

Directors' Report

Your Directors are pleased to present the 36th Annual Report of PNB Housing Finance Limited together with the Audited Standalone and Consolidated Financial Statements of the Company for the Financial Year ended March 31, 2024.

Financial Highlights (Consolidated)

	(₹ in crore)	
	March 31, 2024	March 31, 2023
Total Income	7,057.09	6,529.66
Total expenditure	5,103.19	5,168.75
Profit before tax	1,953.90	1,360.91
Less: Provision for Tax		
- Current year	422.67	87.78
- Deferred Tax	23.22	227.13
Profit After Tax	1,508.01	1,046.00
Other Comprehensive income (OCI)	(16.25)	77.06
Total Comprehensive income for the year	1,491.76	1,123.06
Transfer to Statutory / Special reserves	306.00	212.00
Balance carried to balance sheet	1,185.76	911.06

The standalone and the consolidated financial statements for the Financial Year ended March 31, 2024, forming part of this annual report, have been prepared in accordance with Ind AS notified under section 133 of the Companies Act, 2013 ('the Act') and other relevant provisions of the National Housing Bank Act, 1987 as amended from time to time, the Master Directions Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 dated February 17, 2021 ('RBI Directions') as amended from time to time and the Master Direction – Reserve Bank of India (Non- Banking Financial Company – Scale Based Regulations) Directions, 2023 dated October 19, 2023 as amended from time to time.

The Net Interest Income for the financial year 2024 stood at ₹2,516.07 crore as compared to ₹2,345.55 crore, registering an increase of 7% year on year. The Pre Provision Operating Profit increased by 4% to ₹2,125.01 crore from ₹2,052.19 crore.

The Credit cost including write off for financial year 2024 was ₹171.11 crore registering a decrease of 75% year on year.

The Spread on loans for financial year 2024 stood at 2.34% as compared to 2.81%. Net Interest Margin for financial year 2024 stood at 3.74% as compared to 3.73%. Gross Margin, net of acquisition cost for financial year 2024, was at 4.02% as compared to 4.06%. Return on Asset for financial year 2024 was at 2.20% as compared to 1.61%. Return on Equity for financial year 2024 was at 10.90% as compared to 9.98%.

During the year, the Company has transferred a sum of ₹236.00 crore to Special Reserve and a sum of ₹70.00 crore to the Statutory Reserves.

Capital Adequacy Ratio (CRAR)

The Capital Adequacy Ratio (CRAR) as on March 31, 2024 was 29.26% (comprising Tier I capital of 27.90% and Tier II capital of 1.36%). The Reserve Bank of India (RBI) has prescribed a minimum CRAR of 15% of total risk weighted assets.

Dividend

In order to preserve capital, your Directors have not recommended any dividend for the year (Previous year Nil). The Company has a Dividend Distribution Policy in place and the same is placed on the website of the Company at <https://www.pnbhousing.com/investors/policies>

Rights Issue

The Board of Directors on March 9, 2022, had authorized the Company to raise capital by way of Rights Issue up to ₹2,500 crore. After completion of all the processes, the Board had approved, on March 28, 2023, for issue of 9,06,81,828 fully paid-up Equity Shares for amount aggregating to ₹2,493.76 crore. The Board had fixed issue price of ₹275 per fully paid-up Equity Share (including a premium of ₹265 per Equity Share) for the said Rights issue.

The Record date for Rights share eligibility was April 5, 2023. The issue opened for subscription on April 13, 2023 and closed for subscription on April 27, 2023. The Board allotted 9,06,81,828 fully paid-up Equity Shares each for an amount aggregating to ₹2,493.76 crore. Pursuant to the allotment, the paid-up equity share capital of the Company has increased from ₹168,86,18,680 comprising of 16,88,61,868 fully paid-up Equity Shares of ₹10/- each to ₹259,54,36,960 comprising of 25,95,43,696 fully paid-up Equity Shares of ₹10/- each.

The Board has expressed its gratitude to the shareholders for the overwhelming response to the Rights Issue with 1.21 times subscription.

The Company had utilised the proceeds of the Rights Issue during this financial year for the purpose for which it was raised.

Lending Operations

The Company is a Non-Banking Financial Company - Housing Finance Company (NBFC-HFC) and is engaged in financing for purchase and/ or construction of residential houses, loan against property and loan for other related purposes. All other activities revolve around the main business of the Company.

The Company had disbursed loans amounting to ₹17,583 crore during the year as compared to ₹14,965 crore in the previous year (growth of 17.5%).

The Company has accelerated growth during the year with focus on retail loans which contributed 99% of total disbursements. The Company has built a separate affordable loan vertical called 'Roshni' with dedicated sales, credit, collection, and operations team. The target ticket size of the loan is ₹15 lakhs. The affordable loan segment presence was expanded to 160 branches/outreaches. This segment will be one of the focus areas going forward together with that of 'Emerging Market' segment.

Company's digital onboarding platform ACE was enhanced for improving distribution and customer experience. The Company has robust underwriting, monitoring, collection and risk management practices.

Loan Assets

Loan Assets as on March 31, 2024, were ₹65,358 crore as compared to ₹59,273 crore as on March 31, 2023, registering an increase of 10%. With focus on retail segment, during the year, the Company has grown retail loan book by 14% from ₹55,471 crore to ₹63,306 crore whereas the corporate loan book has declined by 46% from ₹3,802 crore to ₹2,052 crore as per the conscious decision. The retail book constituted around 97% of the Loan Asset as on March 31, 2024.

The Assets Under Management (AUM) as on March 31, 2024, were ₹71,243 crore as compared to ₹66,617 crore as at March 31, 2023, resulting in an increase of 7% YoY.

For further details on lending operations please refer the Management Discussion and Analysis Report.

Asset Quality

The overall Gross Non-performing Assets (GNPAs) declined by 233 bps to 1.50% as on March 31, 2024 as compared to 3.83% as on March 31, 2023. The Retail and Corporate GNPAs declined to 1.45% and 3.31% respectively as on March 31, 2024 as compared to 2.57% and 22.25% respectively as on March 31, 2023.

The overall Net Non-performing Assets (NNPAs), declined to 0.95% as on March 31, 2024 as compared to 2.76% as on March 31, 2023. The retail and corporate NNPAs declined to 0.94% and 1.11% respectively as on March 31, 2024 as compared to 1.74% and 18.24% respectively as on March 31, 2023.

During the year, the Company had auctioned 2,074 properties under the provisions of SARFAESI Act, 2002 and sold 282 properties with loan outstanding amounts aggregating to ₹178.72 crore and the sale value were aggregating to ₹120.46 crore. None of the sister concerns of the Company participated in the auction(s). This information is pursuant to Para 37.4.4 of RBI Scale Based Regulations.

The overall ECL provision coverage as on March 31, 2024 was 1.91% (retail loans 1.32% and corporate loans 20.27%).

Distribution

During the year, the Company expanded its branch network to 300 branches/outreaches (including 160 affordable loan branches/outreaches) from 189 branches/outreaches (including 82 affordable loan branches/outreaches) as on March 31, 2023. Majority of new branches were opened in Tier II and Tier III cities to expand affordable business.

The Company has 18 underwriting hubs for credit decision making.

Borrowings

The outstanding borrowings as on March 31, 2024, were ₹55,057 crore as compared to ₹53,651 crore as on March 31, 2023. During the year, the Company has raised fresh resources of ₹34,547 crore from multiple sources excluding deposits.

Details of market borrowings are provided in the Management Discussion and Analysis Report and notes to accounts.

The Company has complied with the provisions of Chapter XI of RBI Master Directions and SEBI NCS Regulations for issue of Non-Convertible Debentures on private placement basis. The Company has been regular in payment of principal and interest on the Non-Convertible Debentures.

Deposits

The outstanding deposits (including accrued interest) as on March 31, 2024 were ₹17,802.63 crore (including non-retail deposits of ₹2081.28 crore) as against ₹17,247.90 crore (including deposits of ₹1,722.54 crore) non-retail outstanding as on March 31, 2023, registering an increase of 3%. The Company has raised ₹6,195.53 crore of total (fresh + renewal) deposits during the year.

The Company has accepted public deposits as per RBI Master Directions as amended from time to time (erstwhile National Housing Bank Directions, 2010) and as per the provisions of the Act, to the extent applicable. The Company has paid interest on all the outstanding deposits on due dates as per contract. There was no default on repayment of deposits or payment of interest thereon during the year.

The deposits of the Company have been rated AA Positive (Outlook Stable) by CRISIL and CARE AA+ (Outlook Stable) by CARE.

Investment in SLR

The Company has maintained the investments for its Statutory Liquidity Ratio (SLR) as stipulated under RBI Master Directions. The Company had total SLR investments at market value of ₹2,352.27 crore (Book value of ₹2,388.95 crore) as on March 31, 2024.

Unclaimed Deposits and NCDs

Out of the deposits, which became due for repayment up to March 31, 2024, deposits worth ₹40.25 crore, including interest accrued and due relating to 518 depositors had not been claimed or renewed by the respective depositors. The Depositors have been intimated regarding the maturity of their deposits with a request to either renew or claim the deposits and subsequent reminders have been sent by SMS, e-mails, etc. Further, in the absence of any specific maturity instruction and where the bank account particulars were correct, the maturity amounts have been remitted to the respective designated bank accounts maintained in the name of the depositor.

Deposits remaining unclaimed for a period of seven years from the date they became due for payment must be transferred to Investor Education and Protection Fund (IEPF) established by the Central Government under section 125 of the Act. During the year, the Company has transferred an amount of ₹14.13 lakh to IEPF. The concerned depositors can claim the deposit back from the IEPF. The Company has provided the process of claiming refund from IEPF on the website of the Company.

During the year, the Company paid interest amounts from time to time and principal amounts on redemption of NCDs, on the respective due dates. There are no unclaimed/unpaid amounts pertaining to principal or interest in respect of non-convertible debentures issued by the Company. The Company is not required to maintain debenture redemption reserve on privately placed NCDs in terms of MCA Notification dated August 16, 2019.

Credit Rating

During the year, CARE Ratings had initially reaffirmed the AA rating and revised the outlook from 'Stable' to 'Positive'. Then the Rating was upgraded to AA+ and outlook was upgraded from 'Positive' to 'Stable' for Fixed Deposits, Non-Convertible Debentures and Bank Loans.

ICRA Ratings had initially reaffirmed the AA rating and revised the outlook from 'Stable' to 'Positive' for Non-Convertible Debentures. Then the Rating was upgraded to AA+ and outlook was upgraded from 'Positive' to 'Stable'.

India Ratings had initially reaffirmed the AA rating and revised the outlook from 'Stable' to 'Positive' for Non-Convertible Debentures and Bank Loans. Then the Rating was upgraded to AA+ and outlook was upgraded from 'Positive' to 'Stable'.

CRISIL Ratings had initially reaffirmed the AA rating and revised the outlook from 'Stable' to 'Positive'. Then the Rating was upgraded to AA+ and outlook was upgraded from 'Positive' to 'Stable' w.e.f. May 27, 2024 for Fixed Deposits, Non-Convertible Debentures and Bank Loans.

Rating for Commercial Papers was re-affirmed by CRISIL Ratings as A1+ and CARE Ratings as A1+, during the year.

The credit rating on deposits, term loans, NCDs and commercial paper and migration during the year is disclosed in the General Information to Shareholders forming part of Director's Report.

Management Discussion and Analysis Report, Report of the Directors on Corporate Governance and Business Responsibility & Sustainability Report

In accordance with the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Listing Regulations) and the Reserve Bank of India, Master Directions, the Management Discussion and Analysis Report (MD&A) and the Report of Directors on Corporate Governance form part of this report. A certificate on compliance with the conditions of Corporate Governance under the Listing Regulations is placed as Annexure-8, to this Report.

In accordance with the Listing Regulations, the Business Responsibility & Sustainability Report (BRSR) also forms part of Annual report. The BRSR indicates the Company's performance against the principles of the 'National Guidelines on Responsible Business Conduct' and the BRSR related policies of the Company. This would enable the Members to have an insight into Environmental, Social and Governance initiatives of the Company. The BRSR Report is placed as Annexure-2, to this Report.

Corporate Social Responsibility (CSR)

The total amount allocated for CSR activities for financial year 2024 was ₹22.69 crore and the funds were allocated to various projects during the year. Out of this, the amount spent during the year was ₹17.80 crore on various CSR activities in lumpsum or tranches based on the progress of the project(s). A sum of ₹4.89 crore was transferred to Unspent CSR Account to carry out ongoing CSR activities as per schedule within permissible timelines.

Pehel Foundation (wholly owned subsidiary) is the implementation arm of the Company for CSR activities along with other partnering agencies.

During the year, the company focused on Strategic and Flagship Interventions. The flagship interventions were designed for the welfare of the construction workers community and strategic interventions focused upon Healthcare, Environment, Education and Women Empowerment.

Flagship Interventions

The construction worker community has been supported with better living space, scholarship support for students, cataract surgeries, mobile medical units, skill development, education support to children, etc.

Strategic Interventions

Healthcare: Strengthening of Primary Health Centers, Govt. hospital, cataract screening and surgery, support to differently abled like visually impaired, hearing impaired, etc. Support to old age home and senior citizens, transport facility for patients, home away from Home for children suffering from cancer and supported palliative care.

Education: Teaching learning material support for Gandhi Balika Vidyalaya (KGBV) and Samarth schools, renovation of school and anganwadis, transport facility for students, established e-learning infrastructure in Govt. schools, Science, technology, engineering, and mathematics (STEM) learning in Govt. schools, supported tribal school with digital learning.

Environment: Projects for water conservation, plastic waste management, solid waste management, tree plantation and awareness generation, Solar electrification in schools, old age homes and villages, etc.

Women Empowerment: Established women owned millet cookies and blended spice production units, skill development of specially abled women, empowered women in villages through facilities of pipeline water at doorstep and community level safe drinking water.

The details are captured in Annexure-1 to Directors' Report on CSR activities.

Human Resource

As on March 31, 2024, the Company had 2,003 full time employees on its rolls. There were 10 employees employed throughout the year, who were in receipt of remuneration of ₹1.02 crore or more per annum or receipt of remuneration of ₹8.5 lac or more per month. The remuneration comprises salary, allowances, perquisites/ taxable value of perquisites, excluding perquisite value of ESOPs exercised and ex-gratia amount.

In accordance with Rule 5(2) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, the names and particulars of the top ten employees in terms of remuneration drawn and of the aforesaid employees, are set out in the annex to the Directors' Report. In terms of the provisions of Section 136(1) of the Act read with the applicable rules, the Directors' Report is being sent to all Shareholders of the Company excluding the annexure. Any Shareholder interested in obtaining a copy of the annexure may write to the Company.

Further, disclosures on managerial remuneration are provided in Annexure-3 appended to the Directors' Report. On-boarding of key positions and vacant positions at all levels across locations were made to ensure uninterrupted business operations.

The Learning and Development (L&D) team implemented a learning roadmap for employees on techno-functional and behavioural skills. The L&D team provided physical as well

as virtual learning interventions for existing employees and new joiners.

The changes, if any, in the KMPs and/or Senior Management Personnel are covered in detail in the Report of Directors on Corporate Governance.

Prevention, Prohibition and Redressal of Sexual Harassment of Women at the Workplace

The Company has adopted a policy on prevention, prohibition and redressal of sexual harassment at the workplace. Members of the Internal Complaints Committee constituted by the Company are responsible for reporting and conducting inquiries pertaining to such complaints.

The Company on a regular basis sensitises its employees including employees of the subsidiaries on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness programmes. Disclosure in relation to Sexual harassment of Women at workplace (Prevention, Prohibition, and Redressal) Act, 2013:

- No. of complaints filed during the year ended March 31, 2024: 1
- No. of complaints disposed off during the year: 1
- No. of complaints pending at the end of the financial year- Nil (the complaint pending at the end of previous year also stands closed).

Particulars of Loans, Guarantees or Investments

Since the Company is a housing finance company, the disclosures regarding particulars of the loans given, guarantees given and security provided by the Company, if any, is exempt under the provisions of Section 186(11) of the Act. As regards, investments made by the Company, the details of the same are provided in notes to the financial statements of the Company as Note No.7 for the year ended March 31, 2024, forming part of this Report.

Particulars of Contracts or Arrangements with Related Parties

In accordance with the provisions of Section 188 of the Act and rules made thereunder, the transactions entered with related parties are in the ordinary course of business and on an arm's length pricing basis, the details of which are included in the notes forming part of the financial statements. The particulars of contracts or arrangements with related parties, including material transactions, as prescribed in Form No. AOC-2 of the Companies (Accounts) Rules, 2014, are annexed to this report as Annexure- 4. Details of related party transactions are given in the Notes to Accounts as Note No.36.10. The Policy on Related Party Transactions is published elsewhere in the Annual Report and is also placed on the Company's website at <https://www.pnbhousing.com/investors/policies>

Particulars regarding conservation of energy, technology absorption and foreign exchange earnings and outgo

As an institution providing financial services, our operations are not highly energy intensive. However, we have been focusing on sustainability and cultivating climate conscious culture wherein aspects like resource conservation, waste generation, energy efficiency, judicious consumption are given prime importance.

Even as digitization of products and services has been effective in reducing the requirement of paper, it remains a significant resource consumed during the company's normal course of business, and thus rationalizing printing requirements remains a priority within the business. This can eventually enable reduction in energy consumption in our day-to-day operations.

For procurement of equipment required to run our operations, such as computer hardware, air conditioners, energy efficiency standards (viz. 5-star ratings) are duly considered during purchase. Majority of the initiatives such as Sensor based programming of Lift operations, provision for Natural Sunlight for offices through windows, LEDs, energy efficient architecture, Optimized HVAC operation with load balancing etc. are present in select leased offices/ touchpoints and proper care is taken to ensure such initiatives remains a priority while onboarding a new office/ creating customer touchpoint. The typical expenditure around energy expenditure during the year was estimated around ₹10 Lakh.

There were no foreign exchange earnings, and the Company has incurred foreign exchange expenditure of ₹263.15 crore during the year primarily on account of interest on borrowings from external sources and other expenses.

Business Continuity

The Company has a Business Continuity Plan (BCP), designed to minimise operational, financial, legal, reputational, and other material consequences arising from a disaster, if any.

The Business Continuity & Disaster Recovery policy at PNB Housing is developed with intent to prevent, contain, and respond to potential disruptions that may impact the continuity of business/support processes performed by PNB Housing, along with ensuring safety of PNB Housing Finance employees.

We have implemented multi-layered controls for identification, prevention, detection, and response to various cyber security threats. We have applied safeguards for protection of customer information. We have framed Information Security Policy, Cyber Security Policy and Cloud Security Policy to Support Information Security Management System and to protect business information at network, endpoint, perimeter, application and human layer.

Maintenance of Cost Records

Being a housing finance company, the Company is not required to maintain cost records as per sub-section (1) of Section 148 of the Act.

Unclaimed Dividend

As on March 31, 2024, dividend amounting to ₹7.03 lakh pertaining to previous years have not been claimed by Shareholders of the Company. The Company has been informing these Shareholders to claim unclaimed dividend, by way of e-mails and letters.

Employees Stock Option Scheme & RSU Scheme

During the year, 21,633 and 1,39,822 Equity Shares of ₹10 each were allotted on exercise of ESOP options under ESOP Scheme 2016 and 2018, respectively. Further, 34,035 Equity Shares of ₹10 each were allotted on exercise of RSUs under RSU Scheme 2020.

Grant of fresh ESOPs & RSUs

During the year, the Nomination and Remuneration Committee had granted 3,35,510; 9,73,936 and 3,75,500 ESOPs under ESOP Scheme 2016, 2018 and 2020, respectively.

[30,000 options were granted at ₹803.40, 41,000 options at ₹688.15, 18,000 options at ₹643.40, 2,86,500 options at ₹483.15 and 60,000 options at ₹438.85].

During the year, the Nomination and Remuneration Committee has granted 67,500 RSUs under RSU Scheme 2020 at ₹10 per unit.

Further, pursuant to adjustment on account of Corporate Action of Rights Issue, 3,35,510 ESOPs were issued pursuant to ESOP Scheme 2016; 9,13,936 ESOPs were issued pursuant to ESOP Scheme 2018 and 22,146 RSUs were issued pursuant to RSU Scheme 2020 during the year.

There has been no variation in the terms of the options granted under any of these schemes and all the schemes are in compliance with the SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021, as amended. The certificate from the Secretarial Auditors confirming that ESOP Schemes have been implemented in accordance with the SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021 and Shareholder's resolutions has been obtained and will be available for inspection. The Nomination and Remuneration Committee monitors the compliance of these Schemes. The disclosures as required under the regulations have been placed on the website of the Company at <https://www.pnbhousing.com/investor-relations/updates-events/>.

Regulatory Compliance

Following the amendment in the Finance Act, 2019 and the subsequent notification by the Reserve Bank of India (RBI) in August 2019, Housing Finance Companies (HFCs) are being treated as one of the categories of Non-Banking Financial Companies (NBFCs) for regulatory purposes and accordingly come under RBI's direct oversight. The National

HousingBank (NHB), however, would continue to carry out supervision & refinance facilities for HFCs. In this regard Master Direction – Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 was notified on February 17, 2021 (updated as on March 21, 2024).

The Company has been following guidelines, circulars and directions issued by the RBI/ NHB, from time to time. The Company has complied with the Master Direction-Non Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 (updated as on March 21, 2024) and other directions/guidelines prescribed by RBI regarding deposit acceptance, accounting standards, prudential norms for asset classification, income recognition, provisioning, capital adequacy, credit rating, corporate governance, information technology framework, fraud monitoring, concentration of investments, capital market exposure norms, guidelines on maintenance of Liquidity Coverage Ratio (LCR), transfer of loans and know your customer, anti-money laundering, etc.

RBI had issued a circular on “Scale Based Regulation (SBR): A Revised Regulatory Framework for NBFCs” on October 22, 2021 (‘SBR Framework’). As per the framework, based on size, activity, and risk perceived, NBFCs are categorised into four layers, NBFC - Base Layer (NBFC-BL), NBFC - Middle Layer (NBFC-ML), NBFC - Upper Layer (NBFC-UL) and NBFC - Top Layer (NBFC-TL). RBI has categorised PNB Housing Finance Limited as an NBFC - Upper Layer (NBFC-UL) vide its press release dated September 30, 2022 and September 13, 2023. RBI has issued the Master Direction – Reserve Bank of India (Non-Banking Financial Company)-Scale Based Regulation) Directions, 2023 dated October 19, 2023 (updated as on March 21, 2024). The Company has put in place necessary Board approved policies like Internal Capital Adequacy Assessment Policy, Compensation Policy for Key Managerial Personnel and Senior Management, Compliance Policy, Board approved limits for Sensitive Sectors Exposure under the SBR Framework, etc.

