

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT****SECTION A: GENERAL DISCLOSURES****I. Details of the listed entity**

1.	Corporate Identity Number (CIN) of Listed Entity	L24110MH1978GOI020185
2.	Name of the Listed Entity	Rashtriya Chemicals and Fertilizers Limited
3.	Year of Incorporation	1978
4.	Registered office address	Priyadarshini, Eastern Express Highway, Sion, Mumbai 400 022
5.	Corporate address	Priyadarshini, Eastern Express Highway, Sion, Mumbai 400 022
6.	Email	investorcommunications@rcfltd.com
7.	Telephone	022-2552 3000
8.	Website	www.rcfltd.com
9.	Financial year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited & BSE Limited
11.	Paid-up Capital	₹ 551.69 Crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Shri G. Seshadri, Executive Director (Project, Co-ordination & Corporate) I/c. Tel. No.: 022 25523061 email id: corptech@rcfltd.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone

II. Products /services**14. 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.	Manufacturing and Marketing of Fertilizers and chemicals	i. Manufacturing and sale of fertilizers & industrial chemicals	>90

15. Products/Services sold by the entity (Accounting for 90% of the entity Turnover)

S. No.	Products/Service	NIC Code	% of Total Turnover contributed
1.	Urea	20121	52.04
2.	Complex Fertilizers	20122	15.97
3.	Traded fertilizers	46692	16.65
4.	An Melt	20123	6.00
5.	Ammonia	24121	5.76
6.	Nitric Acid	24121	1.53

III. Operations

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

Location	Number of plants	Number of offices	Total
National	2	55	57
International	Nil	Nil	Nil

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	24
International (No. of Countries)	Nil

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

2.62%

c. A brief on types of customers

The entity is engaged in manufacturing and trading on fertilizers and chemicals which is supplied to Customers (Farmers) through Wholesale and Retail dealers.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	2655	2447	92.17	208	7.83
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total Employees (D+E)	2655	2447	92.17	208	7.83
WORKERS						
4.	Permanent (F)	1323	1232	93.12	91	6.88
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total Employees (F+G)	1323	1232	93.12	91	6.88

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
1.	Permanent (D)	39	35	89.74	4	10.26
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	39	35	89.74	4	10.26
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	21	18	85.71	3	14.29
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	21	18	85.71	3	14.29

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	3	37.50
Key Management Personnel	4	1	25.00

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

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	0.57	1.44	0.64	0.66	1.01	0.68	0.23	0.97	0.28
Permanent Workers	0	0	0	0.08	0	0.07	0	0	0

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

Sr. No.	Name of the holding / subsidiary/ associate companies / joint ventures (A)	Indicate whether holding / subsidiary / Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	FACT_RCF Building Products Limited (FRBL)	Joint Venture	50.00	No
2.	Urvarak Videsh Limited (UVL)	Joint Venture	33.33	No
3.	Talcher Fertilizers Limited (TFL)	Joint Venture	33.33	No

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) : Yes
(ii) Turnover (in ₹) 214,515,435,790
(iii) Net worth (in ₹) 45,983,191,654

VII. Transparency and Disclosures Compliances
23. 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 2022-23 Current Financial Year			FY 2021-22 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 shareholders)	-	-	-	-	-	-	-
Shareholders	Yes	7	-	-	4	-	-
Employees and workers	Yes http://grievances.rcfild.com/	-	-	-	-	-	-
Customers	Yes https://mgms.rcfild.com/	11*	Nil	-	14*	Nil	-
Value chain partners	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-

* complaint received from customer care

24. 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)
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We are under process of identifying and defining material responsible business conduct issues related to RCF.

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
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	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
c. Web Link of the Policies, if available	www.rcfltd.com								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
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.	<ul style="list-style-type: none"> • ISO 9001 Quality Management System; • ISO 14001 Environmental Management System; • ISO 45001 Occupational Health and Safety; • ISO 50001: 2011 Energy Management System; • ISO 27001 Information Security Management; 								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	-	-	-	-
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	-	-	-	-	-	-	-	-	-



Disclosure Questions

P 1 P 2 P 3 P 4 P 5 P 6 P 7 P 8 P 9

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)

Dear Stakeholders,
 This is first Business Responsibility & Sustainability Report for the financial year 2022-23. This report is a resemblance to out unwavering commitment to sustainability and enable out stakeholders to know more about RCF’s sustainability performance.
 This Business Responsibility & Sustainability Report reflects RCF’s continuous commitment to sustainability, innovation, and long term value generation through Environment , Social and Governance (ESG) integration. This report emphasises the Environment , Social and Governance performance and practices at RCF. RCF has adopted ESG framework that is consistent with the Company’s Vision, purpose, corporate principles and global ambition. Marking Sustainability as its priority, RCF takes care of the environment and society by strategizing each activity. RCF adheres to the principles of product stewardship along with fostering benefits to the communities, embracing diversity, equality and inclusion in workforce.
(S. C. Mudgerikar)
 Chairman & Managing Director

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

S. C. Mudgerikar, Chairman & Managing Director

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,
 RCF has the “CSR and Sustainability Committee” of Directors to provide guidance and direction to the Management to ensure that health, safety and sustainability implications are duly addressed in all strategic initiatives.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually/ Half yearly / Quarterly / Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	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.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	All RCF Units are in compliance with statutory requirements. Statutory Compliance Certificate on applicable laws is provided by the Company Secretary to the Board of Directors.																	

P 1 P 2 P 3 P 4 P 5 P 6 P 7 P 8 P 9

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.

RCF conducts periodic review of the Charters and Policies internally by the Senior Management Team and Board Committees which then drives the Policies, Projects and performance of the aspects of Business Responsibility and Sustainability.

