<b>Total</b>		
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)</b>		
<b>Category of waste</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	0	0

**Note:** Indicate if any independent assessment/ evaluation / assurance has been carried out by an external agency? (Y/N). Please provide your answer in (Yes/ No) by inserting a “√” symbol in the text box provided.

- i. Yes       ii. No

If Yes, then mention name of that external agency.

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.

- The operations do not involve usage of any hazardous and toxic chemicals. Waste management initiatives such as waste segregation, waste recycling, etc. are put in place. All the waste collected is segregated into dry and wet waste. This dry waste is sent to certified re-cyclers for further recycling.

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

- Not Applicable. We do not have our operations in any ecologically sensitive areas that require any form of environmental approval and clearances.

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N). Please provide your answer in (Yes/ No). 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:

- Not applicable as per Environmental Impact Assessment ("EIA") notification 2006

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:

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

## Leadership Indicators

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

For each facility / plant located in areas of water stress, provide the following information: (i) Name of the area, (ii) Nature of operations, (iii) Water withdrawal, consumption and discharge in the following format:

➤ We do not operate in any water stressed areas and hence this question is not applicable

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kiloliters)		Not Applicable
Total volume of water consumption (in kiloliters)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(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		
<b>Total water discharged (in kilolitres)</b>		

**Note:** Indicate if any independent assessment/ evaluation / assurance has been carried out by an external agency? (Y/N). Please provide your answer in **(Yes/ No)** by **inserting a “√” symbol** in the text box provided.

i. Yes       ii. No

If **Yes**, then mention name of that external agency.

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

- Currently the organisation is not measuring its Scope 3 emission, and this can be undertaken in subsequent years.

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO2 equivalent	Not Measured	Not Measured
Total Scope 3 emissions per rupee of turnover		Not Measured	Not Measured
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		Not Measured	Not Measured

**Note:** Indicate if any independent assessment/ evaluation / assurance has been carried out by an external agency? (Y/N). Please provide your answer in (Yes/ No) by inserting a “√” symbol in the text box provided.

- i. Yes       ii. No

If Yes, then mention name of that external agency.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

- Since, we do not operate in any ecologically sensitive areas, there is no impact on biodiversity

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:

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Green power procurement and Energy Efficiency Efforts	Conscious efforts towards procurement of green power. Over 19 lakhs units of green power consumed. Our premises are powered with 77% of Green energy, thus reducing GHG emission to that extent. Adopted VRV (Variable Refrigerant Volume) Air-conditioning system, LED Lighting and Occupancy sensors across offices to enable energy savings.	Gradual decline in carbon emissions. Scope 2 emissions reduced from 625.37 tCO2e in FY 2022-23 to 417.11 tCO2e in FY 2023-24.
2.	Water conservation	Improved aerators are installed on all the water taps in office washrooms to reduce water consumption.	With improved aerators, water wastage is reduced.
3.	Garbage Segregation	Proactive steps are taken for segregation of waste (Dry and Wet Waste) and sent to respective Certified recyclers for recycling,	100% dry waste collected was sent for recycling in F.Y. 2023-24 thus, diverting about 21.40 metric tons from landfilling.

5. There is Business Continuity & Disaster Management Plan at the Organization level which is reviewed, approved by Business Continuity Management Board.

**Objective:**

To establish, implement, and maintain an organization level business continuity and recovery plan to manage a major disruptive incident and sustain CRA operations. The objective of this Organizational Business Continuity & Recovery Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of critical infrastructure / premises disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, cyclones, extended power interruptions, hazardous chemical spills, disruption due to pandemic and other natural or man-made disasters. A disaster is defined as any event that renders the CRA business facility in Mumbai inoperable or unusable so that it interferes with the CRA's ability to deliver essential business services.

### Scope:

All critical infrastructure, processes / activities, critical roles, components / technology that have major impact on achievement of business goals due to disruptive incident. Locations scope covers Mumbai, Pune & Delhi.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard: Not Applicable

No significant adverse impact to the environment, arising from value chain partners.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impact: Nil

No Value chain partners were assessed for environmental impact.

## 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.  
3
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	IAMAI (Internet and Mobile Association of India)	National
2	PCI (Payments Council of India)	National
3	FCC (Financial Convergence Council)	National

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

Name of authority	Brief of the case	Corrective action taken
We do not have such any reported instances		

### Leadership Indicators

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

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes / No)	Frequency of review by Board (Annually / Half yearly / Quarterly / Others please specify)	Web Link, if available
	Nil	Nil	Nil	Nil	Nil
	Nil	Nil	Nil	Nil	Nil

## PRINCIPLE 8: Businesses should promote inclusive growth and equitable development:

### Essential Indicators

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

➤ Not Applicable (Impact assessment is only mandatory for CSR project or program with INR 1 Crore or above.)

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)
	Nil	Nil	Nil	Nil	Nil	Nil
	Nil	Nil	Nil	Nil	Nil	Nil

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

- Protean works closely with communities in identified areas in the domains of education, healthcare and environmental sustainability. It promotes culture of empowering communities and encourages open communication of concerns and grievances through various channels. The CSR team is connected at ground level and gathers feedback from time to time.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	1.52%	7.80%
Directly from within India	100%	100%

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

Location	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	100%

(Place to be categorized 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	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 INR)
1.	Maharashtra	Nandurbar	INR. 1,69,000

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

Please provide your answer in (Yes/ No) by inserting a “✓” symbol in the text box provided.