During the year, the Company has not made any application, or no proceeding is pending under the Insolvency and Bankruptcy Code, 2016 (31 of 2016). The Company has not entered into one-time settlement for any loans availed from the Banks or Financial Institutions.

As per the SEBI Master Circular No. SEBI/HO/DDHS/PoD1/P/CIR/2023/119 dated July 7, 2023, PNB Housing Finance Limited being Large Corporate (LC) during FY22, FY23 & FY24, was required to borrow at least 25% of its incremental borrowing by way of issuance of debt securities. The company being an HFC raises funds from multiple sources viz., bank borrowings, deposits, National Housing Bank (NHB), External Commercial Borrowings (ECBs), debt markets, etc. In the last few years with rising interest rates, the borrowing from the debt market was costlier than the other long-term sources. Therefore, the Company’s actual borrowing through debt securities was lower primarily due to higher cost of borrowing. As per SEBI Circular No. SEBI/HO/DDHS/DDHS-RACPOD1/P/CIR/2023/172 dated

October 19, 2023, which is effective from April 1, 2024, the framework for funds raising by issuance of debt securities by Large Corporates has been revised from FY25 onwards. As per the new framework, the requirement of mandatory qualified borrowing by an LC in a FY (not less than 25% of the qualified borrowings) shall be met over a contiguous block of three years i.e., by March 31, 2027. For more details, please refer Note No.35 of financial statements.

Policies and Codes

During the year, the Company has revised its policies as required in terms of provisions of the Act, RBI Directions, SEBI Listing Regulations, etc and placed the policies as required under the Regulations on its website at <https://www.pnbhousing.com/investor-relations/corporate-governance/>

Directors

As on March 31, 2024, the Company has twelve Directors with an optimum combination of Executive and Non- Executive Directors including one woman director. The Board comprises of eleven Non-Executive Directors, out of which six are Independent Directors.

During the financial year, there were no fresh appointment or resignation of Directors. However, Ms. Gita Nayyar whose tenure was about to end on May 28, 2024, was re-appointed as an Independent Director of the Company to hold office for a second term of five consecutive years commencing from May 29, 2024, up to May 28, 2029. She has been re-appointed by the members of the Company on recommendation of the Nomination & Remuneration Committee and the Board through Special Resolution passed by the Postal Ballot on April 26, 2024.

Pursuant to the provisions of Section 149 of the Act, the Independent Directors have submitted declarations that each of them meets the criteria of independence as provided in Section 149(6) and 149 (7) of the Act along with Rules framed thereunder and Regulation 16(1)(b) of the SEBI Listing Regulations. There has been no change in the circumstances affecting their status as independent directors of the Company.

During the year under review, the non-executive directors of the Company had no pecuniary relationship or transactions with the Company, other than sitting fees, commission and reimbursement of expenses, if any as per the terms of appointment.

Your Board wishes to place on record its sincere appreciation for the contributions made by the directors on the Board and also on various Committees of the Board.

In accordance with the provisions of the Act and Articles of Association of the Company, Mr. Kapil Modi and Mr. D K Jain will retire by rotation at the ensuing Annual General Meeting (AGM). They are eligible for re-appointment and your Board has recommended for their re-appointment at the ensuing AGM.

Mr. Neeraj Vyas was initially appointed as an Independent Director on the Board effective from April 15, 2019, for a tenure of five years. He resigned as an Independent Director during April 2020 and was appointed as an Interim Managing Director & CEO of the Company from April 28, 2020, till August 10, 2020. On appointment of a new Managing Director, Mr Vyas was appointed as Non-Executive Director with effect from September 1, 2020, liable to retire by rotation at the Annual General Meeting of the Company. As Mr Neeraj Vyas, who is liable to retire by rotation, has been determined to be a fit and proper candidate by the Nomination & Remuneration Committee (NRC), for appointment as an Independent Director, and on the recommendations of the NRC, the Board has approved and recommended to the members for his appointment as an Independent Director at the ensuing Annual General Meeting (AGM) and a proposal is placed before the members in the Notice of the AGM seeking appointment of Mr Neeraj Vyas as an independent Director of the Company for a tenure of three years. Mr Neeraj Vyas has become eligible to be appointed as an Independent Director after April 1, 2024 (as he was a KMP, he was not eligible to be appointed as an independent director for the immediate succeeding three financial years i.e., upto March 31, 2024).

All the directors of the Company have confirmed that they satisfy the fit and proper criteria as prescribed under the applicable regulations and that they are not disqualified from being appointed as directors in terms of Section 164(2) of the Act. The Company has also received a certificate from the Practising Company Secretary confirming that none of the directors have been debarred or disqualified and the same is placed as Annexure- 5, to this Report.

The Board is of the opinion that the Independent Directors of the Company possess requisite qualifications, experience, and expertise. All the Independent Directors of the Company have registered their names with the data bank created for Independent Directors.

The details on the number of Board/ Committee Meetings held are provided in the Corporate Governance Report, which forms part of this report.

The evaluation of Board, its committees and individual Directors was carried out in terms of the provisions of the Act and Listing Regulations. (Refer Corporate Governance Report).

Changes in the Key managerial Personnel

Mr Sanjay Jain (FCS: 2642), Company Secretary and Compliance Officer of the Company was superannuated with effect from the January 31, 2024.

Further, Ms Veena G Kamath (A23788) has been appointed as the Company Secretary and Key Managerial Personnel (KMP) of the Company w.e.f. February 1, 2024.

Statutory Auditors

In terms of the Reserve Bank of India Guidelines dated April 27, 2022, on Appointment of Statutory Central Auditors (SCAs)/Statutory Auditors (SAs) of Commercial Banks (excluding RRBs), UCBs and NBFCs (including HFCs).

The Shareholders at the 33rd AGM had appointed M/s. T R Chadha & Co, LLP, Chartered Accountants (ICAI Firm Registration No. 006711N/N500028) and M/s. Singhi & Co., Chartered Accountants (ICAI Firm Registration No. 302049E) as the Joint Statutory Auditors of the Company for a period of three years from the conclusion of 33rd Annual General Meeting till the conclusion of the 36th AGM of the Company. The term of above Joint Statutory Auditors will come to an end on the conclusion of the ensuing AGM.

The Board of Directors of the Company, on recommendation of the Audit Committee, has considered and recommended to the shareholders for appointment of M/s. CNK & Associates LLP (Firm Registration No.101961 W/W-100036) and M/s M. M. Nissim & Co LLP (Firm Registration No. 107122 W/W-100672) as joint Statutory Auditors of the Company for a period of 3 (three) years from the conclusion of 36th AGM up to the conclusion of 39th AGM of the Company. Agenda on the approval of appointment of joint Statutory Auditors of the Company is being placed to the Members in the ensuing AGM.

During the year, the Statutory Auditors were paid a remuneration of ₹1.08 crore (the Statutory Auditor of the subsidiary companies were paid remuneration of ₹0.10 crore). The remuneration pertains to fees for audit, internal financial control reporting, limited reviews, tax audits and taxation services, certifications and other matters and reimbursement of expenses.

During the year under review, the Statutory Auditors did not have any matter requiring reporting under Section 143 (12) of the Act. Therefore, there is no reporting disclosure required under Section 134 (3) (ca) of the Act.

The Statutory Auditors have confirmed that they continue to satisfy the eligibility norms and independence criteria as prescribed by RBI guidelines and the Companies Act, 2013.

Secretarial Audit Report

Pursuant to the provisions of Section 204 of the Act, the Board has appointed M/s Vinod Kothari & Company, a firm of Company Secretaries in Practice to undertake the Secretarial Audit of the Company for the financial year 2023-24.

The Secretarial Audit Report for the financial year ended March 31, 2024, as required under Section 204 of the Act and Regulation 24A of the SEBI Listing Regulations, is annexed to this Report as Annexure- 6. Your Company is in compliance with the applicable Secretarial Standards issued by The Institute of Company Secretaries of India and approved by

the Central Government under Section 118(10) of the Act for FY 2023-24. The Secretarial Auditor's Report does not contain any qualifications, observations or adverse comments.

In terms of the SEBI Circular dated February 8, 2019 and as per Reg.24A of SEBI LODR Regulations, 2015, your Company has submitted the Annual Secretarial Compliance Report for FY 2023-24 issued by M/s Vinod Kothari & Company, to the Stock Exchanges within the prescribed time and the same is available on website of the Company and Stock Exchanges. The same is placed as Annexure-7, to this Report.

Vigil Mechanism

The Company has a Whistle Blower Policy and has established necessary vigil mechanism for directors and employees in conformation with Section 177(9) of the Act and Regulation 22 of SEBI Listing Regulations, to report concerns about unethical behaviour, if any. This Policy is available on the Company's website at <https://www.pnbhousing.com/investors/policies>

Directors' Responsibility Statement

In accordance with the provisions of Section 134(3)(c) of the Act and based on the information provided by the management, your directors state that:

- a) In the preparation of annual accounts, the applicable accounting standards have been followed;
- b) Accounting policies selected have been applied consistently. Reasonable and prudent judgements and estimates have been made so as to give a true and fair view of the state of affairs of the Company as on March 31, 2024 and of the profit of the Company for the year ended on that date;
- c) Proper and sufficient care has been taken for the maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding the assets of the Company and for preventing and detecting frauds and other irregularities;
- d) The annual accounts of the Company have been prepared on a going concern basis;
- e) Internal financial controls have been laid down to be followed by the Company and such internal financial controls are adequate and operating effectively; and
- f) Systems to ensure compliance with the provisions of all applicable laws are in place and were adequate and operating effectively.

Internal Financial Control

The Company has put in place adequate policies and procedures to ensure that the system of internal financial control commensurate with the size and nature of the Company's business.

These systems provide a reasonable assurance in respect of providing financial and operational information, complying with applicable statutes, safeguarding of assets of the Company, prevention and detection of frauds, accuracy and completeness of accounting records and ensuring compliance with Company's policies.

Based on the framework of internal financial controls and compliance systems established and maintained by the Company, the work performed by the internal, statutory and secretarial auditors and external consultants, including the audit of internal financial controls over financial reporting by the statutory auditors and the reviews performed by management and the relevant board committees, including the audit committee, the Board is of the opinion that the Company's internal financial controls were adequate and effective during FY 2024.

Internal audit

The Company has an Internal Audit system in place for ensuring that the Company's operations are conducted in a manner that promotes effectiveness, efficiency, and reliable financial reporting while also ensuring compliance with relevant laws, regulations and policies. The Company has appointed an Internal Auditor in terms of the RBI guidelines.

Extracts of Annual Return

The Annual Return in Form MGT-7, provisional, as on March 31, 2024 is available on the website of the Company at <https://www.pnbhousing.com/investor-relations/annual-reports/>.

Significant and Material Orders Passed by Regulators

During the year, there were no significant or material orders passed by the regulators or courts or tribunals that would impact the going concern status or operations of the Company in the future. The Details on penalties, fines, strictures levied during the last three Financial years are provided in the Corporate Governance Report.

Particulars of contract or arrangements entered Material changes, details of subsidiaries and litigations

There were no material contracts or arrangements and there has been no material change and commitment, affecting the financial position of the Company, which has occurred between the close of the Financial Year ended 2023-24 and the date of this Report.

There has been no change in the nature of business of the Company.

Subsidiaries

PHFL Home Loans and Services Limited

PHFL is a wholly owned subsidiary and is the distribution arm for PNB Housing, offering doorstep services to the prospective customers. The subsidiary has trained workforce to source business for the loans and deposits offered by PNB Housing.

During the year, the PHFL has sourced loan applications in respect of 74% of total loans disbursed by PNB Housing Finance. The annual accounts of PHFL are enclosed along with the Annual Accounts of PNB Housing.

A report on the performance and financials of PHFL, as per Act and rules made thereunder is provided in Form AOC-1 attached to the Consolidated Financial Statements forming an integral part of the Annual Report.

Pehel Foundation

PEHEL Foundation is a wholly owned non-profit subsidiary Company incorporated under Section 8 of the Act. It is an implementation arm to carry out various CSR activities of PNB Housing Finance and PHFL.

During the year, under review, there was no material change in the nature of the business of the subsidiaries. There are no associates or joint venture companies within the meaning of Section 2(6) of the Companies Act, 2013.

Further, pursuant to the provisions of Section 136 of the Act, the financial statements of the Company, consolidated financial statements along with relevant documents and separate audited financial statements in respect of subsidiaries, are available on the Company's website at <https://www.pnbhousing.com/investors/annual-reports>.

Other Disclosures

Your Directors hereby clarify that the following disclosures are not applicable, considering that there were no such transactions in the year under review:

1. There has been no issue of Equity Shares with differential rights as to dividend, voting or otherwise.
2. Your Company has not resorted to any buy back of its Equity Shares during the year under review.
3. The Managing Director & CEO of your Company did not receive any remuneration or commission during the year from the subsidiary of the Company.

Acknowledgements

The Directors place on record their gratitude for the support of various regulatory authorities including Reserve Bank of India, National Housing Bank, Securities and Exchange Board of India, Ministry of Housing and Urban Affairs, Ministry of Corporate Affairs, Registrar of Companies, Financial Intelligence Unit (India), Insurance Regulatory and Development Authority of India, the Stock Exchanges and the Depositories.

The Company acknowledges the role of all its key stakeholders- shareholders, borrowers, channel partners, depositors, deposit agents, lenders, auditors, consultants, Registrar & Transfer agents, trustees for their continued support.

The Directors express their appreciation for the dedication and commitment with which the employees of the Company at all levels have worked during the period.

For and on behalf of the Board

Girish Kousgi

MD & CEO

Place: New Delhi

Date: June 18, 2024

Atul Kumar Goel

Non-Executive Director

Annexure – 1

ANNUAL REPORT ON CORPORATE SOCIAL RESPONSIBILITY (CSR) ACTIVITIES

1. Brief outline on the CSR Policy of the Company

The CSR Policy of the Company is designed to be responsive and sensitive to the social needs of vulnerable and marginalised sections of society. PNBHFL is committed to contribute to social, economic, environmental, educational, healthcare, etc. The Company's focus will be to contribute towards sustainable development goals and to make our society a better place for future generations. Company's policies on CSR are oriented towards stakeholder-participation approach, where the target groups are seen as stakeholders in the community whose well-being is integral to the long-term success of the company and not a charity-oriented approach. The Company through its CSR initiatives enables the marginalized community to be empowered and become self-reliant. We are aiming to improve the lives of under privileged and reinforce our humble collective efforts towards nation building.

The Company has adopted CSR Policy approved by CSR Committee and the Board of Directors, in accordance with the provisions of Corporate Social Responsibility under Section 135 of the Companies Act, 2013 read with the Companies (Corporate Social Responsibility Policy) Rules, 2014 and Schedule VII of the Companies Act, 2013 ("the Act").

The CSR Policy of the Company is based on following guiding principles:

- Sustainability
- Transparency
- Accountability
- Employee Engagement
- ESG Framework
- Non-discriminatory

The broad framework for CSR initiatives to be undertaken by the Company would be as per section 135 and schedule VII of Companies Act, 2013 as amended. The focus areas for CSR initiatives are:

- Hunger, Malnutrition and Health
- Education
- Gender Equality, Women Empowerment and Care for Senior Citizens
- Environmental Sustainability
- Others - or any other areas/fund/project as may be considered and approved by CSR Committee/Board.

2. Composition of CSR Committee

Sl. No.	Name of Director	Designation/ Nature of Directorship	Number of meetings of CSR Committee held during the year	Number of meetings of CSR Committee attended during the year
1.	Dr. Tejendra Mohan Bhasin	Chairman Independent Director	3	3
2.	Mr. Ramakrishnan Chandrasekaran	Member Independent Director	3	3
3.	Mr. Sudarshan Sen	Member Independent Director	3	2
4.	Mr. Girish Kousgi	Member Managing Director & CEO	3	3

3. Web-link where composition of CSR Committee, CSR Policy and CSR Projects approved by the Board are disclosed on the website of the Company.

Web-link of CSR Committee composition	https://www.pnbhousing.com/about-us/csr-committee#pnbTabss
Weblink of CSR Policy	https://www.pnbhousing.com/about-us/csr-policy#pnbTabs
Weblink of CSR projects approved by the Board	https://www.pnbhousing.com/documents/d/guest/List%20of%20Projects%20for%20FY%2023-24

4. Provide the executive summary along with the web-link(s) of Impact Assessment of CSR Projects carried out in pursuance of sub-rule (3) of rule 8, if applicable:

<https://www.pnbhousing.com/documents/d/guest/Impact%20Assessment-%20FY%2023-24>

5. (a) Average Net Profit of the Company as per Section 135(5)

The average Net Profit (of preceding three financial years) of the Company as per Section 135(5) for the purpose of CSR Budget in FY 2023-24 is ₹11,34,60,09,065

- (b) Two percent of average Net Profit of the Company as per section 135(5).

₹22,69,25,000 is the two percent of the average Net Profit.

- (c) Surplus arising out of the CSR projects or programmes or activities of the previous financial years.

There was no surplus amount arising from the CSR projects or programmes or activities that were carried out in the previous financial year.

- (d) Amount required to be set-off for the financial year, if any.

There was no amount set off for the financial year.

- (e) Total CSR obligation for the financial year (5b+5c-5d).

The total CSR obligation for the financial year 2023-24 is ₹22,69,25,000.

6. (a) Amount spent on CSR Projects (both Ongoing Project and other than Ongoing Project):

The total amount spent on CSR projects (both ongoing and other than ongoing project) in financial year 2023-24 is ₹16,70,11,081.

- (b) Amount spent in Administrative Overheads:

₹89,02,467 was spent in Administrative Overheads during the financial year 2023-24.

- (c) Amount spent on Impact Assessment, if applicable:

₹21,35,800 was spent on Impact Assessment during the financial year 2023-24.

- (d) Total amount spent for the Financial Year (6a+6b+6c):

Total amount spent in financial year 2023-24 is ₹17,80,49,348.

- (e) CSR amount spent or unspent for the Financial Year:

Total Amount spent for the Financial Year. (In ₹)	Total amount transferred to unspent CSR Account as per Section 135(6)		Amount transferred to any fund specified under Schedule VII as per proviso to section 135(5)		Amount Unspent (In ₹)
	Amount	Date of transfer	Name of the fund	Amount	Date of transfer
₹17,80,49,348	₹4,88,75,652	April 29, 2024	-	-	-

- (f) Excess amount for set off, if any: NA

Sl. No	Particulars	Amount
(i)	Two percent of average net profit of the Company as per section 135(5)	22,69,25,000
(ii)	Total amount spent for the Financial Year	17,80,49,348
(iii)	Excess amount spent for the financial year [(ii)-(i)]	Nil
(iv)	Surplus arising out of the CSR projects or programmes or activities of the previous financial years, if any	Nil
(v)	Amount available for set off in succeeding financial years [(iii)-(iv)]	Nil

7. Details of Unspent Corporate Social Responsibility amount for the preceding three Financial Years: in crore

S. No.	Preceding Financial Year(s)	Amount transferred to Unspent CSR Account under subsection (6) of section 135 (in ₹)	Balance Amount in Unspent CSR Account under sub-section (6) of section 135 (in ₹)	Amount spent in the Financial Year (in ₹)	Amount transferred to a Fund as specified under Schedule VII as per second proviso to subsection (5) of section 135, if any		Amount remaining to be spent in succeeding Financial Years (in ₹)	Deficiency, if Any
					Amount (in ₹)	Date of transfer		
1	FY-1 (March 31, 2023)	6,40,64,581	41,63,138	5,99,01,443	-	-	41,63,138	-
2	FY-2 (March 31, 2022)	-	-	-	-	-	-	-
3	FY-3 (March 31, 2021)	-	-	-	-	-	-	-

8. (a) Whether any capital assets have been created or acquired through Corporate Social Responsibility amount spent in the Financial Year:

PNB Housing Finance Limited has not created or acquired any capital assets directly from CSR amount spent in FY 23-24. However, we are listing the project level information where the assets have been created by the partners/ vendors of the implementing agency Peהל Foundation.