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Notice			Statutory Report			Financial Statements		
Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	2	Orientation programme for capacity building of newly appointed non-official Directors of CPSEs	100%
Key Managerial Personnel	1	Fertilizer Sector by 2030	100%
Employees other than BoD and KMPs	183	Technical, business, functional, leadership, on boarding, safety, wellbeing aspect, Preventive vigilance, Tendering and procurement guidelines, improving professional & personal effect, compliance management, human rights & ethical value, Anti-Bribery management System & Contract labour compliance system	81.99%
Workers	16	Leadership, technical, functional, financial	83.89

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					
	NGRCB 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			Nil		
Settlement			Nil		
Compounding fee			Nil		



Non- Monetary					
	NGRCB Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment			Nil		
Punishment			Nil		

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

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

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

Yes

The Company had formulated Whistle Blower Policy to enable stakeholders including individual employees and their representative bodies, to freely communicate their concerns about illegal or unethical practices. RCF had provided ample opportunities to encourage Directors and employees to become whistle blowers (Directors and employees who voluntarily and confidentially want to bring the unethical practices, actual or suspected fraudulent transactions in the organization to the notice of competent authority for the greater interest of the organization and the nation). It has also ensured a very robust mechanism within the same framework to protect them (whistle blowers) from any kind of harm. It is hereby affirmed that no personnel have been denied access to the Audit committee.

The Company has put in place a fraud prevention policy. As a part of compliance with the policy, Company has appointed nodal officers for Trombay, Thal, Marketing and Corporate Office. The fraud prevention policy has been framed to provide a system for detection and prevention of fraud, reporting of any fraud that is detected or suspected and for dealing in matters pertaining to fraud. During the year under review, no such cases were reported. In addition, your Company has Vigilance Department to bring greater transparency, integrity and efficiency. The focus of Vigilance department is on Preventive and Participative Vigilance.

Web link of Whistle Blower Policy is available on RCF's website https://www.rcfltd.com/public/storage/cmspages/cmsspdfFile/F1565000758-whistle_blower_policy.pdf

Web link of Fraud Prevention Policy is available on RCF's website <https://www.rcfltd.com/vigilances/details/3>

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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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

Not Applicable

Leadership Indicators

1. Does the entity have processes in place to avoid / manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes

RCF's Code of Conduct requires executives in senior management of the Company to dedicate their best efforts to advancing the Company's interests and to make decisions that affect the Company based on the Company's best interests and independent of outside influences. Executives in senior management of the Company should ensure that any 'conflicts of interest' with the Company should be avoided. The Company obtains declaration from all BoD, KMPs and Senior Management under Regulation 26 (5) of SEBI (Listing Obligation and Disclosure Regulations), 2015 regarding any conflict of interest. As per the declaration received, none of the Directors, KMPs and members of Senior Management had any conflict of interest for the period under review. In case there is likely to be a conflict of interest, he/she should make full disclosure of all facts and circumstances thereof to the Managing director or any committee / officer nominated for this purpose by the Board and a prior written approval should be obtained.

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

Essential Indicators

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

	Current Financial Year 2022-23	Previous Financial Year 2021-22	Details of improvements in environmental and social impacts
R & D	100%	100%	All our R & D investments and efforts are aimed towards sustainability. Research efforts are put in the direction of development of organic fertilizers, and effective waste management for better sustainability
Capex	36.08%	13.52%	Our Capex schemes are primarily aimed towards energy saving and/or adoption of newer efficient technologies.

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

Yes The Company has procedures in place for sustainable sourcing of raw material, fertilizers & chemicals transportation.

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

Not measured

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

RCF manufactures Neem coated urea, Complex fertiliser Suphala, Sodium Nitrate, Sodium Nitrite, Nitric Acid etc., which are consumable and cannot be reclaimed. However, Company uses plastics for packaging and e-wastes are generated due to use of various computers, controllers, air conditioners, and instrumentation. Hazardous wastes are generated in the form of spent resin, used catalysts, spent oil after use of it in the plants, sulphur sludge and ETP sludge.

There is well defined procedure in the Company for reusing, recycling and disposing at the end of life for these wastes in line with CPCB/SPCB guidelines.

Category wise details are as below:

- a) **Plastics (including packaging):** RCFL uses plastic as a packaging material for its products like Urea, DAP, SSP etc. RCFL has submitted its application to get registered as a Brand Owner under Plastic Waste Management Rules 2022. RCFL has Extended Producer Responsibility (EPR) obligation of around 2500 MT for FY 2021-22 and around 7000 MT plastic waste for FY 2022-23. To fulfil its obligation, RCFL has engaged agencies to fulfil its EPR obligation by recycling / disposing off the plastic waste on behalf of RCFL.



- b) **E-waste:** Specified procedures are in place for disposal of e-waste.
 - c) **Hazardous waste:** RCFL has majorly four main hazardous wastes i.e. Spent Catalyst, Spent Oil, ETP Sludge and Sulphur Sludge. Spent Catalyst, Spent Oil are disposed of at designated places in specified manner through CPCB/SPCB approved parties as and when required. Sulphur Sludge and ETP Sludge is recycled in Complex Fertiliser “Suphala” as per CPCB/SPCB in specific manner.
 - d) **Other waste:** Not Applicable.
4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes

RCFL has submitted its application to get registered as a Brand Owner under Plastic Waste Management Rules 2022. RCFL is committed to complying the requirements of Extended Producer Responsibility (EPR) as mandated by Central Pollution Control Board (CPCB). To fulfil its obligation, RCFL has engaged agencies to fulfil its EPR obligation by recycling/ disposing off the plastic waste on behalf of RCFL.

For this reporting period. RCF has fulfilled EPR target of 70% and has set target of 100% fulfilment by 2023-24.