- i. Yes  ii. No

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

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

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
Nil	Nil	Nil	Nil	Nil

6. 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
Nil	Nil	Nil

7. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Contribution towards Child Care and Rehabilitation Centre Project	60	100%
2.	Contribution to Divyangjan	350	100%
3.	Dialysis related services	80	100%
4.	Cerebral Palsy Project	80	100%
5.	Skills and Entrepreneurial quality development Program	250	100%
6.	Sant Gadgebaba Arogya Kendra Slum Health Care	15,000	100%
7.	Sanganak Pradnya	310	100%
8.	Guruvarya Lahuji Salve Slum Health Center	20,000	100%
9.	Matimand Niwasi Vidyalay, Apang Yuvak Swayam	125	100%
10.	Vidyasaarathi Project	131	100%
11.	Mid-Day Meal Program	300	100%
12.	Providing livelihood for the rural youth by means of skill training in Plumbing Technology	50	100%
13.	Solar Farming and Drip Irrigation	190	100%
14.	Construction of Holiya Structures	150	100%
15.	Funding scholarship scheme	169	100%

**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.**

- Operational grievances are handled by CRM (Customer Relationship Management) team through call center and Technical grievances are handled by Technical Team for PAN (Permanent Account Number) and TIN (Tax Identification Number).

In case of CRA (Central Recordkeeping Agency), for receiving and addressing grievances of the NPS (National Pension System)/APY (Atal Pension Yojana) subscribers, Central Grievance Management System (CGMS) which is an online system is made available to subscribers wherein the subscribers can raise grievances against Central Recordkeeping Agency or their POP/Nodal offices. Any grievances received in physical form like letters are also logged into the CGMS and resolution for same is provided. A token number is generated when a subscriber raises grievance on CGMS portal with which he can track and check the resolution provided by CRA (Central Recordkeeping Agency) or Nodal office.

VidyaLakshmi: Students who apply for education loan on VidyaLakshmi portal can send their grievance online under student login or send email to help desk email ID of VidyaLakshmi. Further, there is dedicated call center wherein the students can report their grievance as well as seek clarification.

Vidyasaarathi: Students who apply for scholarship on Vidyasaarathi portal can send their grievance online under student login or send email to help desk email ID of Vidyasaarathi. Further, there is dedicated call center wherein the students can report their grievance as well as seek clarification.

Account Aggregator: Users report their grievance to dedicated help desk email ID of Account Aggregator services.

CBFC (Central Board of Film Certification): Users report their grievance or submit service request to dedicated call center for CBFC users. Users submit their grievance or service request by sending email to dedicated helpdesk email ID for CBFC users.

SARAS: Users report their grievance or submit service request to dedicated call center for RMS users. Users submit their grievance service request by sending email to dedicated helpdesk email ID for RMS users.

GSP (GST Suvidha Provider): Email ID is provided for grievances.

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

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

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

	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0		Data leakage incidents not observed	0		Data leakage incidents not observed
Advertising	0			0		
Cyber-security	0		Cyber security incidents not observed	0		Cyber security incidents not observed
Delivery of essential Services			Not applicable			Not applicable
Restrictive Trade Practices	0			0		
Unfair Trade Practices	0			0		
Other			Not applicable			Not applicable

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

	Number	Reasons for recall
Voluntary recalls	Not applicable	
Forced recalls	Not applicable	

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy?**

Please provide your answer in (Yes/ No) by inserting a “√” symbol in the text box provided.

- i. Yes  ii. No

If available, provide a web-link of the policy.

**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.**

➤ There are no issues related to data privacy hence no corrective actions required.

**7. Provide the following information relating to data breaches:**

- Number of instances of data breaches  
- No instances of Data Breaches were reported
- Percentage of data breaches involving personally identifiable information of customers  
- 0%
- Impact, if any, of the data breaches  
- Nil Impact

## Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).
  - Corporate website - <https://www.proteantech.in/>
  - Cloud - <https://www.proteancloud.com/>
  - Infosec - <https://www.proteaninfosec.com/>
  - PAN informational - <https://www.protean-tinpan.com/>
  - NPS Informational - <https://www.npscra.nsdl.co.in/>
  - Protean Surakshaa - <https://proteansurakshaa.in/>
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
  - Guidelines are issued in accordance to regulator and Protean.
  - SOPs are made available to subscribers and stakeholders about the services/functionalities made available to them. Nodal offices/APY-SPs are educated for safe usage of password etc.
3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.
  - Yes
  - Stakeholders are informed about the downtime of website if any through tickers/scrollers on the website by system team. Any information related to non-availability system is informed to stakeholders in advance.
4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable). Please provide your answer in (Yes / No) by inserting a “√” symbol below.

i. Yes       ii. No

If yes, provide details in brief.

- Not Applicable

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). Please provide your answer in (Yes / No) by inserting a “√” symbol below..

i. Yes       ii. No

- Survey is carried out regarding consumer satisfaction on the services provided by CRA only (excluding PAN, TAN services). Further, regular feedback is taken from the subscribers through the Call center (Net promoter score) and for the response given on grievances. Feedback is also taken from Chatbot 'KYNA' made available on NPS.