(b) If Yes, enter the number of Capital assets created/ acquired: NA**(c) Furnish the details relating to such asset(s) so created or acquired through Corporate Social Responsibility amount spent in the Financial Year:**

S. No.	Short particulars of the property or asset(s) (including complete address and location of the property)	Pincode of the property or asset(s)	Date of creation	Amount of CSR amount spent (in ₹)	Details of entity/ Authority/ beneficiary of the registered owner		
					CSR Registration Number, if applicable	Name	Registered address
1	Support to PHC with Medical Equipment like Oxygen Concentrator, BP operator, ECG Machine, Aluminum auto-clave electric cooker, etc. Non medical equipment's like, Solar System, Computer and printer, RO water purifier, CCTV, Fridge, etc. Furniture's like Stainless steel three-seated chairs, Bedside lockers, Hospital mattress cot, etc. Address- Primary Health Care center, K Mallasandra, Hoskote Taluk, Bangalore rural district.	560067	March 9, 2024	10,36,740	NA	Primary Health Care center	K Mallasandra, Hoskote Taluk, Bangalore rural district, Karnataka
2	Support to PHC with Medical equipment like Suction apparatus, Oxygen concentrator, Otoscope, Examination table, Instruments trolley, Delivery instrument kit, Baby cradle, Stethoscope lens, Phototherapy Unit, etc. Non medical equipments like Solar Panel & battery, Fridge, Solar Water heater & Softener System, etc. Address - Primary Health Care center, Sulibele, Hoskote Taluk, Bangalore rural district.	562129	March 9, 2024	21,77,730	NA	Primary Health Care center	Sulibele, Hoskote Taluk, Bangalore rural district, Karnataka
3	Vehicle Support for Alzheimer Patients Transportation Address- Hope Ek Asha, D 52, Greater Kailash Enclave II, New Delhi	110048	April 1, 2024	7,95,714	CSR00008744	Hope Ek Asha	D - 52, Greater Kailash Enclave-II, New Delhi - 110048
4	Millet Cookies Production Unit - Equipment support like Industrial Oven, Rusk Moulds, Bread Moulds, Cake Mixture Machine, Mixer Grinder Machine, Flow Wrapping Machine, Laptop, CCTV, RO purifier, table, etc. Address- Chinta Haran Bajrang Ke Pass Fulera Road, Jobner, Rajasthan	302019	March 20, 2024	16,57,513	NA	Saheli Millets Cookies Unit	Chinta Haran Bajrang Ke Pass Fulera Road, Jobner, Rajasthan 303328

S. No.	Short particulars of the property or asset(s) (including complete address and location of the property)	Pincode of the property or asset(s)	Date of creation	Amount of CSR amount spent (in ₹)	Details of entity/ Authority/ beneficiary of the registered owner		
					CSR Registration Number, if applicable	Name	Registered address
5	Blended Spice Production Unit - Equipment support like Ribbon Blander Machine, Pulveriser, Tray Dryer, Mixture Machine, Laptop, CCTV, RO purifier, chair, table, utensils, etc. Address- Athuna Mohalla, Gram-Tabiji, Ajmer, Rajasthan	305206	March 21, 2024	13,69,662	NA	Saheli Masala Udhog	Athuna Mohalla, Gram- Tabiji, Ajmer, Rajasthan -305206
6	Medical Equipment Support - Wipro GE Sonography Machine and Lenovo PC, 1Kva Ups, Epson Printer and Projector. CRMM Mammo Cassette 18X24 Address- Navsari Cancer Care Foundation Public Charitable Trust,(NCCF) C/O "BA" Smt. L.C.P.C.C M.G.G. Civil Hospital Campus, Station Road, Navsari, Gujarat 396445	396445	March 26, 2024	31,57,605	CSR00001766	Navsari Cancer Care Foundation Public Charitable Trust,(NCCF)	5 th Floor Aditya Complex Near Fuvara Telephone Exchange Navsari, Gujarat- 396 445
7	Medical Equipment support like Open care system, Multi para monitor, Mobile X Ray System, Laminar flow cabinet, LED Phototherapy unit, etc. for SNCU at Post Graduate Institute of Child Health (PGICH) Address- Sector 30, Noida, Distt Gautam Budh Nagar, UP	201303	March 30, 2024	40,39,333	NA	Post Graduate Institute of Child Health (PGICH)	Sector -30, Noida, Distt Gautam Budh Nagar, UP 201303
8	Bus support for transportation services to eye surgery patients Address: 241, Uma Plaza, West Marredpally, Secunderabad, Telangana - 500026	500026	May 17, 2023	35,35,000	CSR00000138	Pushpagiri Vitreo Retina Institute	10-3-32/9/21, Nehru Nagar East Marredpally Secunderabad - 500 026
9	School bus support for transportation of students Address- Purkal Youth Development Society, Village Purkal, P O Bhagwantpur, Dehradun, Uttarakhand- 248009	248009	March 15, 2024	29,67,800	CSR00001936	Purkal Youth Development Society	Purkal Youth Development Society, Village Purkal, P O Bhagwantpur, Dehradun, Uttarakhand- 248009
10	40 KW Solar Power Plant Support Address - Rajasthan Mahila Gelda Senior Secondary School, Amal Ka Kanta, Gyan Marg, Near Gulab Bag, Udaipur (Rajasthan) - 313001	313001	March 1, 2024	15,85,000	CSR00063070	Rajasthan Mahila Vidyalaya	Amal Ka Kanta, Gyan Marg, Near Gulab Bag, Udaipur (Rajasthan) 313001
11	STEM on Wheels Vehicle, Laptop, Printer and Pocket Projector support Address- Swati Trinity, Applewoods township, Shela, Ahmedabad Gujarat	380058	March 1, 2024	31,82,900	CSR00004675	Shri Mahakal Education and Charitable Trust Rajkot	404-405, Swati Trinity, Applewoods township, Shela, Ahmedabad 380054 Gujarat
12	Medical Equipment's Support- 100 Medical Bed, 80 Wheelchair, 100 Walker, Stretcher and Medical Aid at old age home Address - Mandawar Village, Palli Sohna Highway Road, District Gurgaon, Haryana	122001	March 23, 2024	26,68,000	CSR00002026	The Earth Saviours Foundation	B9, Taj Apt, Near Safdarjung Hospital Delhi.
13	Support for 2 Solar Power Plant of 20 KVA and 2 Solar Power Plant of 10 KVA at old age home Address - Mandawar Village, Palli Sohna Highway Road, District Gurgaon, Haryana	122001	March 30, 2024	38,00,000	CSR00002026	The Earth Saviours Foundation	B9, Taj Apt, Near Safdarjung Hospital Delhi.
14	Water RO Plant - 1000 ltr and Solar pump 10.5HP Address- Village Rajpura, Panchayat Nandwel, District Udaipur Rajasthan	313022	March 30, 2024	10,08,000	NA	Pani Panchayat, Rajpura	Village Rajpura, Panchyat- Nandwel, Dist. Udaipur Rajasthan
15	Water RO Plant 500 ltr and Solar Pump 3HP Address - Village Nandwel, Panchayat- Nandwel, District Udaipur Rajasthan	313022	March 30, 2024	5,16,000	NA	Pani Panchayat, Nandwel	Village Nandwel, Panchyat- Nandwel, Dist. Udaipur Rajasthan

S. No.	Short particulars of the property or asset(s) (including complete address and location of the property)	Pincode of the property or asset(s)	Date of creation	Amount of CSR amount spent (in ₹)	Details of entity/ Authority/ beneficiary of the registered owner		
					CSR Registration Number, if applicable	Name	Registered address
16	Water RO Plant 500 lts and Solar Pump 10HP Address - Village Chhapra, Panchayat- Nandwel, District Udaipur Rajasthan	313022	March 30, 2024	7,41,000	NA	Ashapura Pani Panchayat, Chhapra	Village Chhapra, Panchyat-Nandwel, Dist. Udaipur Rajasthan
17	Supported 2 Outpatient Clinics and 1 Mobile Clinic for cancer patients with basic equipment's and furniture. Address- A-5B/A-5C/109B, first floor, Janakpuri, New Delhi & Property No. A-1, Main Road, Johripur, R.S.T Enclave, Delhi	110058 110094	August 3, 2023	1,89,894	CSR00000673	CanSupport	A-1 Main Road Johripur RST Enclave Delhi 110094
18	Bombay Foundation of Deaf Women Supported with Training Materials- Led Repair Tools, Mobile Repair Tools, Beautician Equipment's, Computers, Bakery Tools, Tailoring Kits Address- R. Kamani Road, Adi Marzban Path, Beside, Ballard House, Opposite Bank Of Baroda Mumbai-400001	400001	April 12, 2024	1,80,300	CSR00009028	All India Foundation of Deaf Women	1 st Floor DDA Community Hall Gali Chadiwali Paharganj, New Delhi-110055
19	Hyderabad Foundation of Deaf Women Supported with Training Materials- Beautician Equipment, Computers, Bakery Tools, Tailoring Kits Address- 3 rd Floor, Pancom Business Centre, Ameerpet, Hyderabad-500016	500016	January 17, 2024	50,000	CSR00009028	All India Foundation of Deaf Women	1 st Floor DDA Community Hall Gali Chadiwali Paharganj, New Delhi-110055
20	Deaf Women Welfare Foundation UP Supported with Training Materials-Beautician Equipment, Computers, Bakery Tools, Tailoring Kits Address - Halwasia Market, 24 Mg Marg Hazratganj Lucknow: 226001	226001	January 27, 2024	50,000	CSR00009028	All India Foundation of Deaf Women	1 st Floor DDA Community Hall Gali Chadiwali Paharganj, New Delhi-110055
21	Karnataka Foundation of Deaf Women- Tailoring Machine & Bakery Tools Address - 204, 1 ^A Cross, BDA Layout, Byrasandra, 1 st Block, Jayanagar, Bangalore-560001	560001	May 18, 2023	20,000	CSR00009028	All India Foundation of Deaf Women	1 st Floor DDA Community Hall Gali Chadiwali Paharganj, New Delhi-110055
22	Mook Badhir Sangathan supported With Training Materials-Beautician Equipment, Computers, Bakery Tools, Tailoring Kits Address- Scheme No. 71-B, Behind Ranjeet Hanuman Temple, Indore-452009 (M.P)	452009	March 30, 2024	50,000	CSR00009028	All India Foundation of Deaf Women	1 st Floor DDA Community Hall Gali Chadiwali Paharganj, New Delhi-110055
23	Supported "Panah-A Daycare centre"-Creche for kids of women workers in the hospital with basic furniture/fittings and toys/activity kits for kids Address - L V Prasad Eye Institute, MTC Campus, Bhubaneswar, Odisha 751024	751024	March 28, 2024	19,42,600	NA	L V Prasad Eye Institute	Mithu Tulsi Chanrai Campus, Patia road, Bhubaneswar. Odisha 751041
24	Upgraded 5 anganwadi into PEHEL Smart Anganwadis with Furnitures, Toys, LED TV, Nutrition assessment kit, etc. - namely- Anganwadi Vanshrajnagar, Anganwadi Santoshnagar(Banhinagar), Anganwadi Munjka -1, Anganwadi Munjka -2 and Anganwadi Munjka -3 Near Ranuja Mandir, Kothariya, Rajkot and Munjka, Near University, Rajkot, Gujarat	360002 360005	October 26, 2023	20,43,247	NA	Anganwadi Vanshrajnagar, Anganwadi Santoshnagar(Banhinagar), Anganwadi Munjka -1, Anganwadi Munjka -2 and Anganwadi Munjka -3	Near Ranuja Mandir, Kothariya, Rajkot and Munjka, Near University, Rajkot, Gujarat

S. No.	Short particulars of the property or asset(s) (including complete address and location of the property)	Pincode of the property or asset(s)	Date of creation	Amount of CSR amount spent (in ₹)	Details of entity/ Authority/ beneficiary of the registered owner		
					CSR Registration Number, if applicable	Name	Registered address
25	Skill Development of dependents of construction workers with training materials and furniture such as JUKI UBT, Trainee Stools, Fans, Acs etc. Address - First floor, New Building, Plot no 65-66 Nearby Bikaner Chowk, Khandsa, Sec -37, Gurgaon	122001	October 6, 2023	18,02,000	CSR00001692	Charities Aid Foundation India	OneStage (Registered as Charities Aid Foundation India, Plot/Site-2, First Floor, Sector -C (OFC Pocket), Nelson Mandela Marg, Vasant Kunj, New Delhi - 110070
26	Plastic bottle crushing machine Address -Metro Andheri- Ghatkopar Link Road Andheri E, Junction, near Saki Naka, Mumbai, Maharashtra 400072	400072	June 5, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
27	Plastic bottle crushing machine Address - Metro Andheri - Kurla Rd, near Hotel Kohinoor Continental, J B Nagar, Andheri E, Mumbai, Maharashtra 400059	400059	June 5, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
28	Plastic bottle crushing machine Address - Sahayog Nagar, Bhudargarh Colony, Andheri West, Mumbai, Maharashtra 400053	400053	June 5, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
29	Plastic bottle crushing machine Address -Versova Marg, Azad Nagar, Andheri West, Mumbai, Maharashtra 400058	400058	June 5, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
30	Two Plastic bottle crushing machines Address - Andheri Metro Station, Andheri East, Mumbai, Maharashtra 400069	400069	June 5, 2023	12,24,250	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
31	Plastic bottle crushing machine Address - Metro Station Versova, Versova Marg, Gharkul Society, Sahayog Nagar, Mudran Press Colony, Andheri West, Mumbai, Maharashtra 400047	400047	October 10, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
32	Plastic bottle crushing machine Address - Below Metro Station, Vijay Nagar Colony West, Marol, Andheri East, Mumbai, Maharashtra 400053	400053	October 10, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
33	3 Plastic bottle crushing machine Veer mata Jijabai Bhosale Botanical Udyan and Zoo Address - Railway Station, 91A, Lalbaug Flyover, near Byculla, Byculla East, Byculla, Mumbai, Maharashtra 400027	400027	October 10, 2023	18,36,375	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
34	Plastic bottle crushing machine Prabodhankar Thackeray Natya Mandir Auditorium Address - Sodawala Ln, Krishna Nagar, Shanti Nagar, Borivali West, Mumbai, Maharashtra 400091	400091	October 10, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
35	Plastic bottle crushing machine Address - Master Deenanath Mangeshkar Natyagriha, Natvarya Datta Bhat Rd, Agarwal Market, Vile Parle East, Vile Parle, Mumbai, Maharashtra 400057	400057	October 10, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
36	Plastic bottle crushing machine Address - General Arun Kumar Vaidya Swimming Pool, Rd No. 1, Chembur Gaothan, Chembur, Mumbai, Maharashtra 400071	400071	October 10, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
37	Plastic bottle crushing machine Address - Amber International School near highland park, near TMC tank West, Dhokali, Thane West, Kolshet Road, Thane, Maharashtra 400607	400607	October 10, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604

S. No.	Short particulars of the property or asset(s) (including complete address and location of the property)	Pincode of the property or asset(s)	Date of creation	Amount of CSR amount spent (in ₹)	Details of entity/ Authority/ beneficiary of the registered owner		
					CSR Registration Number, if applicable	Name	Registered address
38	Plastic bottle crushing machine Address - Hiranandani Foundation School, Thane Wood Street, Patlipada, Off, Ghodbunder Rd, Hiranandani Estate, Thane West, Thane, Maharashtra 400607	400607	October 10, 2023	6,12,125	CSR00002684	Khushiyaan Foundation	Vibha Bunglow, Shree Nagar, Thane west - 400604
39	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive Address - Govt. MS Ahirkhedi, Jawahar Tekri in front Kalak Mandir	452009	January 16, 2024	42,618	N/A	Govt. MS Ahirkhedi, Jawahar Tekri	Govt. MS Ahirkhedi, Jawahar Tekri in front Kalak Mandir, Indore, Pincode: 452009, Madhya Pradesh
40	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive Address - Govt. MS Bank, Green park colony ST residential Hostel Jawahar Tekri	452002	January 11, 2024	42,618	N/A	Govt. MS Bank, Jawahar Tekri	Govt. MS Bank, Green park colony ST residential Hostel Jawahar Tekri, Indore, Pincode: 452002, Madhya Pradesh
41	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive Address- Govt. MS Begamkhedi, Kanadiya Road Indore	452016	February 6, 2024	42,618	N/A	Govt. MS Begamkhedi, Kanadiya	Govt. MS Begamkhedi, Kanadiya Road, Indore, Pincode: 452016, Madhya Pradesh
42	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive Address - Govt. NMS Nayabasera School, near Gandhi Nagar	453112	January 11, 2024	42,618	N/A	Govt. NMS Nayabasera School	Govt. NMS Nayabasera School, near Gandhi Nagar, Indore, Pincode: 453112, Madhya Pradesh
43	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive Address - Govt. MS Mirjapur, Ralamandal post kasturba gram	452020	January 9, 2024	42,618	N/A	Govt. MS Mirjapur, Ralamandal	Govt. MS Mirjapur, Ralamandal post kasturba gram, Indore, Pincode: 452020, Madhya Pradesh
44	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive Address - Govt. Higher Secondary School, Ralamandal, kasturbagram Road	452018	January 9, 2024	42,618	N/A	Govt. Higher Secondary School, Ralamandal	Govt. Higher Secondary School, Ralamandal, kasturbagram Road, Indore, Pincode: 452018, Madhya Pradesh
45	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive Address - Govt. MS Shramik, Colony Rau	452012	January 24, 2024	42,618	N/A	Govt. MS Shramik, Colony Rau	Govt. MS Shramik, Colony Rau, Indore, Pincode: 452012, Madhya Pradesh
46	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive Address - Govt. Middle School No. 19 Nayabasera Gandhi Nagar	453112	January 11, 2024	42,618	N/A	Govt. Middle School No. 19 Nayabasera Gandhi Nagar	Govt. Middle School No. 19 Nayabasera Gandhi Nagar, Indore, Pincode: 453122, Madhya Pradesh
47	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive Address - Govt. Middle School Devdharam, Fiilter station Gandhi Nagar	453112	January 11, 2024	42,618	N/A	Govt. Middle School Devdharam, Fiilter station Gandhi Nagar	Govt. Middle School Devdharam, Fiilter station Gandhi Nagar, Indore, Pincode: 453122, Madhya Pradesh
48	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive Address - Vijay Nagar Main road, Near Sica school, Atharv Medical	452001	January 16, 2024	42,618	N/A	Government Middle School, Vijay Nagar (Model School of Muskaan)	Vijay Nagar Main road, Near Sica school, Atharv Medical, Indore, Pincode: 452001, Madhya Pradesh
49	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive in Govt. Higher Secondary school Bagroda	462047	October 31, 2023	42,618.00	N/A	Govt. Higher Secondary school Bagroda	Govt higher secondary school, near katara hills, Sage university Pincode: 462047 Bhopal, Madhya Pradesh

S. No.	Short particulars of the property or asset(s) (including complete address and location of the property)	Pincode of the property or asset(s)	Date of creation	Amount of CSR amount spent (in ₹)	Details of entity/ Authority/ beneficiary of the registered owner		
					CSR Registration Number, if applicable	Name	Registered address
50	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive in Govt. Higher Secondary school Ratibad	462044	October 27, 2023	42,618.00	N/A	Govt. Higher Secondary school Ratibad	Near Patel college Pincode: 462044 Bhopal, Madhya Pradesh
51	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive in Govt higher secondary school Teelakhedi	462030	October 27, 2023	42,618.00	N/A	Govt higher secondary school Teelakhedi	Govt. Pt. Deendayal Upadhy School Teelakhedi, Ratibad Pincode: 462030 Bhopal, Madhya Pradesh
52	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive in Govt. Higher Secondary school Mugaliya Chaap	462044	October 2, 2023	42,618.00	N/A	Govt. Higher Secondary school Mugaliya Chaap	Govt HSS school Mugaliya Chaap. Pincode: 462044 Bhopal, Madhya Pradesh
53	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive in Govt. High school Barkheda Salam	462030	October 27, 2023	42,618.00	N/A	Govt. High school Barkheda Salam	Govt. Bhagat singh High school Barkheda Salam Pincode: 462030 Bhopal, Madhya Pradesh
54	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive in Govt. HS Amrawad Kalan	462030	October 31, 2023	42,618.00	N/A	Govt. HS Amrawad Kalan	GHS Amrawad Kalan, Kolar Road, Akritii Eco city near Misrod Under Bridge Bhopal, Madhya Pradesh
55	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive in Govt. Higher Secondary school Bhauri	462030	October 27, 2023	42,618.00	N/A	Govt. Higher Secondary school Bhauri	Govt. Sardar Vallabh bhai Patel school Bhauri, Bhopal Pincode: 462030 Bhopal, Madhya Pradesh
56	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive in Govt. High school Bangrasiya	462045	October 31, 2023	42,618.00	N/A	Govt. High school Bangrasiya	GHS Bangrasiya, Bhojpur Road Pincode: 462045 Bhopal, Madhya Pradesh
57	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive in Govt HS Bairagarh Chhichli	462042	October 27, 2023	42,618.00	N/A	Govt HS Bairagarh Chhichli	Bairagarh chhichli Polar Road near Dmart, Pincode 462042 Bhopal, Madhya Pradesh
58	Digital infrastructure provided under Digital Shaala with 2TCL Tv 50 inches, 2 dongles & 2 pen drive in Govt. HS Ratua	462101	October 27, 2023	42,618.00	N/A	Govt. HS Ratua	GHS Ratua, Block: Bairasiya Pincode: 462101 Bhopal, Madhya Pradesh
59	School Bus for transportation support Sri Sri Vidya Mandir, Hendaljuri Village, Hendaljuri Panchayat, Ghatsila Block, East Singhbhum District, Jharkhand	832304	August 16, 2023	22,78,100	CSR00005737	Vyakti Vikas Kendra India	272 Sri Sri Gyan Mandir, Opp Mayur Pankh Society, Satellite Road, Ahmedabad - 380 015
60	Solar System support of 20.52 Kw and 7.56 KW in Sri Sri Vidya Mandir, Hendaljuri Village, Hendaljuri Panchayat, Ghatsila Block, East Singhbhum District, Jharkhand and Sri Sri Vidya Mandir, Kalchiti Village, Edalbera Panchayat, Ghatsila Block, East Singhbhum District, Jharkhand	832304 832303	August 2, 2023	20,22,099	CSR00005737	Vyakti Vikas Kendra India	272 Sri Sri Gyan Mandir, Opp Mayur Pankh Society, Satellite Road, Ahmedabad - 380 015
61	25 Computers & 1 Printer support at Sri Sri Vidya Mandir Hendaljuri Village, Hendaljuri Panchayat, Ghatsila Block, East Singhbhum District, Jharkhand and 3 Computers & 1 Printer at Sri Sri Vidya Mandir, Kalchiti Village, Edalbera Panchayat, Ghatsila Block, East Singhbhum District, Jharkhand. 10 Computers & 2 Printers support at Sri Sri Vidya Mandir, Kudri Village, Karra Block, Khunti District, Jharkhand.	832304 835210	August 16, 2023	18,24,000	CSR00005737	Vyakti Vikas Kendra India	272 Sri Sri Gyan Mandir, Opp Mayur Pankh Society, Satellite Road, Ahmedabad - 380 015
62	Solar Powered Digital Education in Govt School Address- Elaneer, Belthangady, Dakshina Kannada, Karnataka	574214	December 13, 2023	1,75,000	NA	Gram Panchayat Elaneer	Elaneer, Belthangady, Dakshina Kannada, Karnataka