Leadership Indicators

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

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link
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Nil

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

Name of Product / Service	Description of the risk / concern	Action Taken
Fertilizers	The Company has been manufacturing and marketing of fertilizers and other allied products in a responsible manner and established consistent commitment to productive economic activity and sustainability. Use of fertilizer is for improving nutrients of soil and increasing agriculture production.	
Industrial Chemicals		

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 2022-23 (Current Financial Year)	FY 2021-22 (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 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastic (including packaging)	Nil	4,402.21 MT	3855 MT	Nil	750 MT	1482.73 MT
E-waste	Nil	Nil	Nil	Nil	50 nos. AC	Nil
Hazardous waste	Nil	2,112.21 MT	739.94 MT	Nil	1,160.14 MT	612.41 MT
Other waste	Nil	Nil	0.7 MT	Nil	Nil	Nil

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	Total (A)	% of employees covered by									
		Heath Insurance*		Accident Insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	2447	2447	100	2447	100	NA	NA	87	3.55	5	0.20
Female	208	208	100	208	100	7	3.36	N.A	NA	4	1.92
Total	2655	2655	100	2655	100	7	0.26	87	3.28	9	0.34
Other than Permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

* Company has employee health programme which is managed through its own hospital located at Trombay and Thal Unit.

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

Category	Total (A)	% of workers covered by									
		Heath Insurance*		Accident Insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	1232	1232	100	1232	100	NA	NA	42	3.40	0	0
Female	91	91	100	91	100	2	2.19	NA	NA	3	3.30
Total	1323	1323	100	1323	100	2	0.15	42	3.17	3	0.23
Other than Permanent workers											
Male	3507	-	-	3507	100	-	-	-	-	-	-
Female	170	-	-	170	100	-	-	-	-	-	-
Total	3677	-	-	3677	100	-	-	-	-	-	-

* Company has employee health programme which is managed through its own hospital located at Trombay and Thal Unit.

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

Benefits	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	256	108	Y	254	129	Y
Gratuity	256	108	Y	254	129	Y
ESI	NA	NA	NA	NA	NA	NA
Others- please specify	-	-	-	-	-	-

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, RCF's all the premises/offices are accessible to differently abled employees, as per requirements of the Rights of Persons with Disabilities Act, 2016.

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, RCF is committed to provide equal opportunity for all the employees as per the Rights of Persons with Disabilities Act, 2016.

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	-	-	-	-
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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	Yes, Grievance portal
Other than Permanent Workers	Yes, Public Grievance Process & regular interactions
Permanent Employees	Grievance portal
Other than Permanent Employees	Yes, Public Grievance Process, email & regular interactions

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or union (D)	% (D/C)
Total Permanent Employees	2655	2429	91.49	2635	2559	97.12
- Male	2447	2226	90.97	2436	2355	96.67
- Female	208	203	97.60	199	199	100
Total Permanent Workers	1323	1147	86.70	1337	1282	95.89
- Male	1232	1061	86.12	1250	1195	95.60
- Female	91	86	94.51	87	87	100

8. Details of training given to employees and workers:

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	On Health & Safety Measures		On skill upgradation		Total (D)	On Health & Safety Measures		On skill upgradation	
		No. (B)	%(B/A)	No. (C)	%(C/A)		No. (E)	%(E/D)	No. (F)	%(F/D)
Employees										
Male	2447	1622	66.29	705	28.81	2436	1782	71.15	675	27.71
Female	208	58	27.88	96	46.15	199	64	32.16	59	29.65
Total	2655	1680	63.28	801	30.17	2635	1846	70.06	734	27.86
Workers										
Male	1232	2698	218.99	335	27.19	1250	2230	178.40	359	28.72
Female	91	72	79.12	39	42.86	87	62	71.26	31	35.63
Total	1323	2770	209.37	374	28.27	1337	2292	171.43	390	17.02

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	2447	2447	100	2436	2436	100
Female	208	208	100	199	199	100
Total	2655	2655	100	2635	2635	100
Workers						
Male	1232	1232	100	1250	1250	100
Female	91	91	100	87	87	100
Total	1323	1323	100	1337	1337	100

10. Health and safety management system:

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

Yes.

RCF has implemented an Occupational Health and Safety Management System (OHSMS) – ISO-45001:2018, an internationally recognized framework for managing occupational health and safety to ensure the safety and well-being of all the employees and contractor workers.

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

RCF has implemented a comprehensive Occupational Health and Safety Management System (OHSMS) to identify work-related hazards and assess risks on a routine and non-routine basis. All Plants / Departments have revised the 'Hazard Identification & Risk Assessment Document' (HIRA) to be in line with ISO 45001:2018 Standard.

HIRA lists out all occupational hazards & risk arising out of our activities both routine and non-routine during manufacturing/ handling of products. All the HIRAs are reviewed during the IMS (Integrated Management System-ISO-9001, ISO-14001, ISO-45001) Audits carried out internally after every six months and externally every year. The recommendations/ observations made during the Audit related to risk levels are to be complied within a month. The status of compliance is reviewed by top management during the Management Review Meeting (MRM) which is carried out after one month of each audit.

Apart from this, safety audits of both units of RCF is conducted by External Safety Auditor annually and their recommendations implemented in the plant.

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

Yes, in case of any incident workers can directly report it to site safety team alternatively it is identified in routine site safety inspections. Also site Occupational Health & Safety team reports all first aid / medical treatment cases to safety team for their recording.

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

Yes, employees have 24x7 access to Township Medical centre where Non-Occupational Medical Healthcare Services are provided.

