

# Statutory Reports

## 38-114

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## MANAGEMENT DISCUSSION AND ANALYSIS



**PNB Housing Finance is fourth largest housing finance company in India by AUM as on 31<sup>st</sup> March 2022, offering a wide range of financing products and solutions and helping Indians fulfil their aspirations.**

### **INDIAN ECONOMY OVERCOMES PANDEMIC JITTERS**

The Indian economy staged a solid rebound from the pandemic-induced disruptions. However, the second wave, which was more intense and severe than the first, overwhelmed the country's healthcare infrastructure and prompted the re-imposition of lockdowns, albeit localised. The government, overcoming initial jitters, focused rightly on accelerating the vaccination drive to leave behind the scars of the pandemic.

The re-opening and subsequent normalisation of economic activities brought the recovery trajectory on track in the second quarter, with several sectors showing a steady glide path to pre-pandemic levels. Rising inflation in the second

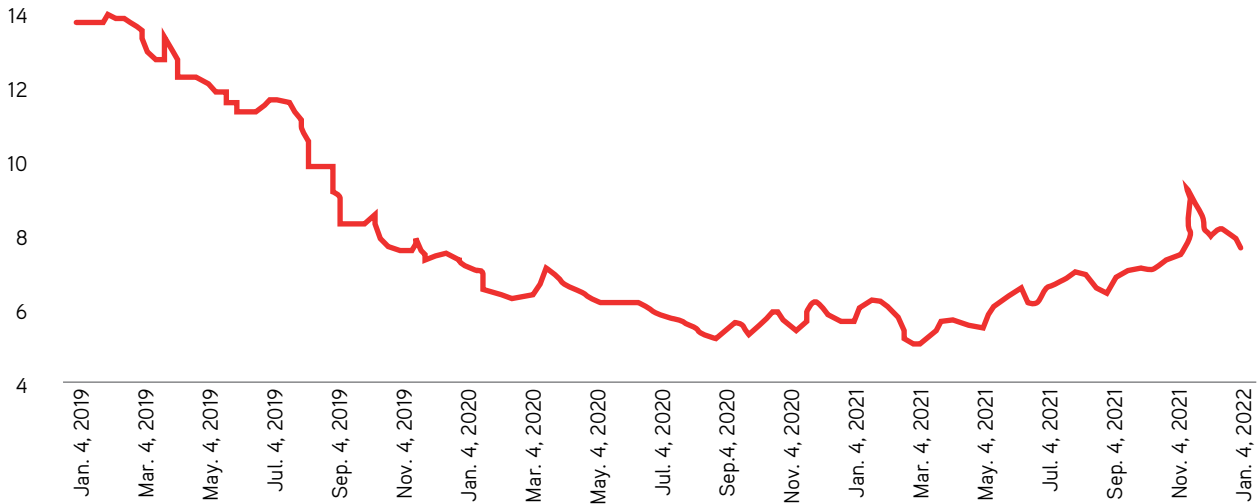
half due to supply side challenges viz. elevated commodity, crude and food prices, logistics challenges however, kept the RBI on tenterhooks. Although the apex bank refrained from raising policy rates through FY22, its statements turned increasingly hawkish, signalling that inflation and growth have exchanged places in its priority hierarchy in the last Monetary Policy Committee meeting of FY22. That said, various indicators including GST collection, e-way bill generation, foreign trade indicated that the Indian economy was on track to exit the financial year with high-single-digit growth (Economic Survey 2022), after contracting by 6.9% in FY21.

Meanwhile, in line with the economic activities, credit growth picked up in FY22 with retail loans showing the sharpest uptick.



## Credit growth has gained much-needed momentum in FY22

Bank credit to the commercial sector (% YoY)



Source: CMIE

Deloitte Insights | [deloitte.com/insights](https://deloitte.com/insights)

India expected to be the fastest growing major economy in FY23 backed by recovery in demand, significant capital spending by the government and increasing capex commitment from the private sector backed by the PLI scheme. However, high crude prices and elevated inflation poses risks to the forecast on the downside. S&P estimates that the country will witness a GDP growth of 7.8% in FY23.

the affordable housing segment is expected to continue driving the mortgage sector. As per CRISIL Research, affordable HFCs are expected to grow at 15-17% in FY23. Affordable housing is anticipated to remain upbeat given the massive under-penetration, favourable demographics, government's thrust on housing and a favourable regulatory/tax environment.