S. No.	Short particulars of the property or asset(s) (including complete address and location of the property)	Pincode of the property or asset(s)	Date of creation	Amount of CSR amount spent (in ₹)	Details of entity/ Authority/ beneficiary of the registered owner		
					CSR Registration Number, if applicable	Name	Registered address
63	Solar Powered Smart Anganwadi Address- Elaneer, Belthangady, Dakshina Kannada, Karnataka	574214	December 13, 2023	1,25,000	NA	Gram Panchayat Elaneer	Elaneer, Belthangady, Dakshina Kannada, Karnataka
64	Solar Powered Street Lights, 15 Nos Address- Elaneer, Belthangady, Dakshina Kannada, Karnataka	574214	December 13, 2023	3,60,000	NA	Gram Panchayat Elaneer	Elaneer, Belthangady, Dakshina Kannada, Karnataka
65	Solar Powered Inverters in Rural Health Centers Address- Elaneer, Belthangady, Dakshina Kannada, Karnataka	574214	December 13, 2023	5,15,000	NA	Gram Panchayat Elaneer	Elaneer, Belthangady, Dakshina Kannada, Karnataka
66	Solar Powered Digital Education in Govt School Address - B Matagere, Heggadadevanakote, Mysuru, Karnataka	571121	December 12, 2023	1,75,000	NA	Gram Panchayat B Matagere	B Matagere, Heggadadevanakote, Mysuru, Karnataka
67	Solar Powered Smart Anganwadi Address - B Matagere, Heggadadevanakote, Mysuru, Karnataka	571121	December 12, 2023	1,25,000	NA	Gram Panchayat B Matagere	B Matagere, Heggadadevanakote, Mysuru, Karnataka
68	Solar Powered Street Lights, 20 Nos Address - B Matagere, Heggadadevanakote, Mysuru, Karnataka	571121	December 12, 2023	4,80,000	NA	Gram Panchayat B Matagere	B Matagere, Heggadadevanakote, Mysuru, Karnataka
69	Solar Powered High Mast Light Address - B Matagere, Heggadadevanakote, Mysuru, Karnataka	571121	December 12, 2023	1,15,000	NA	Gram Panchayat B Matagere	B Matagere, Heggadadevanakote, Mysuru, Karnataka
70	Solar Powered Inverters in Rural Health Center Address - B Matagere, Heggadadevanakote, Mysuru, Karnataka	571121	December 12, 2023	1,60,000	NA	Gram Panchayat B Matagere	B Matagere, Heggadadevanakote, Mysuru, Karnataka
71	Solar Powered Digital Education in govt. school Address - Agamalai, Bodinayakanur, Theni, Tamil Nadu	625605	December 20, 2023	1,75,000	NA	Gram Panchayat Agamalai	Agamalai, Bodinayakanur, Theni, Tamil Nadu
72	Solar Powered Smart Anganwadi Address - Agamalai, Bodinayakanur, Theni, Tamil Nadu	625605	December 20, 2023	1,25,000	NA	Gram Panchayat Agamalai	Agamalai, Bodinayakanur, Theni, Tamil Nadu
73	Solar Powered Street Lights, 15 Nos Address - Agamalai, Bodinayakanur, Theni, Tamil Nadu	625605	December 20, 2023	3,60,000	NA	Gram Panchayat Agamalai	Agamalai, Bodinayakanur, Theni, Tamil Nadu
74	Solar Powered Inverters in Rural Health Center Address - Agamalai, Bodinayakanur, Theni, Tamil Nadu	625605	December 20, 2023	3,95,000	NA	Gram Panchayat Agamalai	Agamalai, Bodinayakanur, Theni, Tamil Nadu
75	Solar Powered Digital Education in govt school Address - Thalakadai, Sirumalai, Dindigul, Tamil Nadu	624003	December 20, 2023	1,75,000	NA	Gram Panchayat Thalakadai	Thalakadai, Sirumalai, Dindigul, Tamil Nadu
76	Solar Powered Smart Anganwadi Address - Thalakadai, Sirumalai, Dindigul, Tamil Nadu	624003	December 20, 2023	1,25,000	NA	Gram Panchayat Thalakadai	Thalakadai, Sirumalai, Dindigul, Tamil Nadu
77	Solar Powered Street Lights, 15 Nos Address - Thalakadai, Sirumalai, Dindigul, Tamil Nadu	624003	December 20, 2023	3,60,000	NA	Gram Panchayat Thalakadai	Thalakadai, Sirumalai, Dindigul, Tamil Nadu
78	Solar Powered Inverters in Rural Health Center Address - Thalakadai, Sirumalai, Dindigul, Tamil Nadu	624003	December 20, 2023	3,95,000	NA	Gram Panchayat Thalakadai	Thalakadai, Sirumalai, Dindigul, Tamil Nadu
79	4,000 sq. extended shed area at the Material Recovery Facility. Address: Harrayala, near Lakshmansidh Mandir, Dehradun, Uttarakhand 248005	248005	March 18, 2024	5,80,000	-	Material Recovery Facility owned by Nagar Nigam, Dehradun and Uttarakhand Pollution Control Board (UKPCB) and operated by Waste Warriors Society	Waste Warriors Society, 136/2/2 Shivam Vihar, Rajpur Road, Jakhan, Dehradun, UK - 248001

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					CSR Registration Number, if applicable	Name	Registered address
80	Wheel chairs	380061	February 9, 2024	13,010	NA	2 nd Inning Vrudhaashram	Shakti Soc., Nr Chanakyapuri Railway Crossing, Nr. Hetvi Hospital, opposite Shiv nagar society Ghatalia, Ahmedabad, Gujrat
81	Wheel chairs	380009	February 9, 2024	26,020	NA	Bhagvati Vrudhaashram	Right Near Old High Court Metro station, Near Income Tax Bridge in Navrangpura Ahemdabad
82	Wheel chairs	382481	February 9, 2024	45,535	NA	Jan sadhna Vrudhaashram	Opp Greenwood Resorts, Vaishno Devi Circle, Road, Road, Ognaj, Ahmedabad, Gujarat
83	Wheel chairs	380013	February 9, 2024	32,525	NA	Jivan sandhya Old Age Home	132 feet Ring Road, Gharda Ghar Rd, near Ankur Bus Stop, Near Kalptaru Part 1 & 2, Naranpura, Ahmedabad, Gujarat
84	Wheel chairs	380009	February 9, 2024	52,040	NA	Jivandhara Vruddhashram	admavati Nagar, Taluka, opp. Jain Derasar, Indira Nagar, Lambha, Ahmedabad, Gujarat
85	Wheel chairs	382610	February 9, 2024	13,010	NA	Kailashdham Vrudhaashram	Mahudi Road, Pethapur, Gandhinagar-gujarat
86	Wheel chairs	382355	February 9, 2024	19,515	NA	Rahela Vrudhaashram	Near mamiya Temple, Magodi, Gadhinaragar, Gujarat
87	Wheel chairs	382150	February 9, 2024	13,010	NA	Shri Hari Public Charitable Trust	Nana Haripura Opp. Nirma laboratory, Viramgam, Ahmedabad, Gujarat
88	Wheel chairs	382440	February 9, 2024	13,010	NA	Shri Shantidham Tirth	Jain Tirth marg, Opp. Vatva Police Station, Vatva, Ahmedabad, Gujarat
89	Wheel chairs	380009	February 9, 2024	32,525	NA	Shri Laxminarayan Foundation	B 10/1, Kabir Bunglow, Vibhusha Bunglow Road, Bopal, Ahmedabad - 380058 (Near Aradhna Society & Mansi Prime, Opposite Anuradha Society, Ghuma)
90	Wheel chairs	390007	February 9, 2024	19,515	NA	Aashray Old Age Home	7, Shriram Society No. 2, Near Natubhai Circle, Road, Gotri, Vadodara, Gujarat
91	Wheel chairs	390004	February 9, 2024	39,030	NA	Ekta Care Home	Petrol Pump, 1008/1009/1010, Akshar City Opposite Ratanpur, Dabhoi Rd, Vadodara, Gujarat
92	Wheel chairs	390021	February 9, 2024	26,020	NA	sevashray Care Center	01, Radhamadhav Flat In Vaikunth Gotri Road, Gotri, Vadodara, Gujarat
93	Wheel chairs	391740	February 9, 2024	19,515	NA	Shalom Care Taker	2, AnjaniKrupa Soc, Ding Dong Char Rasta, TP-13, Vadodara, Gujarat
94	Wheel chairs	390021	February 9, 2024	19,515	NA	Surya Old Age Home	Prabhu Heights, Flat No. - 202, 2 nd Floor, Kunal Cross Road, Gotri Road, Vadodara
95	Wheel chairs	390019	February 9, 2024	39,030	NA	Swami Premdas Elders Home	Premdas Jalaram Hospital, Premdas Nagar, Harni Warasia Ring Road, Baroda
96	Wheel chairs	391101	February 9, 2024	45,535	NA	Swarg Community Care	SWARG, Gotri - Sevasi Rd, behind Priya Cinema, Vadodara, Gujarat
97	Wheel chairs	390001	February 9, 2024	19,515	NA	Vadil Sanman Kutir	Humi Hospital, Police Station, Hujarat Paga Rd, opp. Karelibaug, Bhutdi Zampa, Vadodara, Gujarat
98	Wheel chairs	390012	February 9, 2024	32,525	NA	Welcare Vatsalya	At Squirrel Circle, Ring Rd, above Welcare Hospital, Vadsar, Atladara, Vadodara, Gujarat
99	Wheel chairs	462026	February 9, 2024	32,525	NA	Apna Ghar Old Age Home	103, Rohit Nagar Rd, Aakriti Ecocity, Salaiya, Bhopal, Madhya Pradesh
100	Wheel chairs	462026	February 9, 2024	32,525	NA	Apna Ghar Ashram Old Age Home	103, Rohit Nagar Rd, Aakriti Ecocity, Salaiya, Bhopal, Madhya Pradesh
101	Wheel chairs	462016	February 9, 2024	13,010	NA	Elder First Aikay Old Age Home	Mahakali Society, A 163, Trilanga, Bhopal, Madhya Pradesh

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102	Wheel chairs	462047	February 9, 2024	13,010	NA	Grace Senior Citizen welfare society	Plot No. 15, Sector-A, Natraj Housing Co-operative Society, Gram, Ratanpur Sadak, Sada, Madhya Pradesh
103	Wheel chairs	462042	February 9, 2024	13,010	NA	Kamal Basant Vriddhjan Ashram	House No 175 Danish Hills View Township, Kolar Road, Bhopal
104	Wheel chairs	462016	February 9, 2024	45,535	NA	Lions Senior Citizen Home	6, Chunabhathi Main Rd, Janki Nagar, Chuna Bhatti, Bhopal, Madhya Pradesh
105	Wheel chairs	462016	February 9, 2024	39,030	NA	Seva Bharti Anand Dham	Old age home, anand dham, Bhopal, Madhya Pradesh
106	Wheel chairs	462010	February 9, 2024	71,555	NA	Pawar Charity Foundation Old Age Home	Near By Geeta Bawri Tmple, Bajrang Nagar, Indore, Madhya Pradesh
107	Wheel chairs	490001	February 9, 2024	26,020	NA	Astha Old Age Home	23A, Aevanue -C, Sector -02, Bhillai Nagar, Chhattisgarh
108	Wheel chairs	490001	February 9, 2024	32,525	NA	Astha Old Age Home	23A, Aevanue -C, Sector -02, Bhillai Nagar, Chhattisgarh
109	Wheel chairs	492009	February 9, 2024	26,020	NA	Bathe Kadam Sanjivani Ashram	Kota Road, Guthiyari Raipur, Chattishgath
110	Wheel chairs	492001	February 9, 2024	26,020	NA	Bathe Kadam Ananad Ashram	Bajrang chowk, Suraj Nagar, Avanti Vihar Raipur, Chattishgath
111	Wheel chairs	493890	February 9, 2024	26,020	NA	Chintan Vriddhashram	Near Hardevlala Tample, Tikrapara, Raipur, Chhattisgarh
112	Wheel chairs	492015	February 9, 2024	19,515	NA	Late Kuldip Nigam Vruddhashram	Mana Camp, raipur, Chhattisgarh
113	Wheel chairs	492013	February 9, 2024	26,020	NA	Prashmal Dekh -Rekh Grih	469 Sundar bagar Raipur, Chhattisgarh
114	Wheel chairs	490020	February 9, 2024	19,515	NA	Seva (Nursing) sasthan & Old Age Home	H.no 49, Old Nehru Nagar, hilai, Chhattisgarh
115	Wheel chairs	492001	February 9, 2024	32,525	NA	Shanti Bhavan (Mother Teresa) Ashram	Opp. Supar Sweet, ashwini Nagar, Raipur, Chattishgath
116	Wheel chairs	492001	February 9, 2024	26,020	NA	Shanti Bhavan (Mother Teresa) Ashram	Old Rajendra Nagar, Near Ring road, p.o, Ravigram, Raipur, Chhattisgarh
117	Wheel chairs	521108	February 9, 2024	13,010	NA	Ashritha Old Age Home	Flat No. 105, Anirudh Enclave, Rajula Bazar, Ramavarappadu, Vijayawada, Andhra Pradesh
118	Wheel chairs	520015	February 9, 2024	32,525	NA	Amma Prema Adarna Seva Samstha	Ajit Singh Nagar, Vambay Colony, Vijayawada, Andhra Pradesh
119	Wheel chairs	520007	February 9, 2024	32,525	NA	Aasa Old Age Home	Dr. No:70-2-29, Thotavari Street, Patamata, Vijayawada
120	Wheel chairs	520007	February 9, 2024	13,010	NA	Madhura Logili Old Age Home	D. No: 5, 90/1, 2 nd Street, opposite Rajkamal model house, Kanuru, Vijayawada, Andhra Pradesh
121	Wheel chairs	522501	February 9, 2024	78,060	NA	Palleturu Charitable Trust	3-544, Undavalli Centre, Tadepalli (M), Guntur, Andhra Pradesh
122	Wheel chairs	520015	February 9, 2024	32,525	NA	Sahaya Foundation Old Age home	20-4/1-216/A subbarajunagar new, Rajarajeshwari Peta Rd, Vijayawada, Andhra Pradesh
123	Wheel chairs	520012	February 9, 2024	58,545	NA	Tanmayee Old Age Home	SH 236, Vijayawada, Andhra Pradesh
124	Safe Accommodation for Construction Workers JMC Site- Kalpataru Projects International Limited, Bagamane Cosmos 5 th Main Rd, Malleshpalya, Kaggadasapura, Bengaluru, Karnataka- India	560075	October 16, 2023	99,41,472	N/A	Kalpataru Projects International Limited (JMC)	2 nd Floor, 206, Gold Tower-50, Residency Road, Near Konark Hotel, Bangalore, Karnataka - 560025

Note: (All the fields should be captured as appearing in the revenue record, flat no, house no, Municipal Office/Municipal Corporation/ Gram panchayat are to be specified and also the area of the immovable property as well as boundaries)

9. Specify the reason(s), if the Company has failed to spend two percent of the average net profit as per section 135(5)

Pehel Foundation a section 8 company incorporated by PNB Housing Finance Limited, executed the CSR interventions as ongoing programs and the spending plan is done as per the requirement of the program. The unspent CSR amount of FY 23-24, as mentioned under point 6 is a part of the spending plan and is transferred to a separate unspent CSR account pursuant to the provisions of section 135 of the act.

Date: May 29, 2024

Place: New Delhi

Mr. Girish Kousgi

Managing Director & CEO

Dr Tejendra Mohan Bhasin

Chairman CSR Committee

Impact Assessment Study- Summary

Total 03 projects of FY 21-22 have undergone the Impact Assessment study through an independent agency "SoulAce".

List of projects of value more than ₹1 Cr

S. No.	Project Name	Location	Implementing Partner	Project Budget
1	To support Construction of Skill Development Building for Underprivileged Children in Dhunela, Gurugram	Gurugram	Pehel Foundation and Lotus Petal Charitable Foundation	1,50,00,000
2	To strengthen infrastructure at 5 Primary Healthcare Centres (PHCs), Community Health Centres (CHCs)	Chennai, Udaipur, Hyderabad, Ahmedabad, and Noida	Pehel Foundation and SMEC Trust	2,58,78,634
3	To install Community Drinking Water Plants at 5 locations	Udaipur (1), Rewari (2) and Ahmedabad (2)	Pehel Foundation and SMEC Trust	1,46,79,000

I. Project Name: To support Construction of Skill Development Building for Underprivileged Children in Dhunela – Gurugram

Implementing Partner - Lotus Petal Charitable Foundation

Location - Dhunela – Gurugram Haryana

Project Cost - ₹1,50,00,000

Project Background

PEHEL, a PNB Housing Finance Limited subsidiary, supported the project in collaboration with the Lotus Petal Charitable Foundation to address the pressing need for education and skill development among underprivileged people. Based in Haryana, the project aims to construct a multipurpose building on the Dhunela campus to provide vocational training and educational opportunities to marginalised communities.

Need

- Underprivileged communities lack access to skill development and education.
- Many adolescents are leaving formal education for unskilled labor, particularly in peri-urban areas and slums.
- Intervention is crucial to provide opportunities for growth and empowerment, tackling this troubling trend.

Key Findings & Impacts

- 250 students are trained and 100% are employed.
- Monthly Earnings: 64% started Earning ₹10,000-20,000, 2% are earning more than ₹20,000 and remaining are earning less than ₹10,000.
- Contribution to Family Income: 98% Contributing ₹5,000-7,000.
- Personal Savings: 86% have savings out of which 76% have started Investing.
- 96% of beneficiaries benefitted from improved infrastructure, including access to separate toilets for boys and girls.
- 100% of respondents stated they had access to adequate drinking water facilities.
- 94% were satisfied with the availability of light and sanitary fittings in toilets, ensuring that basic needs are met.
- 70% of respondents mentioned that they would recommend these centres to others.
- 100% of respondents attended industry-led classes, demonstrating a strong commitment to ongoing skill development and professional growth.
- 100% access to recreational rooms and reading materials improves overall quality of life.
- 94% show Interest in Computer Hardware and Networking or BFSI.

II. Project Name: To strengthen infrastructure at 5 Primary Healthcare Centres (PHCs), Community Health Centres (CHCs)

Implementing Partner - SMEC Trust

Location - Udaipur, Ahmedabad, Hyderabad, Kanchipuram and Noida.

Project Cost - ₹2,58,78,634

Project Background-

The project “Enhancing Healthcare Services through Infrastructure Upgrades and Medical Equipment Provision” aims to address critical gaps in healthcare delivery, particularly in underserved communities. The initiative’s focus on strengthening community health centres (CHCs) and primary health centres (PHCs) aims to improve grassroots access to quality healthcare services.

Need

Maternal complications, insufficient vaccination coverage, and a lack of essential medical equipment are prevalent issues at village level.

Key Findings & Impacts

- 99.0% increase in Hospital Visits.
- 94.4% of respondents are Highly to Moderately Satisfied for Timely diagnosis.
- 93.3% of respondents are Highly to Moderately Satisfied with Shorter wait times.
- 95.2% of respondents are Highly to Moderately Satisfied with Diagnosis accuracy.
- 91% of respondents are Highly to Moderately Satisfied with Treatment options.
- 94.4% of respondents are Highly to Moderately Satisfied- Accessibility to hospital.
- 90.6% of respondents are Highly to Moderately Satisfied with Infrastructural facilities.
- 97.2% are satisfied with changes in painting of wall, 95.6% satisfied with Infrastructure.
- 91.8% express satisfaction with the current state of the toilets.
- 85.4% believe that the sufficiency of medical equipment and 91% stated that medical care quality has significantly improved.

III. Project Name: To install Community Drinking Water Plants at 5 locations.

Implementing Partner - SMEC Trust

Location - 5 Villages of Viramgam Block - Ahmedabad, Rewari Block – Haryana and Girwa Block - Udaipur.

Project Cost - ₹1,46,79,000

Project Background-

Meeting the drinking water needs of such a large population remains a formidable task due to non-uniformity in awareness, socio-economic development, education, poverty, practices, rituals, and water availability. Recognising these challenges, the intervention and the initiation of the Community Drinking Water Filtration Project became crucial. The initiative aimed to address and provide long- term solutions and ensure access to safe drinking water for communities in need.

Need

- Many rural households face inconsistent access to drinking water.
- Contaminated water sources are common, leading to health risks.
- Households often need to purchase drinking water, adding financial strain.

Key Findings & Impacts

- The Project is taking care of operational and maintenance from the funds generated by water RO plant. This RO plant has a dedicated Human resource who takes care of the plant, and the project model is self-sustainable.
- After the intervention 94.5% had access to Water within 1km, compared to 49.0% before.
- After intervention, 0.4% of people sought medical attention, compared to 47.2% before.
- The Water Quality Issue was 83% during Pre-intervention and now it is 0% post-intervention.
- 100% reported that the quality of water is good.
- 91.7% of the respondents reported a reduction in water-collection time.
- 98.1% of the respondents had consistent access to clean and safe drinking water.
- 86% of respondents reported reduced healthcare expenses.

Annexure – 2

Business Responsibility and Sustainability Report (BRSR)

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Section A	General Disclosures	
Section B	Management and Process Disclosures	
Section C	Principle wise Performance Disclosures	
	Principle 1	Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable
	Principle 2	Businesses should provide goods and services in a manner that is sustainable and safe
	Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
	Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders
	Principle 5	Businesses should respect and promote human rights
	Principle 6	Businesses should respect and make efforts to protect and restore the environment
	Principle 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
	Principle 8	Businesses should promote inclusive growth and equitable development
	Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner

Section A: General Disclosures

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Company	L65922DL1988PLC033856
2.	Name of the Company	PNB Housing Finance Limited
3.	Year of Incorporation	1988
4.	Registered office address	9 th Floor, Antriksh Bhawan, 22, KG Marg, New Delhi-110001
5.	Corporate office address	9 th Floor, Antriksh Bhawan, 22, KG Marg, New Delhi-110001
6.	E-mail	investor.services@pnbhousing.com
7.	Telephone	011-23445200
8.	Website	www.pnbhousing.com
9.	Financial year for which reporting is being done	FY24 (1 st April 2023 to 31 st March 2024)
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and BSE Limited
11.	Paid-up Capital	₹259.72 crore
12.	Name and contact details (telephone, email address) of the person for BRSR Reporting	Ms. Veena G Kamath Company Secretary Email Id: veena.kamath@pnbhousing.com Telephone Number: 011-23445200
13.	Reporting boundary	The disclosures made are on the standalone basis for PNB Housing Finance Limited only consisting of all the locations including the corporate office.
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	Financial and Insurance Service	PNB Housing Finance Limited ('PNBHFL', 'the Company') was incorporated on 11 th November 1988. The Company is primarily engaged in the business of providing loans to individuals and corporate bodies for purchase, construction, repair and upgradation of houses. It also provides loans for commercial space, loan against property and loan for purchase of residential plots. The Company is deposit taking Housing Finance Company registered with National Housing Bank (NHB) under Section 29A of the National Housing Bank Act, 1987. The Company is listed on BSE Limited and National Stock Exchange of India Limited.	100%

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

We are engaged in financing the purchase and construction of residential houses, non residential loans, loan against property and loan for other related purposes. We understand that owning a property is a significant milestone in one's life, and we strive to make this process as smooth and hassle-free as possible. We believe in providing flexible and customized loan options that suit the unique requirements of our customers, along with competitive interest rates and easy repayment options.