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

Safety Incident/Number	Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	1.31	0.21
	Workers	1.13	0.19
Total recordable work-related injuries	Employees	13	6
	Workers	13	3
No. of fatalities	Employees	1	0
	Workers	5	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	5	1
	Workers	2	1

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

RCF has implemented various measures to ensure a safe and healthy work place for its employees and contract workers. Some of these measures include:

- RCF conducts regular safety inspections of its facilities to identify potential hazards and take appropriate measures to mitigate them. JSA (Job Safety Analysis) of critical jobs is carried out to ensure that the risk of each step of a task is reduced to ALARP (As Low as Reasonably Practicable).
- RCF conducts regular risk assessments to identify potential hazards and risks associated with its operations. Various specialized safety studies are conducted such as EIA, RA, HAZOP, QRA, HIRA, LOPA, MCLS and Dispersion modelling etc. for its projects, revamp, any modification in process, new equipment installation etc. This helps RCF to take preventive measures to avoid untoward incidents.

3. RCF conducts regular safety audits to identify and rectify any safety-related issues. This helps RCF to maintain a safe working environment for its employees and prevent untoward incidents.
4. RCF provides regular safety training to its employees' / contract workers to educate them on the safe handling of chemicals, equipment, and machinery. The training covers topics such as hazard identification, risk management, emergency response, and use of personal protective equipment (PPE). Thus it is ensured that every individual is aware of the potential hazards associated with their work and how to mitigate them.
5. Improvement in Safety & environmental awareness amongst Employees, Contractors, Customers, Suppliers, Hazardous chemical transporting staff and neighbouring community by promoting learning through proactive communication, training, sharing of experience & best practices of HSE.
6. RCF has developed an "Emergency Response Plan" to deal with any untoward incidents. The plan includes procedures for evacuation, first aid, firefighting, and communication. RCF conducts regular drills to ensure emergency preparedness involving employees, CISF, MARG (Mutual Aid Response Group: Chembur-Trombay), Mumbai Police and NDRF.
7. Process Safety Mock drills are carried out in Process Plants at regular intervals to analyse the integrity of operating systems and processes handling hazardous substances so as to review the emergency preparedness plan of the organization and evaluate standard operating procedure.
8. Identification of Near miss incident & process near miss incidents reporting, prompt action to address all reported near miss incidents including root cause analysis done. The system also includes Weekly review of near miss incidents with senior officials.
9. Quarterly HSE Index audit is conducted for evaluating HSE system on the basis of well-defined checklist. Marks are allotted for positive/ constructive approach toward safety.
10. RCF provides its employees with appropriate State-of-art safety gadgets and PPEs. Regular training sessions and demonstrations are conducted.
11. RCF has implemented Process Safety Management (PSM) systems based on 29CFR1910.119 as developed by Occupational Safety and Health Administration (OSHA) to identify, evaluate, and control process hazards. This helps to prevent accidents and ensure the safe operation of the plant.
12. Compliance in accordance with the standards ISO 9001-2015, ISO 14001-2015 and ISO 45001-2018. (through Training, Documentation, Audits, Management Review and Annual Audits).
13. Time to time Revision of IMS Manual, Safety Manual, Fire Manual, Process Safety Plant Manuals, and Emergency Control Plan (ECP) for continual improvement, through procedures and Management Plan.
14. RCF has implemented Protect and Sustain Protocol under Product Stewardship initiative of International Fertilizer Association (IFA). Protect and Sustain protocol documentation is prepared, audited, surveillance audit and certification audit is done for Trombay Unit, Thal Unit, Marketing offices, Administrative offices and Security System. This is in line with our endeavour to encourage compliance to International norms pertaining to Health, Safety, Environment and Security of our business activities from source to end user.
15. RCF provides its employees with various health and wellness programs to promote physical and mental well-being.
16. RCF is committed to protecting the environment and has implemented various measures in line with MPCB/CPCB guidelines and statutes to minimize its impact on the environment.
17. RCF complies with all relevant safety and environmental regulations to ensure a safe and healthy work place.

Overall, RCF is committed to providing a safe and healthy work place for its employees and takes all necessary measures to achieve this goal.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (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	1159	74	--	1065	28	--
Health & Safety						

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100 % (All the Plants, Workshops and stores were audited through External Safety Audits conducted by DISH certified external agency as well as Internal Safety Audits conducted by committee comprising concerned Plant/ Dept. head, all sectional heads, Civil dept. representative and Safety Dept. representative nominated by Sr. Management.
Working Conditions	

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.

In the event of a significant incident, RCF (Rashtriya Chemicals and Fertilizers Limited) has a compensation and redressal policy in place to address the needs of affected individuals and prevent recurrence. The policy ensures that RCF takes responsibility for incidents and provides support to affected individuals while taking corrective action to prevent future incidents. RCF takes health and safety very seriously and is committed to providing a safe working environment for its employees. The Company regularly reviews its health and safety practices and working conditions to identify areas for improvement and take corrective action as necessary.

In case of any incident, RCF conducts a thorough investigation of the incident by formation of a technical committee to identify the root cause. The recommendations as suggested by the committee are implemented to prevent future recurrences.

Leadership Indicators

1. 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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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.

RCF has established a robust process for identifying stakeholders both internal as well as external. Accordingly, it has identified various internal stakeholders like employees and external stakeholders such as farmers, shareholders, debenture holder, suppliers/partners, communities, government & regulatory authorities.

RCF has instituted a governance structure to focus on embedding the ESG aspects within our strategy, organisational culture and business verticals. RCF identify stakeholders through key to our business through their impact on the organisation and the value we create for them in return. RCF have identified distinct stakeholders categories for our business.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channel 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
Shareholder	No	Email, Public Notification, Advertisement in newspapers & website etc.	Statutory and event based	Quarterly financial results, dividend, credit rating and new projects
Debenture holder	No	Email, Public Notification, & website etc.	Statutory and event based	Quarterly financial results, interest payment, credit rating and new projects
Farmers	No	Farmers Meet	Periodically	Procuring feedback from the customers and areas of improvement Quality & reliability of the products
Suppliers/ Partners	No	Email, SMS, Vendor meeting	Ongoing	Business related discussions, awareness and training programmes, timely payment, continuity of orders, workshops and seminars
Government & regulatory authorities	No	Compliance meetings, inspections, compliance reports, media releases	Ongoing	Regulatory requirements, compliance with national and local regulations, policy advocacy, changes in regulatory framework
Communities	No	CSR meet Stakeholder meet	Periodically	Understanding the expectations of communities with respect to CSR initiatives.

Leadership Indicators

1. 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.

Nil

2. 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.

Nil



3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

Nil

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (C/D)
Employees						
Permanent	2655	226	8.51	2635	752	28.54
Other than permanent	-	-	-	-	-	-
Total Employees	2655	226	8.51	2635	752	28.54
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

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

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (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)
Employees										
Permanent	2655	-	-	2655	100	2635	-	-	2635	100
Male	2447	-	-	2447	100	2436	-	-	2436	100
Female	208	-	-	208	100	199	-	-	199	100
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent	1323	-	-	1323	100	1337	-	-	1337	100
Male	1232	-	-	1232	100	1250	-	-	1250	100
Female	91	-	-	91	100	87	-	-	87	100
Other than Permanent	3847	1853	48.17	1994	51.83	1431	200	13.98	1231	86.02
Male	3574	1666	46.61	1908	53.39	1371	180	13.13	1191	86.87
Female	273	187	68.50	86	31.50	60	20	33.33	40	66.67

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	2*	89.22 Lakh	1	69.46 Lakh
Key Managerial Personnel	1**	62.39 Lakh	-	-
Employees other than BoD and KMP	1204	23.44 Lakh	116	23.87 lakh
Workers	1224	15.68 Lakh	91	11.97 lakh

Notes:

- 1.* Excluded 1 Superannuated Functional Director (Whole Time Director)
- 2.** KMP means Company Secretary of the Company
3. Remuneration of BoD & KMP includes actuarial provisions & medical expenses incurred for the year.
4. PRP included on the basis of the year of payment.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. RCF has an internal committee in place

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

RCF has a structured Grievance Redressal policy to resolve the grievances of employees including grievances pertaining to human rights. The procedure starts with a complaint by the aggrieved employee in grievance monitoring system Portal.

RCF also ensures compliance with various provisions under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. To inculcate appropriate workplace behaviour and promote gender sensitization, Corporation has mandated all its executive employees to undergo awareness sessions through online courses and workshops conducted on the subject.

Internal Complaint Committees (ICC) of the Corporation have been reconstituted and detailed guidelines on procedures relating to the functioning of the ICC have been circulated.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (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	1	Nil	-	2	Nil	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/ Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

RCF has a Whistle-Blower Policy wherein the permanent management and non-management employees can report to the management concerns about unethical behaviour, actual or suspected fraud or violation of the Company's code of conduct or ethics policy. The objective of this policy is to build and strengthen a culture of transparency and trust in the organization and to provide employees –officers and workmen with a framework / procedure for responsible and secure reporting of improper activities (whistle blowing) and to protect employees wishing to raise a concern about improper activity / serious irregularities within the Company.

The policy provides that the confidentiality of those reporting violations shall be maintained and they shall not be subjected to any discriminatory practice. The Whistle-Blower policy is hosted on the website of the Company.

RCF also ensures compliance with various provisions under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. To inculcate appropriate workplace behaviour and promote gender sensitization, Corporation has mandated all its executive employees to undergo awareness sessions through online courses and workshops conducted on the subject.

Internal Complaint Committees (ICC) of the Corporation have been reconstituted and detailed guidelines on procedures relating to the functioning of the ICC have been circulated.

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

No There is no specific mention of human right requirement in business agreements and contracts (i.e. work orders) issued to concerned parties for execution of jobs. However, a clause regarding compliance of all applicable and governing laws, rules and regulations and by laws both of the Central and State Government and all other local authorities is included in the work order.

9. Assessments for the year:

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

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

No corrective action was required to be taken.

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:

Giga Joules

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A)	52,14,857	57,11,545
Total fuel consumption (B)	303,23,206	315,40,010
Energy consumption through other sources (Solar) (C)	50,501	54,279
Total Energy consumption (A+B+C)	355,88,564	373,05,833
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.000165902	0.00029117
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)
If yes, name of the external agency.

No independent assessment/evaluate /assurance has been carried out by an 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.**

RCF continues to promote & prioritize effective energy utilisation and conservation. RCF three fertilizer productions unit are identified as designated Consumer (DC)s under PAT cycle. Under PAT Cycle-1, RCF achieved the targets in two out of two fertilizer production unit and were issued energy certificates. These certificates have been surrendered /sold in PAT Cycle-2. During the year, RCF has implemented energy saving projects at a cost of ₹ 40.48 crore. It is mentioned that for ongoing PAT Cycle, no notification has been issued for energy reduction in fertilizer sector.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water (BMC Water for Trombay Unit and water supplied by Maharashtra Industrial Development Corporation (MIDC) for Thal Unit)	171,06,975	163,59,213
(iv) Seawater / desalinated water	NA	NA
(v) Others Water Produced in in-house two no. of Sewage Treatment Plants (STPs). Part of the Water generated in STPs is shared with M/s Bharat Petroleum Corporation Limited (BPCL)s	87,80,115	88,23,973
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	258,87,090	251,83,186
Total volume of water consumption (in kilolitres)	236,54,325	230,67,173
Water intensity per rupee of turnover (Water consumed / turnover)	0.000110	0.000180
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency.