S. No.	Product/Services	NIC Code	% of total turnover contributed
1	Providing loans to individuals and corporate bodies for purchase, construction, repair and upgradation of houses. All the other activities revolve around the main business.	64192	100%

III. Operations

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

S. No.	Location	Number of plants	Number of offices	Total
1.	National	Not Applicable*	334	334
2.	International		NA	NA

* We are a Non-Banking Financial Company - Housing Finance Company (NBFC-HFC) and hence do not undertake any manufacturing activity.

289 Branches (Prime, Roshni & Deposits combined) & 45 Offices (CSO, HUB, Outreach, DST Office) adds to 334.

19. Markets served by the entity

We believe in staying closer to our customers and meeting their needs so that we can build a strong long-lasting relationship with them. We have focused on building our strategic physical presence across the country to address their growing needs.

a. Number of locations

S. No.	Locations	Number
1.	National (Number of states)	20
2.	International (Number of countries)	NA. We do not have offices/business in international locations.

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

Not applicable.

c. A brief on types of customers

Our company serves customers of all income levels. We are making significant efforts to provide affordable loans and are concentrating on markets where there is a high demand for affordable housing loans.

Category	Household Income/ annum	Individual Housing Loan disbursed in FY24	
		% in Number Terms	% in Value Terms
Economically Weaker Section	Up to ₹3 lakh	7.17%	2.36%
Low Income Group	Above ₹3 lakh up to ₹6 lakh	31.18%	18.32%
Middle Income Group	Above ₹6 lakh up to ₹18 lakh	47.96%	48.92%
High Income Group	Above ₹18 lakh	13.69%	30.40%
Total		100%	100%
Total			₹12,974 crore

Based on individual loans disbursed during the year, the key characteristics of individual loans were:

- 69% were salaried customers, while 31% were self-employed (including professionals).
- The average size of individual loans stood at ₹31 lakh.
- The average loan to value ratio at origination was 65%.
- The average age of the customer was 39 years.

Deposits:

As on 31st March 2024, total outstanding deposits stood at ₹17,798 crore.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	2003	1679	83.82%	324	16.17%
2.	Other than permanent (E)	NA	NA	NA	NA	NA
3.	Total employees (D+E)	2003	1679	83.82%	324	16.17%
Workers						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	621	574	92.43%	47	7.56%
6.	Total workers (F+G)	621	574	92.43%	47	7.56%

Other than permanent workers include *Security, housekeeping & facility management staff on third party contract.

b. Differently abled employees and workers:

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	1	1	100%	0	0%
2.	Other than permanent (E)	NA	NA	NA	NA	NA
3.	Total differently abled employees (D+E)	1	1	100%	0	0%
Differently abled workers						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F+G)	NA	NA	NA	NA	NA

21. Participation/Inclusion/Representation of women

	Total	No. and percentage of Females	
	No. (A)	No. (B)	% (B/A)
Board of Directors	12	1	8.33%
Key Management Personnel	3	1	33.33%

22. Turnover rate for permanent employees and workers

Category	FY24			FY23			FY 2022		
	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)
Permanent employees*	17.63%	15.43%	17.27%	24.30%	26.60%	24.70%	30.96%	34.76%	31.58%
Permanent workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Voluntary Turnover

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	PHFL Home Loans and Services Limited	Subsidiary	100%	PHFL Home Loans and Services Limited works in line with the ethos of PNBHFL Business Responsibility initiatives
2.	Pehel Foundation	Subsidiary	100%	PEHEL Foundation is a non-profit subsidiary which carries out various CSR activities of PNB Housing Finance Limited and PHFL Home Loans and Services Limited.

VI. CSR details**24. i. Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)**

Yes. CSR is applicable as per section 135 of Companies Act, 2013.

ii. **If yes, Turnover** – ₹7,057.9 croreiii. **Net worth** - ₹14,932.37 crore

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 (NGRBC):

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY24			FY23		
		(If yes, then provide web-link for grievance redressal policy)	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year
Communities	No	Nil	Nil	NA	Nil	Nil	NA
Investors (other than shareholders)	Yes	Nil	Nil	NA	Nil	Nil	NA
Shareholders	Yes	502	Nil	NA	Nil	Nil	NA
Employees and workers	Yes	01	Nil	NA	01	Nil	NA
Customers	Yes	1618	Nil	NA	1794	Nil	NA
Value Chain Partners	No	Nil	Nil	NA	Nil	Nil	NA
Other (please specify)	NA	Nil	Nil	NA	Nil	Nil	NA

The grievance redressal mechanism is available at :- <https://www.pnbhousing.com/documents/d/guest/corporate%20grievance-redressal-mechanism>

26. Overview of the entity's material responsible business conduct issues

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	Corporate Social Responsibility	Opportunity	Our CSR initiatives are primarily focused on empowering women, supporting education, improving healthcare, and efforts on environment sustainability. Through our CSR initiatives we endeavor to elevate lives by empowering socially, financially, and physically excluded, disadvantaged and challenged communities and thereby help them become self-reliant and support sustainable inclusive development.	N/A	Positive
2	Diversity & Inclusion	Opportunity	We demonstrate progress in the diverse representation of our workforce (female, geographic and academic). We can further harness the power of diverse perspectives to make informed decisions, gain deeper insights into our customers' needs, attract and retain exceptional talent, foster a culture of innovation, enhance reputation and brand image, effectively manage risks, and expand our presence across geographies.	N/A	Positive
3	Climate Risk	Risk	Climate change is being recognized globally as a source of financial risk for financial institutions. The non-linear & uncertain nature of climate risk (both physical & transition) threatens the resilience of BFSI sector. We are also taking cognizance of the study released by Reserve Bank of India on the implications of climate change on REs titled 'The Climate Strikes Back' available on https://www.rbi.org.in/scripts/PublicationsView.aspx?id=21767	It is important for us to understand the impact of climate risk and take prudent measures. In view of this, PNB HFL has onboarded a team to steer climate literacy, sensitize and create awareness among employees about ESG and is further considering to explore sustainable & green finance.	Negative

Materiality assessment is a strategic exercise that allows companies to understand and prioritize their sustainability issues better, incorporating stakeholder views on Environmental, Social and Governance (ESG) issues and is substantial for long-term value creation.

We developed our materiality to figure out ESG material issues that affect our business, to proactively address, share our progress and recalibrate our strategies. We collated and reviewed major relevant issues based on media reports, peer benchmarking, global metrics like Dow Jones Sustainability Index (DJSI), Carbon Disclosure Project (CDP) and regulatory aspects on ESG & climate. Based on a comprehensive analysis of the level of potential impact on our stakeholders and business from economic, social, and environmental perspectives, we identified and prioritized the most relevant material issues. We followed a structured process as depicted below –

1. Collating & shortlisting the ESG material issues:

- a. We zeroed on issues relevant to our nature of business based on media reports, peer benchmarks (banks both Indian and global, non-banking financial institutions, companies engaged in financing home loans), and global standards and initiatives (UN SDGs, TCFD, GRI, WEF metrics). Then, a laundry list of material issues was created. To refine the laundry list, a survey was conducted with a select group and their insights were factored in to identify 15 ESG material issues.

2. Assigning significant priority:




- a. Importance to stakeholder - The assessment process gathered inputs from all the stakeholders through focused discussion and questionnaires. These ESG issues were evaluated on a criticality scale and the results were collated to arrive at a composite score for each aspect, thereby identifying & prioritizing the key material aspects.
- b. Importance to PNB HFL - The inputs from Board and senior leadership formed the relevance to business.

3. Arriving at strategic and tactical material issues

- a. We categorized the ESG issues into low, moderate & high priority on the basis of their impact on business. Moderate & High priority issues were further clubbed into strategic issues. Strategic issues are further consolidated to construct an overarching ESG framework under E, S & G. Low priority (Tactical) issues would certainly be in our line of sight and has the potential to shift to strategic.

The procedure followed during the materiality assessment is largely in line with GRI guidelines for materiality assessment. We are further studying the updated GRI 2021 standards on updated impact materiality to further strengthen our matrix and implications of ESG issues.

ESG Framework

 <p>CLIMATE TRANSITION</p> <ol style="list-style-type: none"> 1. Climate Risk 2. Energy & Emissions 3. Water 4. Material Consumption & Waste Management 	 <p>INCLUSIVE GROWTH</p> <ol style="list-style-type: none"> 1. Diversity, Equity & Inclusion 2. Upskilling & Development 3. Well-being & Safety 4. Corporate Social Responsibility 	 <p>RESPONSIBLE BUSINESS</p> <ol style="list-style-type: none"> 1. Ethical Conduct & Compliance 2. Cyber-Resilience 3. Financial Performance 4. Sustainable Business Growth
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STAKEHOLDER ENGAGEMENT AND INSIGHTS

PNB HFL reserves the right to update/modify the ESG framework in accordance with evolving business requirements and regulatory landscape.

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.

S. No.	Principle Description	Reference of Company's Policies
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable	Anti Bribery & Anti- Corruption Policy Fair Practice Code Whistle Blower Policy Code of Conduct
P2	Businesses should provide goods and services in a manner that is sustainable and safe	This is included in our ESG policy available internally. Fair Practice Code.
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains	This is included in our HR Policy available in company's intranet. Prevention of Sexual Harassment (POSH) Policy
P4	Businesses should respect the interests of and be responsive to all its stakeholders	Grievance Redressal Mechanism Fair Practice Code
P5	Businesses should respect and promote human rights	This is included in our HR Policy available in company's intranet.
P6	Businesses should respect and make efforts to protect and restore the environment	This is included in our ESG policy which is available internally.
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	Responsible Advocacy is covered in our Internal Guidelines on Corporate Governance
P8	Businesses should promote inclusive growth and equitable development	CSR Policy
P9	Businesses should engage with and provide value to their consumers in a responsible manner	This is included in our policies/guidelines on emerging markets and other business verticals. Digital Data Protection Policy

Policy and Management processes

Points	P1	P2	P3	P4	P5	P6	P7	P8	P9
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
1. (b) Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1 (c) Web Link of the Policies, if available	https://www.pnbhousing.com/investors/policies https://www.pnbhousing.com/documents/d/guest/1_digital-data-protection-policy								
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)	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, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	We are an ISO 9001:2015 (Quality Management System) certified organization and ISO 27001 (Information security management system) certified.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>We are working towards developing capability around Climate Change Risks – Both Physical & Transition risks and understanding their implications as Systemic threats to business. We are also exploring Taskforce for Climate Related Financial Disclosures (TCFD) recommendations (framework on Climate-related Financial Risks aligned with regulatory guidelines) to disclose our stance/take on addressing climate risks in subsequent years.</p> <p>Setting targets is an intrinsic element of our ESG journey. The target-setting exercise is an intensive one and requires multi-stakeholder deliberations, consultations with experts, consideration of the trajectory where the sector is moving, contextual perspectives (including regional and global aspects, regulatory alignment, and business requirements), and the right platforms for ESG data consolidation. PNB HFL is also working towards its 'material issues' to chart a course and arrive at a conclusive state with all relevant departments to come up with ESG aspirations in subsequent years.</p>								

Points	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	As we have initiated our journey and are further strengthening our ESG infrastructure, disclosures on performance will be made in subsequent times.								
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)	We are in the decisive decade. Being one of the top 500 listed entities and as a responsible citizen, we understand that sustainability engenders taking into account various intangible risks. The financial landscape is exposed to visible climate risks that can have a severe effect and, in time, turn into a systemic threat to the business. PNB HFL has taken steps towards sustainability through various business initiatives, supporting the low and middle-income group through 'Roshni' loans under affordable segment, commencing climate literacy, sharper focus on diversity, equity and inclusion, responsible corporate citizenship, robust governance measures, cybersecurity protocols and community engagement programs under the CSR gamut. Our stakeholders are our inspiration and source of value creation for us. We pursue all our endeavors keeping stakeholders' interest intact & with a sustainability and long term mindset. BRSR Disclosure is an enabler for us as a compliance and strategic compass to map and disclose our sustainability performance.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Amit Singh Chief People Officer amit.singh@pnbhousing.com Telephone Number: 011-23445200								
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.	The Board of Directors (BoDs) of PNB Housing Finance Limited is responsible for determining the strategic direction and safeguarding the interest of all our stakeholders. ESG, Sustainability and Climate aspects are viewed as one of the strategic priorities of the BoDs and the CSR Board Committee. ESG aspects are further taken upon by the Core ESG Team and various functional teams, who meet at regular intervals to review the process, systems and implementation required for decision making.								

10. Details of Review of NGRBCs by the Company

Subject for Review	a. Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. Performance against above policies and follow up action	We have embarked on our sustainability journey, formulated the ESG policy which encompasses all the principles of BRSR and built a dedicated ESG team to drive this agenda within the organization. Further, the board will monitor progress on ESG through various reviews with the Leadership and ESG Team.								
2. Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances									
Subject for Review	b. Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. Performance against above policies and follow up action	Every policy gets reviewed annually by the respective functions and Risk/Compliance team and then by the respective Board Committees and the changes, if any, are approved by the Board. Implementation review is done by the Audit team on a periodical basis.								
2. Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances									
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	As good governance practice, the policies in conformance with the principles are reviewed by the senior management and the Board Committees and approved by the Board.								

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
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

*NA - Not Applicable

Section C: Principle-wise performance disclosure

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

Principle 1: Business 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 FY24

Segment	Total number of training & awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	6	HR, Technology, Internal Controls, Risk Management, Corporate Governance	100%
Key Managerial Personnel	7	Anti-Bribery & Anti-Corruption Policy	100%
Employees other than BoD and KMPs	7	Anti Money Laundering & KYC Code of Conduct Policy Information Security Awareness Prevention of Sexual Harassment Prohibition of Insider Trading Policy Whistle Blower Policy	100%

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by its directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions in FY24

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Penalty/Fine	Nil	NA	NA	NA	NA
Settlement	Nil	NA	NA	NA	NA
Compounding fee	Nil	NA	NA	NA	NA
Non - Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Imprisonment	Nil	NA	NA	NA	NA
Punishment	Nil	NA	NA	NA	NA

3. Of the instances disclosed in Question 2 above, details of the appeal / revision preferred in cases where monetary or nonmonetary action has been appealed

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

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

Yes, the policy is available at: <https://www.pnbhousing.com/documents/d/guest/Anti-Bribery%20and%20Anti-Corruption%20Policy>.

We are committed to conducting business with the highest legal and ethical standards and expect all employees and other persons acting on our behalf to uphold this commitment. In accordance with this commitment, we have adopted Anti-Bribery and Anti-Corruption Compliance Policy, which is applicable to all directors, officers, employees, agents, representatives and other associated persons of the Company. In brief, the Company does not tolerate bribery, kickbacks, or corruption of any kind, directly or through third parties, whether or not explicitly prohibited by this policy or by law.

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

Segment		FY24	FY23
1	Directors	NIL	NIL
2	Key Managerial Personnel	NIL	NIL
3	Employees	NIL	NIL
4	Workers	NIL	NIL

6. Details of complaints with regard to conflict of interest

Segment		FY24		FY23	
		Number	Remarks	Number	Remarks
1	Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
2	Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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

During the year, there were no cases of corruption and conflicts of interest.

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

	FY24	FY23
Number of days of accounts payables	18	17

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:

Parameter	Metrics	FY24	FY23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)*	5.68%	6.94%
	b. Sales (Sales to related parties / Total Sales)*	2.56%	2.08%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NA	NA
	d. Investments (Investments in related parties / Total Investments made)	NA	NA

* Financial services incidental to the main business of the Company

LEADERSHIP INDICATORS

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

We extend our support to VCPs with our expertise in fire and other safety related capability building through mock drills. We are consistently working with our partners to ensure the availability and use of safety systems, including standards, processes, equipment and necessary training. We ensure that such programs are delivered in the local languages of the relevant region and through 'in person field training' under the supervision of capable personnel.

Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
We conduct fire & safety drills	Safety Aspects	100%*

*We have considered our 3rd party (other than permanent) staff working within our premises in the response provided.

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

Yes, our Company's code of conduct covers the aspects related to conflict of interest on the Board of Directors and specifies that all members of the board should attempt to avoid circumstances where they have a conflict of interest. All members concerned in a conflict scenario must withdraw from any conversations or decisions on the subject. We have developed appropriate processes and mechanisms to avoid or manage disputes among members. The Directors provides disclosure of interest at the beginning of the year to the Board and further disclosure of change, if any, during the year.

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.

Segment	FY24	FY23	Details of improvements in environmental and social impacts
R&D	0.2% of total revenue.	0.21% of total revenue.	Greater adoption of digital platforms not only brings in increased efficiencies of operations, but also ensures conservation of resources.
Capex			

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

As an institution providing financial services, our operations are not material resource intensive. However, as a responsible corporate, we have been focusing on aspects like optimization in resource consumption, waste reduction, optimal productivity. Even as digitization of products and services has been reducing the requirement of paper, it remains a significant resource consumed during our normal course of business, and thus rationalizing printing requirements remains a priority. For procurement of equipment required to run our operations, such as lighting devices, air conditioners, energy efficiency standards (viz. 3 and above star ratings) are duly considered during purchase. Energy efficient architecture and design is considered while developing office/ touchpoints from reputed architects.

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

The percentage of inputs sourced sustainably could not be ascertained due to insufficient data availability on categorizing materials/inputs being sustainably sourced. We are further exploring ways for comprehensive reporting in subsequent years.

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

Given the nature of our business activities, as the products and services are intangible in nature, there is limited scope for using recycled material as processed inputs. However, we have deployed necessary systems and processes to effectively manage battery waste. In addition, the digitization efforts across our offices and branch locations are also helping rationalize paper requirements. In addition to this, we have engaged with authorized vendors/ recyclers empaneled with the relevant regulator for disposal of waste in compliance with applicable regulations.

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.**

Considering the nature of operations is service-oriented and not material resource intensive, EPR is not applicable and is not a significant material issue for us in general.

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?**

An LCA study involves a thorough inventory of the energy and materials required across the value chain of a product, process or service, and calculates the corresponding emissions (e.g GHG) to the environment. LCA assesses cumulative potential environmental impacts with an aim to document and improve the overall environmental profile of the product by providing a logical baseline upon which carbon footprints can be accurately compared and low carbon embedded products can be developed. As a financial institution, we are building capability around GHG emissions and climate literacy to factor in carbon/ GHG aspects in our business and explore the usage of conducting LCA studies (cradle to gate, cradle to cradle etc. boundary approach) accordingly.

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.
NA	NA	NA	NA	NA	NA

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.**

Given the nature of services being intangible, we do not envisage any serious concerns. However, we are building capability around GHG emissions and climate literacy to factor in carbon/ GHG aspects in our business as appropriate.

Name of Product / Service	Description of the risk / concern	Action Taken
NA	NA	NA

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	
	FY24	FY23
NA	NA	NA

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:**

As we are a financial services industry, we do not have physical products and we rely on physical items to provide services which are manufactured by OEMs (Original Equipment Manufacturers). Hence this is not applicable to us.

	FY24			FY23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other Waste	NA	NA	NA	NA	NA	NA

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
NA	NA

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



ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	1679	1679	100%	1679	100%	NA	NA	1679	100%	NA	NA
Female	324	324	100%	324	100%	324	100%	NA	NA	324	100%
Total	2003	2003	100%	2003	100%	324	16.17%	1679	83.82%	324	16.17%
Other than Permanent Employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent workers*											
Male	574	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	47	NA	NA	NA	NA	47	100%	NA	NA	NA	NA
Total	621	NA	NA	NA	NA	47	7.6%	NA	NA	NA	NA

*Other than Permanent Workers are covered under ESI & applicable employee benefit regulations as per the law of the land.

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

	FY24	FY23
Cost incurred on well-being measures as a % of total revenue of the company	0.07%	0.06%

*well-being measures include expenditure on Health Insurance, Personal Accident Insurance, Term Life Insurance, Doctor Consultation for Employees & Annual Health Check-ups

2. Details of retirement benefits for Current and Previous Financial Years

S. no.	Benefits	FY24			FY23		
		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.)
1	PF	100%	NA	Y	100%	NA	Y
2	Gratuity	100%	NA	Y	100%	NA	Y
3	ESI	NA	NA	NA	NA	NA	Y
4	Others – please specify	NA	NA	NA	NA	NA	NA

We ensure that the PF, ESI & Gratuity contribution as applicable, is being made by our contractors.

3. **Accessibility of workplaces - Are the premises / offices of the entity accessible to differently abled employees, 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.**

Our efforts are aligned with the requirements of the Rights of Persons with Disabilities Act, 2016. Most of our offices are located in commercial establishments, including the Corporate Office, that are equipped with ramps and elevators for easy accessibility of specially abled persons.

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.**

Aspects of equal employment opportunity are embedded within the Human Resources Policy (HR Policy available in our intranet) that directs and strengthens our efforts to establish and maintain an inclusive, non-discriminatory, and equal opportunity workplace while emphasizing merit as the primary criterion for employment and development. Our company has incorporated equal opportunity philosophy in all its actions and motives through its Equal Opportunity Policy in accordance with Rights of Persons with Disabilities Act, 2016. We strongly believe in encouraging diversity and creating an inclusive workplace for specially abled persons.

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	100%	92.15%	NA	NA
Female	64.70%	58.80%	NA	NA
Total	91.17%	83.82%	NA	NA

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

	Yes/No (If yes, then give details of the mechanism in brief)
1 Permanent workers	Yes. We have a grievance redressal procedure in place that ensures all complaints are properly documented and consistently handled in an unbiased, discrete, and transparent manner. We have an internal complaints committee that deals with sexual harassment cases in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 of India (POSH Act). The HR Policy outlines the structured mechanism for grievances redressal for our employees.
2 Other than Permanent Workers	
3 Permanent Employees	
4 Other than Permanent Employees	

7. **Membership of employees and workers in association(s) or unions recognised by the listed entity**

Our employees & workers are not associated with any association or unions during the current FY.

Category	FY24			FY23		
	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	2003	NA	NA	1690	NA	NA
Male	1679	NA	NA	1432	NA	NA
Female	324	NA	NA	258	NA	NA
Total Permanent Workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers

Category	FY24					FY23				
	Total (A)	On Health and safety measures*		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation**	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Male	1679	1666	99.22%	1512	90.05%	1429	NA	NA	1008	70.54%
Female	324	310	95.67%	307	94.75%	258	NA	NA	197	76.36%
Total	2003	1976	98.65%	1819	90.81%	1687	NA	NA	1205	71.43%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Coverage shared above includes employees with Date of Joining till 19th March 2024 who have been covered under Prevention of Sexual Harassment Trainings Pan India & Fire safety trainings conducted at Zonal offices. It excludes employees on Maternity leaves & long Medical Leaves. Employees who joined post 20th March 2024 shall be covered within 60 days from Date of Joining in the next FY. That is why there is marginal deviation from 100%.

**Restatement - The discrepancy in the male employee training on skill upgradation rectified for the FY23 by changing the figure from 1009 to 1008.

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

All employees undergo an annual performance appraisal process set up by PNB HFL based on which their increments, bonuses and long-term incentives are decided. The Performance Management Policy defines the way evaluation process is implemented across the Company to promote a performance driven culture.

Category	FY24			FY23		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	1679	1679	100%	1432	1432	100%
Female	324	324	100%	258	258	100%
Total	2003	2003	100%	1690	1690	100%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

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?

We are committed to devoting resources towards strengthening systems and processes to ensure the safety and well-being of our employees. We provide a bouquet of physical and mental wellness benefits to our employees. Further, all our office premises are in commercial buildings that maintain compliance with all applicable health and safety aspects. Periodic inspections and mock drills are undertaken by able personnel to review the health and safety readiness check of systems which include aspects like fire mock drills, inspection of fire extinguishers and alarms, review of floor evacuation plans, 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?

We proactively conduct routine inspections to identify potential hazards and ensure the proper functioning of fire extinguishers in all our offices as well as elevators and provide training to our employees for the proper usage of these safety mechanisms so that they can take prompt action in case of an emergency. This proactive approach to safety not only helps us to prevent accidents and mitigate risk but also fosters the culture of safety and preparedness amongst our employees.

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

Yes, there is a mechanism in place. To ensure a safe and healthy work environment, employees are encouraged to promptly notify their respective HR/Admin representatives of any workplace hazards, incidents, or potential health and safety risks. This proactive reporting allows us to take swift action to address any issues and implement necessary safety measures to prevent future incidents. The HR/Admin department plays a critical role in managing workplace safety and ensuring compliance with relevant laws and regulations. Further, employees are periodically given awareness sessions on fire and workplace safety and on ways to identify and report potential hazards.

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

All employees are insured through group mediclaim, group term life insurance, and group personal accident policies to reduce financial risk in the event of any medical occurrences. Additionally, we provide our employees with health and wellness benefits including routine checkups, doctor visits, and diagnostic testing.

11. Details of Safety related incidents

S. no.	Safety Incident/Number	Category	FY24	FY23
1	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NA	NA
		Workers	NA	NA
2	Total recordable work-related injuries	Employees	NA	NA
		Workers	NA	NA
3	No. of fatalities	Employees	NA	NA
		Workers	NA	NA
4	High consequence work-related injury or ill-health (excluding fatalities)	Employees	NA	NA
		Workers	NA	NA

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

We emphasize on the importance of maintaining a safe and healthy workplace and we have taken measures for workplace safety by providing all offices and premises with fire extinguishers and conducting regular drills and awareness sessions to ensure that employees are well-informed about fire hazards and equipped with the necessary knowledge to respond in case of an emergency. We prioritize the health & security of all employees, implementing measures such as visit of doctors to offices periodically, access controls, CCTV monitoring, and security personnel to ensure a safe working environment. All our offices are maintained as per local laws and regulations on safety and public health hazards guidelines.

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

	FY24			FY23		
	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	Nil	NA	NA	Nil	NA	NA
Health & Safety	Nil	NA	NA	Nil	NA	NA

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%*
Working Conditions	100%*

*Undertaken by third parties as a part of office premise maintenance.

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.

There is no identified risk related to the health and safety practices and working conditions for the employees. However, we continue to assess the risk related to any health, safety practices and working conditions and take corrective action to mitigate that risk.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)?

Yes. We have a health/ accidental/ term insurance policy that provides insurance coverage for all permanent employees, and adequate safeguards to families of deceased employees. Further, all benefits like PF, F&F settlements, gratuity are processed on priority to provide necessary support to the family of the employees.

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

We ensure that taxes applicable to the transactions within the remit of the Company are deducted and deposited in accordance with the regulations. We expect value chain partners to uphold business responsibility principles and values of transparency and accountability.

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 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	
	FY24	FY23	FY24	FY23
Employees	Nil	Nil	NA	NA
Workers	Nil	Nil	NA	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

The employees get relevant experience on financial aspects during their tenure, in addition to various other technical & functional trainings. These initiatives facilitate employees to maintain gainful engagement post-retirement and/or end of service.

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	NA
Working Conditions	NA

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.

NA

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders.



ESSENTIAL INDICATORS

1. Describe the processes for identifying key stakeholder groups of the entity.

We have a structured system in place for identifying stakeholders who are impacted by our activities and who have an impact on the business. Stakeholder identification is carried out considering various factors – the dependency of business, regulatory guardrails, investors, value chain partners supporting in key areas like IT and other allied services, communities where we operate, media platforms where we do our advertising/ communication to public and customers.

It is the diverse business segments/ products/ services that we have ventured into which help us engage with more relevant and diverse range of stakeholders. Each business segment/ department has identified key stakeholders with whom they have established reliable and transparent communication channels to address their grievances, concerns, suggestions etc. Customers, investors/ shareholders, regulatory authorities and government, employees, partners, vendors and associates including direct selling agent & insurance partners, and society, are being recognized as key stakeholder groups.

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	Email, SMS, website, communication letters, advertising, grievance and feedback channels	Continuous engagement	<ul style="list-style-type: none"> Access to safe, non-discriminatory, and responsible services with transparent pricing Products and services that meet customer needs Seamless transactions across digital platforms
Investors and Shareholders	No	<ul style="list-style-type: none"> Quarterly financial updates for investors Investor meetings, presentation and investors call transcripts Public disclosures Shareholders Meetings Analyst Meets Annual Report for shareholders 	Regular engagement	Sharing the company's performance, investor concerns, and new initiatives as well as keeping them abreast of developments in the Company.
Employees	No	<ul style="list-style-type: none"> Townhalls Performance discussions and periodic reviews Training and development workshops Employees connect initiatives like "Sampark" Emails, feedback, and surveys 	Continuous engagement	<ul style="list-style-type: none"> Employee health, safety, and well-being Discussions on promoting ethical practices, meritocracy, and rewarding high performance Professional development of our employees through nurturing and providing growth opportunities Diverse and inclusive workplace
Partners, vendors and associates (including Insurance Partners & Direct Selling Agents)	No	<ul style="list-style-type: none"> Regular online and offline meetings Telephonic Interactions 	Need based engagement	<ul style="list-style-type: none"> Ensure effective communication for quality and efficient service High governance standards with policies around corruption, child labor, human rights Maintain transparency in all the disclosures and interactions Resolution mechanisms and frameworks for handling of differences and disputes.
Society	Yes (in case of CSR interventions)	<ul style="list-style-type: none"> CSR initiatives at multiple locations Social activities through Peהל Foundation Print Media and Social media communication Regular meetings and interventions Community Engagement Programme Project monitoring and reviews 	Regular engagement	<ul style="list-style-type: none"> Contribution towards various causes/programmes for environment, basic amenities, specific requirements, recycling projects Proactive involvement in community development and upliftment of basic infrastructure
Regulatory, Authorities and Government	No	<ul style="list-style-type: none"> Regular meetings – onsite and offsites Policy updates, circulars, guidelines, and directives Mandatory filings of information – regulatory and need based Various Government schemes and policies 	Regular engagement	<ul style="list-style-type: none"> Implementation of various housing schemes Compliance with all relevant laws and regulations Responsiveness towards regulatory changes Customer privacy and data security Contribution to national priorities
Rating Agencies	No	Email, meetings, concalls	Need based engagement	Updates on the Company, expansion, progress, reviews and compliance procedures.

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.**

We communicate with our stakeholders through the communication channels referred in the Principle 4 Question 2 on a continuous basis and the feedback received through those communication is apprised to the Board and its Committees through structured process.

Feedback received from customers is directed to the Head of Operations & Customer Service for appropriate consideration and action. Investors and shareholders' feedback is channeled to the Stakeholders Relationship Committee to ensure their concerns and interests are addressed. The Audit Committee handles regulatory directions and advice to ensure compliance and effective governance. Matters related to employees are directed to the Nomination and Remuneration Committee, which focuses on employee-related issues and policies. Further, feedback and matters related to society are directed to the Corporate Social Responsibility Committee, which oversees initiatives and actions in promoting social welfare and community development. By assigning these responsibilities to specialized committees and thereafter review of important issues by the Board, it is ensured that attention and appropriate handling of feedback of stakeholders across different areas of concern is taken care.

- 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.**

Yes, we use stakeholders' inputs to support the identification and management of environmental and social topics. We recognize the importance of engaging stakeholders to gather insights, perspectives, and feedback on these matters. In the materiality assessment process, stakeholders inputs played a crucial role. We identified and prioritized the most meaningful and relevant material issues by considering various sources such as media reports, peer benchmarks, global standards, and initiatives. This involved analyzing the practices of other institutions, non-banking financial institutions, HFCs, as well as global frameworks like UN SDGs, TCFD, GRI, and S&P CSA metrics. To further refine the identified material issues, a survey was conducted with a select group of stakeholders. Their valuable insights were incorporated, resulting in a final list of probable material issues. By involving stakeholders in the process, we ensured a comprehensive and inclusive approach to identifying and addressing key concerns. Our CSR projects are also designed on the basis of stakeholder consultations, baseline assessment with a proper rationale of deploying projects best suited to specific environment/social concerns. Further to strengthen CSR interventions, impact assessments are also carried out proactively to gauge visible results and capture further opportunities for improvement.

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

Engagement with and addressing the concerns of vulnerable/marginalized stakeholder groups is a crucial aspect of our day-to-day business.

Through our CSR arm, we have structured community outreach initiatives wherein we engage with various sections of the society (including economically weaker, vulnerable, marginalized sections) to navigate & understand their needs and concerns and sort out probable solutions/ propositions of marginalized communities. Engagement modes include - meetings with focus groups, partnering with local NGOs, community/panchayats meet, school management committee, different volunteer groups to name a few.

We also support low and middle-income communities' financial requirements, enable them to take sound financial decisions and assist them in becoming homeowners through structured mechanism.

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)	Please refer to Director's Report Annexure 3			
Key Managerial Personnel	2	₹11,873,600	1	₹11,873,600
Employees other than BoD and KMP	1677	₹800,000	323	₹632,838
Workers*	NA	NA	NA	NA

*As the wages for other than permanent workers are being paid by third party, hence median wages for this is not applicable to us.

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

	FY24	FY23
Gross wages paid to females as % of total wages	14.3%	13.4%

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)

We have a structured HR Policy to provide necessary support to employees in case of any human rights issues in the workplace. We recognize and uphold all human rights regulations created in accordance with the Indian Constitution as well as other laws that support principles of human rights, including the prevention of child labor, forced labor, and the empowerment of women. Further, we have not envisaged human rights issues caused by our business. Key representations from HR Department are assigned for the purpose of receiving all complaints and ensuring appropriate action.

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

We have an internal complaints committee that deals with sexual harassment cases in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 of India (POSH Act). We provide reasonable safeguards to our employees to raise and obtain resolution for all grievances in a safe and secure environment.

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

	FY24			FY23		
	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	0	NA	1	0	NA
Discrimination at workplace	NA	NA	NA	NA	NA	NA
Child Labour	NA	NA	NA	NA	NA	NA
Forced Labour/ Involuntary Labour	NA	NA	NA	NA	NA	NA
Wages	NA	NA	NA	NA	NA	NA
Other human rights related issues	NA	NA	NA	NA	NA	NA

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

	FY24	FY23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	1
Complaints on POSH as a % of female employees / workers	0.3%	0.4%
Complaints on POSH upheld	1	1

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

People First, one of our core values, ensures that we stay committed to enabling equal opportunity and inclusive growth. We have zero tolerance towards harassment and / or discrimination based on gender, age, race, religion, sex, nationality, origin, disability, sexual orientation, political opinion, medical condition. Whistle Blower Policy, Code of Conduct & POSH Policy provide the necessary framework for employees to raise concerns in an environment free of discrimination and harassment.

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

Yes. The service agreements between PNB Housing Finance Limited and the service provider have clauses that mandates the service provider to abide and comply with all the applicable laws of the land. This also ensures that the service providers act in accordance with the laid down regulations for human rights requirements.

10. Assessments for the year

Section	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	
Forced Labour/ Involuntary Labour	
Sexual Harassment	100%.
Discrimination at workplace	
Wages	
Others – please specify	

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

There are no such incidents recorded till date. We continue to ensure that such risks do not arise through regular capability building and sensitization of the employees.

LEADERSHIP INDICATORS**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

We progressively work on improving our systems based on the regular feedback from our key stakeholders, following an approach to continual improvement.

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

There is no such assessment which is conducted. However, adherence to human rights aspects has been integral to our operations and business practices.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, all our branches and offices are in leased spaces which have adequate infrastructure for accommodating specially-abled persons.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	Not undertaken as a separate exercise. As a part of regular onboarding practice, hygiene checks including human rights adherence are a part of onboarding agreements/ contracts. We expects our value chain partners to adhere to the same values, principle and business ethics upheld by the Company in dealings as outlined in our code of conduct.
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	NA

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

There are no such risks envisaged as such and hence no corrective actions were necessitated for the mentioned period.

Principle 6: Businesses should respect and make efforts to protect and restore the environment.



ESSENTIAL INDICATORS

1. Details of total energy consumption (in GJ) and energy intensity

Parameter	FY24	FY23
From renewable sources		
Total electricity consumption (A) (GJ)	0	0
Total fuel consumption (B) (GJ)	0	0
Energy consumption through other sources (C) (GJ)	0	0
Total energy consumed from renewable sources (A+B+C) (GJ)	0	0
From non-renewable sources		
Total electricity consumption (D)	12713.24	10,031.60
Total fuel consumption (E)	715.33	512.11
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	13,428.57	10,543.71
Total energy consumed (A+B+C+D+E+F)	13,428.57	10,543.71
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations)	1.90 GJ/Turnover in crore	1.61 GJ/Turnover in crore
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	43.54 GJ/Turnover crore adjusted for PPP	37.16 GJ/Turnover crore adjusted for PPP
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity – FTE*	6.70GJ/FTE	6.24GJ/FTE

*FTE – Full Time Employee.

The Calculation of HSD (High Speed Diesel fuel) has been linearly extrapolated considering the increase in physical locations from last FY assuming the same consumption pattern. We are further strengthening our climate data monitoring systems to enhance our disclosures.

PPP Value is considered as 22.882. <https://data.oecd.org/conversion/purchasing-power-parities-ppp.htm#indicator-chart>

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/ evaluation/ assurance has been carried out by any external agency during the year.

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.

PAT schemes are primarily applicable to hard to abate sectors. As a financial services industry, same is not applicable to us.

3. Provide details of the following disclosures related to water

Our Company's usage of water is only for human consumption. We along with our CSR arm, Peהל Foundation, have collaborated on several water conservation initiatives. The project's purpose is to increase the location's capacity for groundwater recharge and to boost local administration's capability to improve the delivery of essential basic services. At the same time, we are strengthening our climate data infrastructure to capture environment variables like energy, water and waste to map trends and identify opportunities for improvement.

Parameter	FY24	FY23
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water *	37594.50 KL	30322.68 KL
(iv) Seawater / desalinated water	0	0

Parameter	FY24	FY23
(v) Others	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	37594.50 KL	30322.68 KL
Total volume of water consumption (in kiloliters)	37594.50 KL	30322.68 KL
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	5.34 KL/Turnover crore	4.67 KL/Turnover crore
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)	121.88 KL/Turnover crore adjusted for PPP	106.87 KL/Turnover crore adjusted for PPP
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	18.77 KL/FTE/Year	17.94 KL/FTE/Year

* We are procuring potable drinking mineral water from 3rd party on regular basis. We have calculated an estimated consumption on the basis of number of working days for all locations on annual basis. Flushing/lavatories consumption are also clubbed in third party water and their values have been derived from IS 1172 (1993, Reaffirmed 2007): Code of Basic Requirements for Water Supply, Drainage and Sanitation (Fourth Revision). <https://civilplanets.com/wp-content/uploads/2020/04/1172.pdf>

FTE – Full time Employee

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/ evaluation/ assurance has been carried out by any external agency during the year.

4. Provide the following details related to water discharged

Parameter	FY24	FY23
Water discharge by destination and level of treatment (in kilolitres)		
(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	NA	NA
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

No independent assessment/ evaluation/ assurance has been carried out by any external agency during the year.

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

Considering all our offices are leased premises, the regulatory requirement of Zero Liquid Discharge (ZLD) is fulfilled by the owner of the premises if applicable as a part of obligatory compliance. As far as we are concerned, we do not have any ZLD.

6. Provide details of air emissions (other than GHG emissions) by the entity

We are strengthening our climate data infrastructure to capture environment variables like energy, water, and waste to map trends and identify OFIs (Opportunities for Improvement). Considering the nature of the business, we do not have any stack/ chimneys and hence have no significant other air emissions.

Parameter	Please specify unit	FY24	FY23
NOx	NA	NA	NA
SOx	NA	NA	NA
Particulate matter (PM)	NA	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	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/ evaluation/ assurance has been carried out by any external agency during the year.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity

Parameter	Unit	FY24	FY23
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	53.02	37.96
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	2528.52	1995.17
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	Metric TonnesCO ₂ / Turnover crore	0.393 Tonnes CO ₂ e/Turnover crore	0.333 Tonnes CO ₂ e/Turnover crore
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		8.99 Tonnes CO ₂ e/Turnover crore adjusted for PPP	7.65 Tonnes CO ₂ e/Turnover crore adjusted for PPP
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		1.38 Tonnes/FTE	1.28 Tonnes/FTE

Scope 1 calculation is done with diesel consumption only.

FTE – Full Time Employee

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/ evaluation/ assurance has been carried out by any external agency during the year.

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

Aligned with UN Sustainable Development Goals (SDGs) and our national commitment to achieve net-zero emissions by 2070, our company has commenced taking concrete steps to minimize its carbon footprint. This includes steering climate literacy, awareness on energy intensive lifestyles, carbon conscious culture, widespread adoption of digital channels, implementing energy-efficient measures, cloud computing technology and promoting paper conservation. These initiatives serve as a testament of our unwavering dedication to addressing the impacts of climate change and managing environmental footprint.

9. Provide details related to waste management by the entity.

Parameter	FY24	FY23
	Total Waste generated (in MT)	
Plastic waste (A)	NA	NA
E-waste (B)	NA	NA
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	31.96 Tonnes	22.89 Tonnes
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any.	NA	NA
Total (A+B + C + D + E + F + G + H)	31.96 Tonnes	22.89 Tonnes

Parameter	FY24	FY23
	Total Waste generated (in MT)	
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.00452 Tonnes/ turnover crore	0.00353 Tonnes/ turnover crore
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.1036 Tonnes/ turnover crore adjusted for PPP	0.0807 Tonnes/ turnover crore adjusted for PPP
Waste intensity in terms of physical output		
Waste intensity (optional) – the relevant metric may be selected by the entity	15.96 KG/FTE	13.54 KG/FTE

We are further strengthening our monitoring systems to enhance our disclosures in e-waste and other waste as applicable.

FTE – Full Time Employee

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY24	FY23
	Total waste generated (in MT)	
(i) Recycled	31.96	22.89
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA

Battery waste are disposed/recycled through authorized waste vendors.

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	FY24	FY23
	Total Waste generated (in MT)	
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	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/ evaluation/ assurance has been carried out by any external agency during the year.

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.

There is limited scope for scrap build up and disposal as we are in the financial services space. Further, in respect of battery waste, the same is disposed through authorized vendors on a periodic basis. There are no hazardous or toxic chemicals being generated nor used.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details: Not Applicable

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.
NA	NA	NA	NA

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

EIA is a process through which the environmental impact of a proposed development is evaluated. While undertaking Environmental Impact Assessment (EIA), the inter-related socio-economic, cultural, and human-health impacts are considered. As we operate from leased offices and premises, any such regulatory requirement is not applicable to us.

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
NA	NA	NA	NA	NA	NA

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:

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
	We are compliant with all applicable environmental laws, regulations and guidelines in India.			

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: NA
- (ii) Nature of operations: NA
- (iii) Water withdrawal, consumption, and discharge: NA

Parameter	FY24	FY23
Water withdrawal by source (in kiloliters)		
(i) To Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kiloliters)	NA	NA
Total volume of water consumption (in kiloliters)	NA	NA
Water intensity per rupee of turnover (Water consumed / turnover)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(ii) Into Groundwater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iii) Into Seawater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third parties		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(v) Others		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
Total water discharged (in kiloliters)	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/ evaluation/ assurance has been carried out by any external agency during the year.

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

Parameter	Unit	FY24	FY23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Processes to work out scope 3 emissions including financed emissions and their relationship with financial parameters, are in nascent stage and are being extensively explored.	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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

No independent assessment/ evaluation/ assurance has been carried out by any external agency during the year.

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.

There is no impact on biodiversity as envisaged by us, and we do not have touchpoints/ footprints in ecologically sensitive areas.

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:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Deployment of LEDs at offices	Not Available	Energy savings, Reduction in carbon emissions
2	Low VOC paints on walls	Not Available	Cleaner office ambience without any air hazards.
3	Energy efficient architecture of offices	Not Available	Reduced energy consumption
4	3 star & above rating appliances	Not Available	Energy and carbon emission reduction
5	Optimized design & layout of HVAC (Air conditioning)	Not Available	Pleasant workplaces and enhanced productivity of employees
6	Provision for natural sunlight for offices through glass windows	Not Available	Maintained optimum luminous flux and reduction in lighting load
7	Sensor based programming of lift operations	Not Available	Reduced energy consumption as the algorithms instructs the nearest lift to come to target location/ floor
8	Clay based cutlery for lunch and glass water bottles	Not Available	Contributing in plastic free premises
9	Digital Channels/ Platforms/ App for customers	Not Available	Reduction in customer commute to offices and paper savings
10	Low volume taps in lavatories	Not Available	Reduction in water consumption

The majority of the above initiatives are present in all our leased offices/touchpoints and proper care is taken to ensure such initiatives remains a priority while onboarding a new office/creating customer touchpoints.

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

Yes. The Company has Board approved Risk Management Policy wherein risks faced by the Company are identified, assessed and a business continuity plan is in place to ensure the continuity of its services to its large customers base including a cyber crisis management plan & information and cyber security policies.