No independent assessment/evaluate /assurance has been carried out by an external agency.

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

RCF is exploring the possibility of setting up Zero Effluent Discharge (ZED) plant to treat the effluent generated and to recover & recycle the water in the process at Trombay unit. The objective of the scheme is to achieve Zero Liquid Discharge (ZLD) for RCF Trombay. The zero liquid effluent discharge projects consists of treatment of the various liquid effluent streams generated in the various plants at Trombay unit and converting the effluents in the raw water which shall be used in the process. Detailed Feasibility Report (DFR) received from Consultant. Estimated Project cost is ₹ 99.78 Crore. Project is expected to be completed by Sept. 2025.

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

Parameter	Unit	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
		Trombay	Thal	Trombay	Thal
NOx	µg/nm ³	38	20	39	24
SOx	µg/nm ³	16	12	14	8
Particulate matter (PM10)	µg/nm ³	44	40	50	47
Particulate matter (PM2.5)	µg/nm ³	22	20	24	24
Persistent organic pollutants (POP)	--	NA	NA	NA	NA
Volatile organic compounds (VOC)	--	NA	NA	NA	NA
Hazardous air pollutants (HAP)	--	NA	NA	NA	NA
Others- please specify	-	-	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency.

No independent assessment has been carried. However, RCF has provided all emissions parameters online as per CPCB guideline and all remain within prescribed norms of CPCB.

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	37,27,538	36,97,528
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1,67,960	2,30,885
Total Scope 1 and Scope 2 emissions per crore rupee of turnover		182	307
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency.

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

i) GTG-HSRG project at Trombay and Thal has been commissioned leading to reduction of CO₂, emission by 28%.

RCF has installed Gas Turbines Generators (GTG) with Heat Recovering Steam Generators each, at Trombay and Thal Unit. GTGs with co-generation of steam, have better efficiency compared to conventional turbo generator used for captive power generation and hence shall result in reduction in CO₂ emission by around 28%.

ii) Trombay Ammonia V Plant Revamp (KBR Scheme):

Ammonia-V revamp project is being implemented as a part of energy improvement schemes. The scheme is envisaged to result in energy saving of 0.25 Gcal/MT of Ammonia and shall lead to lower emissions. This will help to reduce around 20,000 TPA of CO₂ emission.

iii) **Thal Ammonia Plant revamp (HTAS Scheme):**

RCF has planned the revamping its Thal Ammonia plant (HTAS scheme) for energy saving of 0.4 Gcal/MT of Ammonia with an investment of ₹ 1038Cr. Reduction in energy consumption shall help in reducing around 55000 TPA of CO2 emissions.

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

Parameter	FY2022-23 (Current Financial Year)	FY2021-22 (Previous Financial Year)
Plastic waste (A)	4,365.49	2,232
E-waste (B)	---	Air-Conditioners 50(nos.)
Bio-medical waste (C)	0.44556	158.85
Construction and demolition waste (D)	---	---
Battery waste (E)		
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	Used oil-94.41 Catalyst-0.0 ETP Sludge-2760.75 Sulphur Sludge-32.997 Total: 2,888.157	Used oil-99.40+ Catalyst-0.54+ ETP Sludge-2510.62+ Sulphur Sludge-19.38+ Total:
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Phosphogypsum-Nil Chalk-Nil	Phosphogypsum-Nil Chalk-Nil
Total (A + B + C + D + E + F + G + H)		
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	ETP sludge-2101.21 Sulphur sludge-10	ETP Sludge – 1149.87 Sulphur Sludge -10.25
(ii) Re-used	--	--
(iii) Other recovery operations	Sale to cement industry Gypsum-69743.090 Chalk- 4506.060	Sale to cement industry Gypsum-87143.96 Chalk- 343.20
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	--	--
(i) Incineration	--	--
(ii) Landfilling	--	--
(iii) Other disposal operations	--	Used oil: 66.42 MT (sold to authorized recycler)
Total		66.42 MT

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency.

NO.

9. **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.**

3R strategy (Reduce, Reuse and Recycle) is employed in the different processes for the effectively implementation of waste management system at RCF. In the course of Fertilizer and Chemical manufacturing, the wastes generated from process and from other activities are taken care with proper planning for storage, recycle and disposal.



Extensive work is being done in RCF for management of waste by R&D activities and through improvement plans for reduction in waste generation, selection of suitable raw material for minimizing waste, R&D on waste for recycling and its sale as a valuable product for the end users.

At Trombay unit, the sludge generated from ETP contains certain amount of phosphates. It is recycled for manufacture of complex fertilizer Suphala (NPK15:15:15) as a source of P2O5. Sulphur sludge is generated in Sulphuric Acid plant is recycled to complex fertilizer plant Suphala (15:15:15) as a source of “S” in the form of secondary nutrient. Also, recycling of off grade/spoiled Suphala from Silo and converting it into saleable product.

At both units of RCF, 100% of swept urea generated in Urea Bagging plants which are collected from floor & equipment cleaning is recycled back in Urea manufacturing.

Hazardous Wastes (HW) being generated in our industry are used catalyst, spent oil, and resin. As per HW rules, authorization has been taken for storage and disposal. Further HW storage has been clearly marked and all the storage of HW (till disposal) is done as per HW rules. Total monitoring of HW material is carried out and the same is disposed-off as per time lines for disposal of such waste. Proper record is kept and same is shared with statutory authorities.

Bio-medical waste and E-waste is disposed-off as per Bio-medical waste / e-waste management rules or through authorized external agencies.