Our Business Continuity Policy, Disaster Recovery site in tandem with backup controls ensure continued availability of information. Implementation of Next Generation Firewall along with 24x7 Security Operations Centre (SOC) and End Point Protection (EPP) software help us protect our externally facing and internal IT environment from various threats. We also continuously monitor our brand and data for any leakage over social media and dark web with help from service provider in addition to restricting internal server to server communication only on authorized ports and services. Considering the criticality of data we process, we have also deployed Data Loss Prevention (DLP) solution.

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?

We envisage no such adverse impact.

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

No value chain partners have been assessed for environmental impacts during the year.

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:

We have affiliations with two trade and industry associations as mentioned in the response below in part (b).

- 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	Delhi Chamber of Commerce	State
2	The Associated Chambers of Commerce and Industry	National

The company sends its representative to seminars related to housing industry, arranged by Confederation of Real Estate Developers' Associations of India (CREDAI) and National Real Estate Development Council (NAREDCO) on a periodic basis.

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

No corrective action was taken or underway on any issues related to anti-competitive conduct by our company, based on adverse orders from regulatory authorities as there were no cases reported on the same.

Name of Authority	Brief of the case	Corrective action taken
NA	NA	NA

LEADERSHIP INDICATORS

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

PNB Housing Finance being one of the largest housing finance companies is invited by various governing bodies for views while formulating strategies and policies related to housing finance sector. We do not participate in any form of lobbying.

S. 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
NA	NA	NA	NA	NA	NA

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 FY 24

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 (NA)					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity

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 24 (in ₹)
Not Applicable (NA)						

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

Customers (are part of community) – We have established effective mechanisms to receive and address community grievances. Grievances may be submitted to our registered office or through e mail on the designated e-mail ID (customercare@pnbhousing.com). Additionally, alternate modes of communication such as phone (Toll free- 1800 120 8800), WhatsApp - +918448198457, and mobile applications are also permitted for registering grievances. Further, grievances can be submitted to in person, through letter or through e-mail. Weblink - <https://www.pnbhousing.com/contact-us>.

Community (CSR interventions) – We value the feedback and concerns of community, and through transparent processes, strives to address them in a fair and equitable manner. All the associated stakeholders of our community projects have the contact details of our CSR team members, can reach and raise their concerns in a structured manner. We also have regional single point of contacts (SPOCs) with whom the community can engage on a continual basis and to get their concerns addressed.

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

We are seeking guidance and exploring ways to categorize sourcing based on the geographic locations and supplier size/ revenue.

	FY24	FY23
Directly sourced from MSMEs/ small producers	NA	NA
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 following locations, as % of total wage cost

Location	FY24	FY23
Rural	0.3%	0.2%
Semi-urban	0.1%	0.1%
Urban	4.8%	4.8%
Metropolitan	94.8%	94.9%

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 (NA)	
This section pertains to Social Impact Assessment in compliance with Right to Fair Compensation & Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Considering the nature of the business of the Company, this is 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 ₹)
1.	Jharkhand	West Singhbhum and Khunti	₹58,76,189
2.	Haryana	Nuh	₹15,00,000

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

We do not have any preferential procurement policy giving preference to suppliers from marginalized/ vulnerable groups, however we are actively seeking ways to engage and provide the right opportunities/ apt financial solutions to them.

b. From which marginalized /vulnerable groups do you procure?

NA

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

NA

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
	We do not have intellectual properties owned or acquired based on traditional knowledge.			

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

There are no such corrective actions.

Name of authority	Brief of the Case	Corrective action taken
NA	NA	NA

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Healthcare			
	 		
1	Strengthening of Public Health centres (PHCs) in Hoskote, Karnataka	47,862	100%
2	Setting up 3 community based sustainable drinking water system in Gurugram, Haryana	50,000	100%
3	Supporting government hospital for sick newborn care unit in Noida, Uttar Pradesh	1,800	100%
4	Making eye care services more accessible by providing Eye Mitra (Bus) free transportation in Telangana	47,061	100%
5	Providing cochlear implant surgeries and sound processors to deaf children in Hyderabad, Telangana	90	100%
6	Supporting 2 outpatient clinics and one mobile clinic for cancer patients in Delhi	24,456	100%
7	Cataract surgery support in Bangalore, Karnataka	7,500	100%
8	Wheelchair support to senior citizens at old age homes in 5 locations	200	100%
9	Medical support for elderly at old age home in Gurugram, Haryana	650	100%
10	AI based smart vision glasses for the visually impaired in Chennai, Tamil Nadu	165	100%
Education			
	 		
1	Supporting 20 government schools with Science, Technology, Engineering, Mathematics (STEM) education via 2 mobile vans	11,394	100%
2	Upgrading 5 Anganwadis to Pehel Smart Anganwadis at Rajkot, Gujarat	421	100%
3	Supporting teaching learning materials at (Kasturba Gandhi Baalika Vidyalaya) KGBV and Samarth Schools in Jharkhand	40,000	100%
4	4 no. Anganwadi renovation at Gurugram, Haryana	837	100%
5	Supporting fencing and gates around childcare homes, Bhimtal, Uttarakhand	120	100%
6	Supporting tribal schools in East Singhbhum and Khunti in Jharkhand	3,240	100%
7	Digital learning at 20 govt schools in Indore and Bhopal, Madhya Pradesh	9,145	100%
8	School renovation project in Mumbai, Maharashtra	3,240	100%
9	Anganwadi renovation in Bangalore, Karnataka	904	100%
10	Specially abled school roof repair in Faridabad, Haryana	200	100%
11	Transportation support to school in Dehradun, Uttarakhand	600	100%

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Environment			
 			
1	Plastic waste management project in Mumbai, Maharashtra	1,00,000	100%
2	PNB Housing ki Paathshaala: 21KW Solar electrification of three schools in Nuh, Haryana and Alwar, Rajasthan	1,470	100%
3	Community level solar electrification in 4 villages of Tamil Nadu and Karnataka – 11.21 MWh generated annually	12,000	100%
4	Waste Management project YUWA in Dehradun, Uttarakhand	11,289	100%
5	60 KW Solar Electrification at old age shelter home, Gurugram, Haryana	700	100%
6	Water conservation through borewell recharge in Nashik, Maharashtra	300	100%
7	3000 trees planted in Hyderabad, Telangana	Local Population	100%
8	3000 trees plantation in Chennai, Tamil Nadu	Local Population	100%
9	40KW Solar power plant installation in Rajasthan Mahila Vidyalaya, Udaipur, Rajasthan	2,000	100%
Women Empowerment			
 			
1	New creche created - Panah a day care centre (within the existing hospital setup), Bhubaneswar, Odisha	39	100%
2	Supporting specially abled women with skill development at Mumbai, Hyderabad, Lucknow and Indore	1,269	100%
3	Establishing blended spice production unit, Ajmer, Rajasthan	250	100%
4	Establishing millet cookies production unit, Jaipur, Rajasthan	250	100%
5	Drinking water facility in 3 villages of Udaipur, Rajasthan	3,174	100%
Flagship			
 			
1	Safe accommodation facility for construction workers in Bangalore, Karnataka	100	100%
2	Providing scholarship support to the students of construction workers community	421	100%
3	Supporting 4 mobile medical clinics in Delhi, Mumbai, Chennai and Kolkata	1,57,497	100%
4	Supporting eye screenings and cataract surgeries of construction and migrant workers, Hyderabad	6,042	100%
5	Skill development of dependent women of construction worker community	750	100%
6	Supporting 8 mobile medical clinics in 8 locations	47,010	100%
7	Healthcare support to construction worker community in Bangalore	933	100%
8	Education support for children of construction workers in Gurgaon	144	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

We have established effective mechanisms to receive and address community grievances. Grievances may be submitted to us at the registered office or through e mail on the designated e-mail ID (customer@pnbhousing.com). Additionally, alternate modes of communication such as phone (Toll free- 1800 120 8800), WhatsApp - +918448198457, and mobile applications are also permitted for registering grievances. These measures ensure that grievances are received securely and promptly, allowing for appropriate timely redressal.

Web link - <https://www.pnbhousing.com/contact-us>.

The detailed grievance redressal mechanism is prescribed on the website: <https://www.pnbhousing.com/documents/d/guest/corporate%20grievance-redressal-mechanism>

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

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

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

Year	FY24			FY23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	0	5		0	2	
Restrictive trade practices	0	0		0	0	
Unfair trade practices	0	0		0	0	
Others	1618	22		1794	8	

4. Details of instances of product recalls on accounts of safety issues

	Number	Reasons for recall
Voluntary recalls	N/A	N/A
Forced recalls	N/A	N/A

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

Yes, we have separate policies for Cyber Security and Digital Personal Data Protection Policy which are both approved by the Board. Digital Personal Data Protection policy is also uploaded on our corporate website at Web Link: https://www.pnbhousing.com/documents/d/guest/1_digital-data-protection-policy & <https://www.pnbhousing.com/privacy/>

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

There were no cases relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls and hence no corrective actions taken or underway by regulatory authorities on safety of products/ services.

7. Provide the following information relating to data breaches:**a. Number of instances of data breaches**

There were no instances of data breach during the year.

b. Percentage of data breaches involving personally identifiable information of customers

There were no instances of data breach during the year.

c. Impact, if any, of the data breaches

There were no instances of data breach during the year.

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

Information about our products and services can be accessed on our official website www.pnbhousing.com. We also keep informing our customers and other stakeholders through various e-mails about our products and services.

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

We are spreading awareness to customers about safe and responsible usage and also safeguard them from potential risks and consequences of frauds.

The customers are informed through:

- SMS to not to divulge sensitive information to anyone including officials and that PNB HFL does not request for such information,
- E-mail tips for safe online transactions, phishing, vishing alerts & related education.
- Knowledge Centre on website - at <https://www.pnbhousing.com/faqs>

3. Mechanisms in place to inform consumers of any risk of disruption/ discontinuation of essential services.

We notify our customers through emails and SMS of any possibility of disruption/discontinuation of vital services. The restoration of services are also communicated to customers via SMS. We ensure our customers to be aware of the services we provide so that they may take suitable decisions.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/ No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, we display product information over and above what is mandated as per local laws. Before financing, the features of home loan schemes are communicated to the applicant. We also display product information at each of our branch offices throughout India. Details of product attributes, relevant information on the products and services offered, fees and charges, benchmark interest rates, and other important notifications such as 'Most Important Terms and Conditions', grievance redressal mechanism are available in all offices and on our company's website.

Annexure – 3

DISCLOSURES ON MANAGERIAL REMUNERATION

Details of remuneration required under Section 197(12) of the Companies Act, 2013 read with Rule 5(1) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014 is provided below:

- The ratio of the remuneration of each director to the median remuneration of the employees of the Company for the financial year 2023-24:

Ratio of remuneration of each Director to the median employees' remuneration for FY 2023-24:

Name	Designation	Ratio of remuneration to the median employees' remuneration
Mr. Atul Kumar Goel	Non-Executive Nominee Director	-
Mr. Sunil Kaul	Non-Executive Nominee Director	-
Mr. Ramakrishnan Chandrasekaran	Independent Director	-
Mr. Nilesh S Vikamsey	Independent Director	-
Dr Tejendra Mohan Bhasin	Independent Director	-
Mr. Sudarshan Sen	Independent Director	-
Mr. Kapil Modi	Non-Executive Nominee Director	-
Ms. Gita Nayyar	Independent Director	-
Mr. Neeraj Madan Vyas	Non-Executive Director	-
Mr. Girish Kousgi	Managing Director & CEO	31.6:1
Mr. Pavan Kaushal	Independent Director	-
Mr. Dilip Kumar Jain	Non-Executive Nominee Director	-

- Percentage increase in the remuneration of the Managing Director & CEO, Chief Financial Officer and Company Secretary, if any, in the financial year 2023-24: During the year, there was 20% increase in remuneration of Managing Director & CEO, 6.8% increase in remuneration of Chief Financial Officer and 8.8% increase in the remuneration of Company Secretary (Mr Sanjay Jain retired on January 31, 2024).
- The performance linked bonus paid in FY 2023-24 to Managing Director & CEO was ₹44.38 lakhs, to Chief Financial Officer the amount paid was ₹9.94 lakhs and to Company Secretary the amount paid was ₹17.72 lakhs

Note: Mr. Hardayal Prasad, earlier MD, was paid ₹2.50 crore as ex-gratia amount in lieu of performance bonus for the financial year FY 2021-22, pro-rata performance bonus for the services rendered till the exit date during the financial year 2022-23, salary in lieu of 90 days' notice period as ex-gratia and goodwill payment as additional ex-gratia.

- First tranche: ₹1.25 crore was paid in FY 2023.
 - Second tranche: ₹1.25 crore was paid in FY 2024.
- The percentage increase in the median remuneration of above employees in the financial year 2023-24 stood at 14.2%.
 - The Company has 2003 permanent employees as on March 31, 2024.

6. Average percentile increase already made in salaries of employees other than managerial personnel in last financial year and its comparison with the percentile increase in the managerial remuneration and justification thereof and point out if there are any exceptional circumstances for increase in the managerial remuneration:

The average increase in the remuneration of managerial personnel stood at 14.2% and non-managerial personnel was 11.8%.

The average increase in the remuneration of both the managerial and non-managerial personnel is determined based on the overall performance of the Company and as per the remuneration policy. Further, the criteria for increasing salary of non-managerial personnel is based on an internal evaluation of Key Performance Indicators (KPIs), while for managerial personnel it is based on the remuneration policy as recommended by the Nomination & Remuneration Committee and approved by the Board of Directors.

The remuneration of key managerial personnel is based on the overall performance of the Company. The Company further reiterates that there were no exceptional circumstances which warranted an increase in managerial remuneration which was not justified by the overall performance of the Company.

For and on behalf of the Board of Directors

Date: June 18, 2024
Place: New Delhi

Amit Singh
Chief People Officer

Girish Kousgi
Managing Director & CEO

Annexure – 4

FORM AOC- 2

[(Pursuant to clause (h) of sub-section (3) of section 134 of the Act and Rule 8(2) of the Companies (Accounts) Rules, 2014)

Form for Disclosure of particulars of contracts/arrangements entered by the company with related parties referred to in sub section (1) of section 188 of the Companies Act, 2013 including certain arm's length transaction under third proviso is given below:

1. Details of contracts or arrangements not at Arm's length basis: NIL
2. Details of material contracts or arrangements or transactions at Arm's length basis are as under*:

Sl. No.	Name of the Party with which the contract is entered into	Nature of Contract/ Transaction	Duration of Contract	Salient terms of the contracts or arrangements or transaction including the value, if any	Date of approval at the meeting of the Board	Amount paid as advances, if any,
1.	Punjab National Bank (Promoter)	(i) Banking Transactions/ loan transactions/ credit facility/term deposit/investment in securities issued by the Company (ii) Acceptance/Placing of Fixed Deposits (iii) Payment of Royalty fee (iv) Repayment of principal and interest on assignment of loan (v) Any other related transactions for the relevant period on an ongoing basis. (The value of transactions is disclosed in Notes to accounts)	On-going basis	All the transactions were in the ordinary course of business and at arms' length and were duly approved by the Audit Committee of Board and Members of the Company. The transactions with Punjab National Bank are banking transactions with a large public sector bank.	The Company has taken omnibus approval of the Audit Committee.	Nil
2.	PNB Gilts Limited (Subsidiary of Promoter)	(i) Sale/purchase of securities (ii) Maintenance of SGL Account (iii) Any other related transactions for the relevant period on an ongoing basis. (The value of transactions is disclosed in Notes to accounts)	On-going basis	All the transactions are in ordinary course of business and at arms' length and were duly approved by the Audit Committee of Board and Members of the Company. The transactions with PNB Gilts Limited (Subsidiary of PNB) are in the nature of sale and purchase of securities.	The Company has taken omnibus approval of the Audit Committee.	Nil

*All related party transactions are benchmarked for arm's length, approved by Audit Committee and reviewed by Statutory Auditors. The above disclosures on material transactions are based on threshold of 10 percent of consolidated turnover for the purpose of Section 188(1) of the Act.

For and on behalf of the Board

Date: June 18, 2024
Place: New Delhi

Girish Kousgi
Managing Director & CEO

Atul Kumar Goel
Non-Executive Director

Annexure – 5

CERTIFICATE OF NON-DISQUALIFICATION OF DIRECTORS

[Pursuant to Regulation 34(3) and Schedule V Para C Clause (10)(i) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]

To
The Members
PNB Housing Finance Limited
9th Floor, Antriksh Bhawan,
22 K G Marg, New Delhi-110001

We have examined the relevant registers, records, forms, returns and disclosures received from the Directors of **PNB Housing Finance Limited** having CIN L65922DL1988PLC033856 and having registered office at Office no. 9th Floor, Antriksh Bhawan, 22 KG Marg, New Delhi- 110001 (hereinafter referred to as 'the Company'), produced before us by the Company for the purpose of issuing this Certificate, in accordance with Regulation 34(3) read with Schedule V Para-C clause 10(i) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

In our opinion and to the best of our information and according to the verifications (including Directors Identification Number (DIN) status at the portal www.mca.gov.in) as considered necessary and explanations furnished to us by the Company & its officers, we hereby certify that none of the Directors on the Board of the Company, as stated below, have been debarred or disqualified from being appointed or continuing as Directors of companies by the Securities and Exchange Board of India (SEBI), Ministry of Corporate Affairs, or any such other Statutory Authority, for the Financial Year ended on March 31, 2024.

Sl. No.	Name of Director(s)	Category/Designation	DIN	Date of appointment	Date of cessation, if any
1.	Mr. Atul Kumar Goel	Non-Executive - Nominee Director	07266897	April 28, 2022	-
2.	Mr. Sunil Kaul	Non-Executive - Nominee Director	05102910	March 5, 2015	-
3.	Mr. Chandrasekaran Ramakrishnan	Non-Executive - Independent Director	00580842	October 7, 2015	-
4.	Mr. Nilesh S Vikamsey	Non-Executive - Independent Director	00031213	April 22, 2016	-
5.	Dr. Tejendra Mohan Bhasin	Non-Executive - Independent Director	03091429	April 2, 2020	-
6.	Mr. Neeraj Madan Vyas	Non-Executive - Non Independent Director	07053788	September 1, 2020	-
7.	Mr. Sudarshan Sen	Non-Executive- Independent Director	03570051	October 1, 2020	-
8.	Mr. Kapil Modi	Non-Executive - Nominee Director	07055408	October 1, 2020	-
9.	Ms. Gita Nayyar	Non-Executive - Independent Director	07128438	May 29, 2021	-
10.	Mr. Girish Kousgi	Managing Director and CEO	08524205	October 21, 2022	-
11.	Mr. Pavan Pal Kaushal	Non-Executive - Independent Director	07117387	October 27, 2022	-
12.	Mr. Dilip Kumar Jain	Non-Executive - Nominee Director	06822012	November 4, 2022	-

Ensuring the eligibility for the appointment/ continuity of every Director on the Board is the responsibility of the management of the Company. Our responsibility is to express an opinion on these based on our verification. This certificate is neither an assurance as to the future viability of the Company nor of the efficiency or effectiveness with which management has conducted the affairs of the Company.

For **VLA & Associates**
Company Secretaries

Vishal Lochan Aggarwal
(Proprietor)
Membership No.: F7241
C. P. No.: 7622
UDIN: F007241F000349737

Date: May 10, 2024
Place: New Delhi

Annexure – 6

FORM NO. MR-3

SECRETARIAL AUDIT REPORT

For the Financial Year Ended March 31, 2024

[Pursuant to Section 204(1) of the Companies Act, 2013 read with Rule No. 9 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014 and Regulation 24A of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015]

To,
The Members,
PNB Housing Finance Limited

We have conducted the secretarial audit of the compliance of applicable statutory provisions and the adherence to good corporate practices by PNB Housing Finance Limited (hereinafter called “Company” or “PNBHFL”) for the financial year ended March 31, 2024 (“Audit Period”) in terms of the engagement letter dated November 1, 2023. The secretarial audit was conducted in a manner that provided us a reasonable basis for evaluating the corporate conduct/statutory compliances and expressing our opinion thereon.

Based on our verification of the Company’s books, papers, minute books, forms and returns filed and other records maintained by the Company and also the information provided by the Company, its officers, agents and authorized representatives during the conduct of secretarial audit, we hereby report that in our opinion, the Company has, during the Audit Period, complied with the statutory provisions listed hereunder and also that the Company has proper Board-processes and compliance-mechanism in place.

We have examined the books, papers, minutes, forms and returns filed and other records maintained by the Company for the Audit Period, according to the provisions of applicable law provided hereunder:

- a) The Companies Act, 2013 and the rules made thereunder including any re-enactment thereof (“Act”);
- b) Foreign Exchange Management Act, 1999 and the rules and regulations made thereunder to the extent of Foreign Direct Investment and External Commercial Borrowings;
- c) The Securities Contracts (Regulation) Act, 1956 and the rules made thereunder circulars, guidelines issued thereunder by the Securities and Exchange Board of India;
- d) The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder;
- e) The Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”);
- f) The Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011;
- g) The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;
- h) The Securities and Exchange Board of India (Share Based Employee Benefits and Sweat Equity) Regulations, 2021;
- i) The Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018;
- j) Securities and Exchange Board of India (Issue and Listing of Non- Convertible Securities) Regulations, 2021;
- k) The Securities and Exchange Board of India (Registrars to an Issue and Share Transfer Agents) Regulations, 1993 regarding the Companies Act and dealing with client to the extent of securities issued;
- l) The Securities and Exchange Board of India (Debenture Trustee) Regulations, 1993 (in relation to obligations of Issuer Company);
- m) Any other Act, Regulations, rules, circulars, guidelines, as amended from time to time, issued thereunder by the Securities and Exchange Board of India applicable to the Company, if any;
- n) National Housing Bank Act, 1987 and the Guidelines and Circulars issued thereunder from time to time;
- o) Guidelines/Circulars/Regulations/Clarifications issued by RBI for Housing Finance Companies from time to time.
- p) Reserve Bank of India Act, 1934 and rules, regulations & directions issued from time to time.
- q) Master Direction – Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021;
- r) Scale Based Regulation (SBR): A Revised Regulatory Framework for NBFCs read with other applicable circular issued thereunder.

- s) The following circulars/notifications issued by the RBI, along with the amendments introduced thereto from time to time:
- i) Guidelines for Appointment of Statutory Central Auditors (SCAs)/Statutory Auditors (SAs) of Commercial Banks (excluding RRBs), UCBs and NBFCs (including HFCs) dated April 27, 2021;
 - ii) Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances - Clarifications dated November 12, 2021;
 - iii) Other specific circulars or notifications issued by RBI from time to time and applicable on the Company.

We have also examined compliance with the applicable clauses of the Secretarial Standards for Board Meetings (SS-1) and for General Meetings (SS-2) issued by the Institute of Company Secretaries of India.

We report that during the Audit Period, the Company has confirmed compliance with the provisions of the Act, Rules, Regulations, Guidelines, Standards etc.

We further report that:

The Board of Directors of the Company is duly constituted with a proper balance of executive directors, non-executive directors and independent directors including women director. The changes in the composition of the Board of Directors that took place during the Audit Period, were carried out in compliance with the provisions of the Act and other applicable laws.

Adequate notice is given to all directors to schedule the Board meetings and Committee meetings and agenda with detailed notes were sent at least seven days in advance with due compliance of the Act and SS-1 except in cases where the meetings were called on a shorter notice. Further, a system exists for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the meeting.

As per the minutes, all the decisions were unanimous and there was no instance of dissent in the Board or Committee meetings.

We further report that there are adequate systems and processes in the Company, which commensurate with its size and operations to monitor and ensure compliance with applicable laws, rules, regulations and guidelines.

We have separately given our recommendations to the Company towards better processes.

We further report that during the Audit Period, the Company has undertaken the below mentioned specific events/ actions that can have a major bearing on the Company's compliance responsibility in pursuance of the above-referred laws, rules, regulations, guidelines, standards, etc:

a. Issuance and allotment of shares to the existing equity shareholders of the Company on rights basis

During the period under review, the Company has issued 9,06,81,828 equity shares of face value of ₹10/- each, at ₹275/- per equity share aggregating to ₹2493.76 crore on rights basis to the existing equity shareholders of the Company in proportion to their existing paid-up share capital.

b. Issuance of Non-Convertible Debentures ("NCDs")

During the period under review, the Company has issued listed NCDs, on private placement basis, aggregating to ₹1456 crore.

For **Vinod Kothari & Company**
Practising Company Secretaries
Unique Code: P1996WB042300

Nitu Poddar

Partner

Membership No.: A37398

CP No.: 15113

Place: New Delhi

UDIN: A037398F000407031

Date: May 20, 2024

Peer Review Certificate No.: 4123/2023

The report is to be read with our letter of even date which is annexed as Annexure 'I' and forms an integral part of this report.

Annexure I

Auditor and Management Responsibility

Annexure to Secretarial Audit Report

To,
The Members,
PNB Housing Finance Limited,

Our Secretarial Audit Report of even date is to be read along with this letter.

1. Maintenance of secretarial records is the responsibility of the Management of the Company. Our responsibility is to express an opinion on these secretarial records based on our audit. The list of documents for the purpose, as seen by us, is listed in Annexure II;
2. We have followed the audit practices and the processes as were appropriate to obtain reasonable assurance about the correctness of the contents of the secretarial records. The verification was done on a test basis to ensure that correct facts are reflected in secretarial records. We believe that the processes and practices, we followed provide a reasonable basis for our opinion;
3. Our Audit examination is restricted only upto legal compliances of the applicable laws to be done by the Company, we have not checked the practical aspects relating to the same;
4. Wherever our Audit has required our examination of books and records maintained by the Company, we have relied upon electronic versions of such books and records, as provided to us through online communication. Considering the effectiveness of information technology tools in the audit processes, we have conducted online verification and examination of records, as facilitated by the Company, for the purpose of issuing this Report. In doing so, we have followed the guidance as issued by the Institute. We have conducted online verification & examination of records, as facilitated by the Company;
5. We have not verified the correctness and appropriateness of financial records and books of accounts of the Company as well as the correctness of the values and figures reported in various disclosures and returns as required to be submitted by the Company under the specified laws, though we have relied to a certain extent on the information furnished in such returns;
6. Wherever required, we have obtained the Management's representation about the compliance of laws, rules and regulations and happening of events etc;
7. The compliance of the provisions of corporate and other applicable laws, rules, regulations, standards is the responsibility of the Management. Our examination was limited to the verification of procedure on test basis;
8. Due to the inherent limitations of an audit including internal, financial, and operating controls, there is an unavoidable risk that some misstatements or material non-compliances may not be detected, even though the audit is properly planned and performed in accordance with audit practices;
9. The contents of this Report has to be read in conjunction with and not in isolation of the observations, if any, in the report(s) furnished/to be furnished by any other auditor(s)/agencies/authorities with respect to the Company;
10. The Secretarial Audit Report is neither an assurance as to the future viability of the Company nor of the efficacy or effectiveness with which the Management has conducted the affairs of the Company.

Annexure II

List of Documents

1. Minutes for the meetings of the following held during the Audit Period:
 - a. Board of Directors;
 - b. Audit Committee;
 - c. Nomination and Remuneration Committee;
 - d. Stakeholders Relationship Committee;
 - e. Corporate Social Responsibility Committee;
 - f. Risk Management Committee;
 - g. Credit Committee;
 - h. IT strategy Committee;
 - i. Asset Liability Committee
 - j. Annual General Meeting.
2. Proof of circulation of draft and signed minutes of the Board and Committee meetings on a sample basis;
3. Resolutions passed by circulation;
4. Agendas of various Committees and Board meetings on a sample basis;
5. Annual Report for Financial Year 2022-23;
6. Financial Statements and Auditor's Report for Financial Year 2022-23;
7. Draft financial statements for Financial Year 2023-24;
8. Directors' disclosures under the Act and rules made thereunder;
9. Statutory Registers maintained under the Act;
10. Forms filed with the Registrar;
11. Policies framed under the Act, Listing Regulations and the RBI Directions;
12. Terms of Reference of the statutory and non-statutory Committees (listed above) of the Company;
13. Memorandum of Association and Articles of Association of the Company.

Annexure – 7

SECRETARIAL COMPLIANCE REPORT OF PNB HOUSING FINANCE LIMITED

for the financial year ended March 31, 2024

We have conducted the review of the compliance of the applicable statutory provisions and the adherence to good corporate practices by **PNB Housing Finance Limited** (hereinafter referred to as '**Listed Entity**') having its registered office at 9th Floor, Antriksh Bhawan 22 K G Marg, New Delhi - 110001. Secretarial Review was conducted in a manner that provided us a reasonable basis for evaluating the corporate conducts / statutory compliances and expressing our observations thereon.

Based on our verification of the Listed Entity's books, papers, minutes books, forms and returns filed and other records maintained by the Listed Entity and also information provided by the Listed Entity, its officers, agents and authorized representatives during the conduct of Secretarial Review, we hereby report that in our opinion, the Listed Entity has, during the review period covering the financial year ended on March 31, 2024 ('**Review Period**'), complied with the statutory provisions listed hereunder in the manner and subject to the reporting made hereinafter:

We have examined:

- (a) all the documents and records made available to us and explanation provided by the Listed Entity,
- (b) the filings/ submissions made by the Listed Entity to the stock exchanges,
- (c) website of the Listed Entity,
- (d) any other document/ filing, as may be relevant, which has been relied upon to make this Report.

for the Review Period in respect of compliance with the provisions of:

- (a) the Securities and Exchange Board of India Act, 1992 ('**SEBI Act**') and the Regulations, circulars, guidelines issued thereunder; and
- (b) the Securities Contracts (Regulation) Act, 1956 ('**SCRA**'), rules made thereunder and the Regulations, circulars, guidelines issued thereunder by the Securities and Exchange Board of India ('**SEBI**');

The specific Regulations, whose provisions and the circulars/ guidelines issued thereunder, have been examined, include:-

- (a) Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('**Listing Regulations**');
- (b) Securities and Exchange Board of India (Issue and Listing of Non-Convertible Securities) Regulations, 2021;
- (c) Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011;
- (d) The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;
- (e) Securities and Exchange Board of India (Share Based Employee Benefits and Sweat Equity) Regulations, 2021;
- (f) Securities and Exchange Board of India (Registrars to an Issue and Share Transfer Agents) Regulations, 1993
- (g) The Securities and Exchange Board of India (Debenture Trustees) Regulations, 1993;
- (h) Securities and Exchange Board of India (Depositories & Participants) Regulations, 2018;

and circulars/ guidelines issued thereunder;

and based on the above examination, we hereby report that, during the Review Period:

- I. (a) The Listed Entity has complied with the provisions of the above Regulations and circulars/ guidelines issued thereunder, except in respect of matters specified below:-

Sr. No.	
Compliance Requirement (Regulations/ circulars / guidelines including specific clause)	
Regulation/ circular no.	
Deviations	
Action taken by	
Type of action	NIL
Details of violation	
Fine amount	
Observations/ remark of the PCS	
Management response	
Remarks	

- (b) The Listed Entity has taken the following actions to comply with the observations made in previous reports (only such non-compliance from the previous reports have been listed below where action was pending from the Listed Entity's end as on the date of previous report.):

Sr. No.	1
Compliance Requirement (Regulations/ circulars / guidelines including specific clause)	SEBI (LODR) Regulations, 2015
Regulation/ circular no. relating to Listing Regulations	Regulation 17
Deviations	The composition of the Board of Directors of the Company was not as per the Regulation 17 of the SEBI (LODR) Regulations, 2015.
Action taken by	BSE and NSE
Type of action	Imposition of Fine
Details of violation	The Board of Directors of the Company did not have the requisite number of directors upon cessation of Mr. Ashwani Kumar Gupta as the Independent Director ("ID") of the Company on May 11, 2022. The vacancy caused was not filled by the Board within 3 months from the date of such vacancy.
Fine amount	BSE and NSE each had imposed a fine of ₹4,24,800/- for not having the requisite number of IDs on its Board as on September 30, 2022 and for the period commencing from October 1, 2022 till October 21, 2022.
Observations/ remark of the PCS	Consequent upon cessation of Mr. Ashwani Kumar Gupta as the Independent Director of the Company on May 11, 2022, the Company had a shortfall of one Independent Director on its Board till October 20, 2022.
Management response	The composition of the Board was in order with effect from October 21, 2022. The delay in appointment happened due to finding a suitable person as an Independent Director.
Remarks	The composition of the Board of Directors was made good, as recorded in the report for FY 2022-23. Also, the Company had paid the fine imposed by the exchanges.

Sr. No.	2
Compliance Requirement (Regulations/ circulars / guidelines including specific clause)	SEBI (LODR) Regulations, 2015
Regulation/ circular no. relating to Listing Regulations	Regulation 60
Deviations	Delay in submission of intimation on or before March 25, 2022 of record date for the maturity of Non-Convertible Debentures
Action taken by	NSE
Type of action	Imposition of Fine
Details of violation	Delay in submission of intimation of record date for the maturity of Non-Convertible Debentures.
Fine amount	11,800 (inclusive of GST)
Observations/ remark of the PCS	An intimation to be made on or before March 25, 2022 was delayed for the submission of record date for the maturity of NCDs.
Management response	The Company had made a representation for waiver in this regard. The same was accepted by the NSE.
Remarks	NSE vide its letter dated September 29, 2022 had levied fine on the Company for the said non-compliance. The fine was eventually waived by NSE vide its letter dated June 16, 2023.

Sr. No.	3
Compliance Requirement (Regulations/ circulars / guidelines including specific clause)	SEBI (LODR) Regulations, 2015
Regulation/ circular no. relating to Listing Regulations	Regulation 17
Deviations	There was an intermittent vacancy of Independent Woman Director on the Board of Directors of the Company due to resignation of Ms. Shubhalakshmi Panse w.e.f. January 5, 2021 and there was no woman director on the board of the Company as on till May 28, 2021.
Action taken by	BSE and NSE
Type of action	Imposition of fine
Details of violation	Non - Compliance with Section 149(1) of the Companies Act, 2013 read with Rule 3 of the Companies (Appointment and Qualification of Directors) Rules, 2014, and Regulation 17(1)(a) of the Listing Regulations
Fine amount	₹318,600 (including GST)
Observations/ remark of the PCS	There was no woman Director in the Company w.e.f. January 5, 2021 and as on March 31, 2021
Management response	Ms Gita Nayyar was appointed on the Board w.e.f May 29, 2021. The delay in appointment happened due to finding a suitable person as an independent director.
Remarks	The composition of the Board of Directors was made good, as recorded in the report for FY 2022-23. Also, the Company had paid the fine imposed by the exchanges.
Sr. No.	4
Compliance Requirement (Regulations/ circulars / guidelines including specific clause)	SEBI (LODR) Regulations, 2015
Regulation/ circular no. relating to Listing Regulations	Regulation 57(4)
Deviations	Delay in disclosures for quarter ended December 2021.
Action taken by	-
Type of action	-
Details of violation	Delay in disclosure for quarter ended December 2021
Fine amount	-
Observations/ remark of the PCS	The Company had made delayed intimation in submission of the disclosures in terms of Regulation 57(4) of SEBI (LODR) Regulations, 2015 for the quarter ended December 2021.
Management response	It escaped the attention of the Management and adequate safeguards have been developed for future.
Remarks	The provision u/r 57(4) was eventually omitted w.e.f June 15, 2023 vide SEBI (Listing Obligations and Disclosure Requirements) (Second Amendment) Regulations, 2023)
Sr. No.	5
Compliance Requirement (Regulations/ circulars / guidelines including specific clause)	SEBI Circular
Regulation/ circular no. relating to Listing Regulations	SEBI Circular No. SEBI/HO/DDHS/CIR/P/2019/115 dated October 22, 2019 and FAQs for listing of Commercial Papers
Deviations	Delay in filing disclosure required under SEBI Circular No. SEBI/HO/DDHS/CIR/P/2019/115 dated October 22, 2019 and FAQs for listing of Commercial Papers.
Action taken by	-
Type of action	-
Details of violation	Delay in filing disclosure
Fine amount	-
Observations/ remark of the PCS	The Company had made intimation beyond the prescribed timeline stated under SEBI Circular No. SEBI/HO/DDHS/CIR/P/2019/115 dated October 22, 2019 read with FAQs issued by SEBI for listing of Commercial Papers.
Management response	It escaped the attention of the Management and adequate safeguards have been developed for future
Remarks	NSE vide its letter dated September 29, 2022 had levied fine on the Company for the said non-compliance. The fine was eventually waived by NSE vide its letter dated June 16, 2023.

II. Compliances related to resignation of statutory auditors from Listed Entities and its material subsidiaries as per SEBI Circular CIR/CFD/CMD1/114/2019 dated October 18, 2019:

Sr. no.	Particulars	Compliance Status (Yes/ No/NA)	Observations/ Remarks by PCS
1	Compliances with the following conditions while appointing/re-appointing an auditor		
	i. If the auditor has resigned within 45 days from the end of a quarter of a financial year, the auditor before such resignation, has issued the limited review/ audit report for such quarter; or	NA	No appointment/ reappointment of statutory auditor has taken place during the Review Period. There was no instance of resignation during the Review Period.
	ii. If the auditor has resigned after 45 days from the end of a quarter of a financial year, the auditor before such resignation, has issued the limited review/ audit report for such quarter as well as the next quarter; or		
	iii. If the auditor has signed the limited review/ audit report for the first three quarters of a financial year, the auditor before such resignation, has issued the limited review/ audit report for the last quarter of such financial year as well as the audit report for such financial year.		
2	Other conditions relating to resignation of statutory auditor		
	i. Reporting of any concerns by Auditor with respect to the Listed Entity/ its material subsidiary to the Audit Committee:	NA	Same as above
	a. In case of any concern with the management of the Listed Entity/ material subsidiary such as non-availability of information/ non-cooperation by the management which has hampered the audit process, the auditor has approached the Chairman of the Audit Committee of the Listed Entity and the Audit Committee shall receive such concern directly and immediately without specifically waiting for the quarterly Audit Committee meetings.		
	b. In case the auditor proposes to resign, all concerns with respect to the proposed resignation, along with relevant documents, have been brought to the notice of the Audit Committee. In cases where the proposed resignation is due to non-receipt of information/ explanation from the company, the auditor has informed the Audit Committee the details of information/ explanation sought and not provided by the management, as applicable.		
	c. The Audit Committee / Board of Directors, as the case may be, deliberated on the matter on receipt of such information from the auditor relating to the proposal to resign as mentioned above and communicate its views to the management and the auditor.		
	ii. Disclaimer in case of non-receipt of information: The auditor has provided an appropriate disclaimer in its audit report, which is in accordance with the Standards of Auditing as specified by ICAI / NFRA, in case where the Listed Entity/ its material subsidiary has not provided information as required by the auditor.		
3	The Listed Entity/ its material subsidiary has obtained information from the Auditor upon resignation, in the format as specified in Annexure-A in SEBI circular CIR/CFD/CMD1/114/2019 dated October 18, 2019.	NA	There was no instance of resignation during the Review Period.

III. We hereby report that, during the Review Period the compliance status of the Listed Entity is appended as below:

Sr. no.	Particulars	Compliance Status (Yes/ No/NA)	Observations/ Remarks by PCS
1	Secretarial Standards: The compliances of the Listed Entity are in accordance with the applicable Secretarial Standards (SS) issued by the Institute of Company Secretaries India.	Yes	
2	Adoption and timely updation of the Policies: <ul style="list-style-type: none"> All applicable policies under SEBI Regulations are adopted with the approval of the Board of Directors of the Listed Entity. All the policies are in conformity with SEBI Regulations and have been reviewed & updated as per the regulations /circulars /guidelines issued by SEBI. 	Yes	
3	Maintenance and disclosure on website: <ul style="list-style-type: none"> The Listed Entity is maintaining a functional website. Timely dissemination of the documents/ information under a separate section on the website. Web-links provided in annual corporate governance reports under Regulation 27(2) are accurate and specific which redirect to the relevant document(s)/ section of the website. 	Yes	
4	Disqualification of Directors: None of the Directors of the Company are disqualified under section 164 of the Companies Act, 2013, as confirmed by the Listed Entity.	Yes	We have relied on the certificate of non-disqualification of directors, dated May 10, 2024, obtained by the Listed Entity.
5	Details related to subsidiaries of the Listed Entity have been examined w.r.t: a. Identification of material subsidiary companies b. Disclosure requirement of material as well as other subsidiaries.	Yes	The Listed Entity does not have any material subsidiary during the Review Period.
6	Preservation of Documents: The Listed Entity is preserving and maintaining records as prescribed under SEBI Regulations and disposal of records as per Policy of Preservation of Documents and Archival policy prescribed under the Listing Regulations.	Yes	We have verified the same basis the checking carried out on a sample basis.
7	Performance Evaluation: The Listed Entity has conducted performance evaluation of the Board, independent directors and the committees at the start of every financial year/ during the financial year as prescribed in SEBI Regulations	Yes	Noted in Board Meeting dated June 22, 2023.
8	Related Party Transactions ('RPTs'): a. The Listed Entity has obtained prior approval of Audit Committee for all RPTs; or b. The Listed Entity has provided detailed reasons along with confirmation whether the transactions were subsequently approved/ ratified/ rejected by the Audit Committee, in case no prior approval has been obtained.	Yes	
9	Disclosure of events or information: The Listed Entity has provided all the required disclosure(s) under Regulation 30 along with Schedule III of Listing Regulations within the time limits prescribed thereunder.	Yes	
10	Prohibition of Insider Trading: The Listed Entity is in compliance with the Regulation 3(5) & 3(6) of SEBI (Prohibition of Insider Trading) Regulations, 2015.	Yes	
11	Actions taken by SEBI or Stock Exchange(s), if any: No action(s) has been taken against the Listed Entity/ its promoters/ directors/ subsidiaries either by SEBI or by the Stock Exchanges (including under the Standard Operating Procedures issued by SEBI through various circulars) under SEBI Regulations and circulars/ guidelines issued thereunder except as provided under separate paragraph herein.	NA	No action has been taken against the Listed Entity / its Promoters / Directors / subsidiaries either by SEBI or by the stock exchanges under SEBI Regulations and circulars/ guidelines issued thereunder.
12	Additional non-compliances, if any: No additional non-compliance observed for any SEBI regulation/ circular/guidance note etc.	NA	We did not come across any such case.

Assumptions & Limitation of scope and Review:

1. Compliance of the applicable laws and ensuring the authenticity of documents and information furnished, are the responsibilities of the Management of the Listed Entity.
2. Our responsibility is to certify based upon our examination of relevant documents and information. This is neither an audit nor an expression of opinion.
3. We have not verified the correctness and appropriateness of financial records and Books of Accounts of the Listed Entity.
4. This Report is solely for the intended purpose of compliance in terms of Regulation 24A (2) of the Listing Regulations and is neither an assurance as to the future viability of the Listed Entity nor of the efficacy or effectiveness with which the Management has conducted the affairs of the Listed Entity.

For **Vinod Kothari & Company**
Practising Company Secretaries
Unique Code: P1996WB042300

Nitu Poddar

Partner

Membership No.: A37398

CP No.: 15113

UDIN: A037398F000407075

Peer Review Certificate No.: 4123/2023

Place: New Delhi

Date: May 20, 2024

Annexure – 8

CERTIFICATE ON CORPORATE GOVERNANCE UNDER SEBI (LISTING OBLIGATIONS AND DISCLOSURE REQUIREMENTS) REGULATIONS, 2015

The Members

PNB Housing Finance Limited

CIN: L65922DL1988PLC033856

Address: 9th Floor Antriksh Bhawan
22 K G Marg, New Delhi, India, 110001

We have examined the compliance of regulations of Corporate Governance by M/s PNB Housing Finance Limited (“the Company”) for the year ended March 31, 2024, as stipulated in Chapter IV of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

The compliance of regulations of Corporate Governance is the responsibility of the management. Our examination was limited to the procedures and implementation thereof, adopted by the Company for ensuring the compliance of the regulations of Corporate Governance. It is neither an audit nor an expression of opinion on the financial statements of the Company.

In our opinion and to the best of our information and according to the explanations given to us, and the representations made by the Directors and the management and considering the relaxations granted by the Ministry of Corporate Affairs and Securities and Exchange Board of India, we certify that the Company has complied with the conditions of Corporate Governance as stipulated in the SEBI Listing Regulations for the year ended on March 31, 2024.

We further state that such compliance is neither an assurance as to the future viability of the Company nor of the efficiency or effectiveness with which the management has conducted the affairs of the Company.

For **VLA & Associates**
Company Secretaries

Vishal Lochan Aggarwal
(Proprietor)

Membership No.: F7241

C. P. No.: 7622

UDIN: F007241F000456074

Date: May 27, 2024

Place: New Delhi