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

S.No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Nil			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Trombay Unit					
New Nano Urea Fertilizer Plant	Proposal No. IA/MH/IND3/426519/2023; File No. IA-J-11011/216/2021-IA-II(I)]	May 2023	Yes	Yes	https://mpcb.gov.in/node/6417
Thal Unit					
NPK / DAP 1200 MTPD	EN-00258	May 22	Yes	Yes	https://mpcb.gov.in/node/6287

12. 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
Both units of RCF are compliant with the applicable law/regulations/guidelines				

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	Giga Joules	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (Solar) (A)	50,501	54,279
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	50,501	54,279
From non-renewable sources		
Total electricity consumption (D)	52,14,857	57,11,545
Total fuel consumption (E)	303,23,206	315,40,010
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	355,38,063	372,51,554

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency.

No independent assessment /evaluate /assurance has been carried out by an external agency.

2. Provide the following details related to water discharged:

Parameter	Giga Joules	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NA	NA
- No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater	NA	NA
- No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
With treatment – please specify level of treatment**	41,22,727	39,77,743
(iv) Sent to third-parties	NA	NA
- No treatment		
With treatment – please specify level of treatment		
(v) Others	NA	NA
- No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	41,22,727	39,77,743

**Effluent is treated in existing Effluent Treatment plant (ETP). ETP ensures that effluent discharged from the factory meets the statutory requirements laid down by the Pollution Control Board. Effluent Treatment plant consists of Physio-chemical Treatment, Nitrification and Denitrification treatment for removal of suspended particles, fluorides, ammonical nitrogen and nitrate nitrogen.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency.

No independent assessment /evaluate /assurance has been carried out by an external agency.

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

RCF does not have any of our plant in water stress areas.

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NA	NA
Total Scope 3 emissions per rupee of turnover		NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency.

No independent assessment /evaluate /assurance has been carried out by an external agency.

5. 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
i)	Solar Power Generation facilities	<p>As part of achieving ecologically sustainable growth, RCF has forayed into solar power generation. RCF has set up a 2 MWp ground mounted Photovoltaic Solar power plant in Trombay Unit in January 2016. In addition to this, RCF has commissioned solar rooftop facilities at Thal and Trombay with an aggregate capacity of 2.17 MWp.</p> <p>The power generated is used for captive consumption, thereby reducing Company’s power import to the equivalent extent. The green power generated by solar plants replaces the conventional power generated through burning of fossil fuels leading to reduction in overall Greenhouse gas emissions.</p> <p>During the year 2022-23, 4,217 MWh of solar power was generated.</p>	Use of renewable energy leading to lower greenhouse gas emissions
	Sewage Treatment Plants (STPs)	<p>RCF is operating Two Sewage Treatment Plants (STPs) at Trombay Unit each plant having capacity to treat around 22.75 Million Litres per Day (MLD) of sewage received from Municipal Corporation of Greater Mumbai (MCGM) which otherwise would have been drained in to the sea after preliminary treatment. The plant serves as a dual purpose, it not only solves the issue of treatment and disposal of sewage, but also relieves MCGM from the obligation of supply of 30 MLD of industrial water, and making equivalent amount of water available for the local community.</p> <p>During the year 2022-23, about 87,80,115 M3 of treated water was generated at both STP plants.</p>	Treating 45.5 MLD of sewage to generate 30 MLD treated water, helps in conserving important natural resource i.e. Water there by reducing waste water.

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
	Nano Urea Fertilizer Plant	RCF is setting-up a new Nano Urea Fertilizer Plant of capacity of 75 KL per day i.e. 1.5 Lakh Bottles per day of 500 ml capacity at RCF Trombay Unit. Nano Urea is having more Nutrient Use Efficiency (NUE) as compared to conventional Urea that results in reduction of urea losses in to the soil. Higher Nutrient Use Efficiency (NUE) of Nano urea will reduce in consumption of conventional urea and emission associated with it. 500 mL of Nano Urea Bottle being equivalent to 1 bag (45 kg) of conventional Urea shall lead to reduction in the bulk of the transportation and hence the vehicular emission.	Resources utilisation for production of the conventional urea and Fuel requirement for transportation shall be reduced.

6. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

As per guidelines of Directorate of Industrial Safety and Health, RCF has established Disaster Management Plan for management of onsite and offsite hazards at both Units of RCF. RCF identifies and assesses potential environment risks in existing plants & upcoming projects by conducting PSM audit, ISO audit, HSE index audit.

Disaster Prevention Measures:

The following activities are carried out for disaster prevention:

- Periodical Safety Audit / OHSAS Audits.
- Performance and condition monitoring.
- Predictive and Preventive maintenance programs.
- We have carried out GAP analysis for the entire complex.
- Process Safety Management system is adopted to ensure safety.

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.

Six (6)

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.	The Fertilizers Association of India	National
2.	Standing Conference of Public Enterprises	National
3.	IMC Chamber of Commerce and Industry	National
4.	National Safety Council	National
5.	Indian Chemical Council	National
6.	International Fertilizer Association	International

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

No adverse orders have been passed by the regulatory authorities related to anti competitive conduct.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/ NO)	Relevant web link
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Nil

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)
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Nil

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

The Company has an effective Grievance Redressal System. Any citizen having complaints in respect of the production or services rendered may directly approach the Company at convenient locations in the Area offices/Administration buildings at Trombay and Thal. Citizens can record their grievances in respect of matter like failure of the quality, prices, conduct of its officers and employees. For the public grievances, the company has initiated "Online Grievance Registration system" on the company's Website.

Any aggrieved citizen can approach the Company and address his/her Grievances to the Nodal Officer of the Company, who acts as Coordinating Officer for Redressal of the grievances. The name and address of the Nodal Officer are provided on RCF Corporate Website.

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	₹ Crore	608.49	316.09
Sourced directly from within the district and neighbouring districts	₹ Crore		

Leadership Indicators

1. 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 lakh)
1.	Maharashtra	Washim	31.35

2. 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
1.	RCF has not filed any patent application covering traditional knowledge	Not Applicable	Not Applicable	Not Applicable

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

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

4. 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.	Promotion of Healthcare	534015	100*
2.	Rural Development	12000	
3.	Promotion of Education	60170	
4.	Skill Development and livelihood	300	
5.	Sustainable Development	400	
6.	Animal Care	500	

*The above details are for CSR projects where beneficiaries are mapped. However, there are several community-based initiatives which have benefitted various sections of the society as whole.

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.

RCF has provided a link to the Centralised Public Grievances Redress & Monitoring System (CPGRAMS), a web-enabled Grievance Redressal System of the Department of Administrative Reforms & Public Grievance (DARPG) to enable Public to submit their Grievance on the Portal. It is a single window application for various Ministries/Depts/Organization of the Govt of India to receive the grievances from various Channels and process them for their Redress with Stipulated Timelines.

Grievances submitted on the CPGRAMS portal is forwarded by Ministry of Chemicals and Fertilizers, Department of Fertilizers to the Nodal officer for Public Grievances in RCF for redressal. RCF has a citizen charter whose main objective is to improve the quality of public services. This is done by letting people know the mandate of the Company, how to reach Company's officials, what to expect in terms of services and how to seek a remedy in case of problem. The citizen's charter is hosted on the RCF corporate website.

RCF has also established Grievance Redressal and Monitoring System for the purpose of prompt redressal of employees grievances in a proactive manner in the Company's website at <http://grievances.rcfltd.com/>. It helps in achieving the objectives of employees satisfaction, enhancement within guidelines and is also develop trust/confidence in the system and department. SC/ST and PWBD employees have also special grievances Redressal System as per statutory requirements.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100
Safe and responsible usage	100
Recycling and/or safe disposal	100

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

	FY 2022-23 (Current Financial Year)		Remarks	FY 2021-22 (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	0	Nil	0	0	Nil
Advertising	0	0	Nil	0	0	Nil
Cyber-security	0	0	Nil	0	0	Nil
Delivery of essential services	0	0	Nil	0	0	Nil
Restrictive Trade Practices	0	0	Nil	0	0	Nil
Unfair trade Practices	0	0	Nil	0	0	Nil
Other	0	0	Nil	0	0	Nil

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

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

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes RCF has implemented Information security management system and is certified for ISO 27001:2013.

<https://www.rcfltd.com/public/storage/cmspages/cmspdfFile/F1671539569-Information%20Security%20Policy%20Dec2021.pdf>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

There were no complaints received w.r.t. cyber security and data privacy during the reporting year.

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

a) For general purpose

Web link: <https://www.rcfltd.com/>

Information can be obtained from the RCF's toll free number 1800-22-3044 for farmers

RCF operates customer care service 022 25523044 for farmers

For Specific Products:

Name of products	Web Link
Fertilizers	https://www.rcfltd.com/product-fertilizer/fertilizer-1
Industrial Products	https://www.rcfltd.com/product-media/ipd-1

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The entity is engaged in sale and marketing of agriculture inputs, hence periodic training is being organised in marketing territory for the consumers i.e. dealers/retailers and farmers for updating their knowledge on safe and responsible use of products.

In addition to this, the entity is also engaged in organising promotional campaigns and participation in Krishi Melas and Agricultural exhibitions organised by Agricultural Universities /state agriculture departments where products and services are displayed and related information is given to the consumers.

1. **Soil Sample Analysis:** 48,689 number of NPK and 13,718 number of Micro-nutrient analysis have been done and Soil Health Cards distributed.
 2. **Kisan Suvidha Kendras:** 100 Kisan Suvidha Kendras were operated at different districts of Maharashtra & Karnataka for educating & imparting Agricultural extension services to the farmers at the field level,
 3. **Farmer Training Centres** are operational at Thal and Nagpur for imparting residential training to farmers. A total of 44 programs were undertaken benefitting 2979 farmers during the year.
 4. **RCF Kisan Care Toll Free service 1800-22-3044** was operated for imparting Agricultural information to the farming community.
 5. **RCF Sheti Patrika:** 7.20 lakh copies of RCF Sheti Patrika (Marathi edition) covering the relevant subjects pertaining to Agriculture and allied fields were printed & distributed to farmers.
 6. **Doordarshan:** RCF sponsored and promoted popular TV programs like Krishi Samruddhichi Gurukilli for sharing of Agriculture Knowledge and RCF Suphala DD Sahyadri Krishi Sanman Puraskar for motivating farmers.
 7. **Social Media:** Information has been shared through Social Media (WhatsApp, Facebook, Twitter, Instagram, and You Tube) with handle @rcfkisanmanch.
 8. **Agricultural Extension Services:** 3218 Field Demonstrations, 209 Soil Testing Days, 460 Farmers' Meetings, 55 Krishi Melas, 10 Veterinary Camp/Rural Sports, 58 Exhibitions, etc. were organized for the benefit of the farmers.
 9. **Adoption of Villages for Promotion of City Compost:** 6 villages from Maharashtra & Karnataka were selected for promotion of City Compost.
3. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes

The information is displayed on the packing of products for judicious use as per the local laws. The entity conducts various periodical meetings with the consumers i.e. farmers to have the comprehensive feedback of the products and take the steps for continuous improvement in quantity and services.

The entity conducts various periodical meetings with the consumers i.e. farmers to have the comprehensive feedback of the products and take the steps for continuous improvement in quality and services.