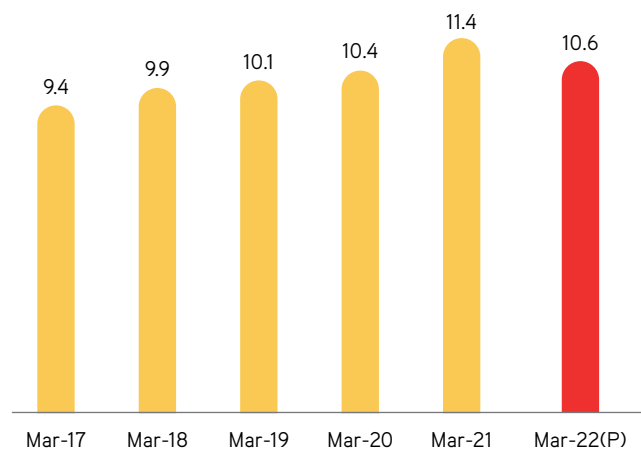
## HOUSING FINANCE SECTOR INDUSTRY INSIGHT

### Optimistic sectoral outlook

As per CRISIL, the housing finance segment was estimated at ₹24,524 billion in fiscal 2022. Of this, housing loans at non-banking finance companies (NBFCs), including housing finance companies (HFCs), accounted for ₹8,631 billion, up 13% year-on-year. Given the buoyancy in the economy as well as the real estate the housing finance sector is poised for healthy growth.

After a prolonged period of stagnancy, the real estate sector is moving towards demand upcycle. This can be attributed to an increase in income levels, increased affordability, stable property prices and larger housing space requirements owing to remote working norms, among others. As per CRISIL, considering the demand prospects, the on-book portfolio of the HFCs/NBFCs is expected to grow by 13-15% in FY23. Further, the government's continuous push towards

### Mortgage penetration rate trend (%)



Housing Credit as proportion of GDP (%)

Source: ICRA Mortgage Report-March 2022

The second wave disrupted business operations including collections. Asset quality started improving from the second quarter with the improved collection efficiencies.

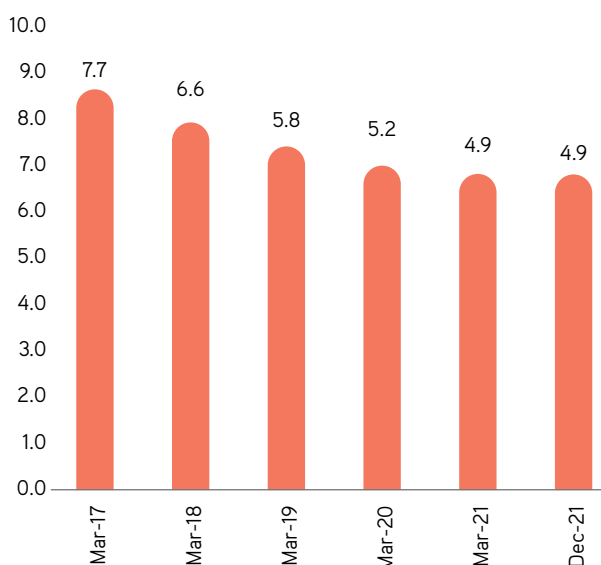
The RBI on 12<sup>th</sup> November 2021, introduced a stricter asset quality reporting norms for all lenders, bringing housing financiers and non-banking financial companies (NBFCs) at par with commercial banks. According to the new guidelines, any NPA account will be upgraded to “Standard” only when the entire arrears pertaining to principal and interest are paid by the borrower, thus shifting the focus from roll back to normalisation.

Further, the regulator also clarified that the classification of borrower accounts as NPA shall also be done as part of the day-end process for the relevant date.

The amended guidelines have resulted in a spike in the GNPA numbers at the end of Q3 FY22. However, with organisations adapting to the change and revising their collection strategies in line with the new guidelines, the GNPA numbers are expected to normalise eventually.

The industry has registered moderate improvement in the aggregate on-balance sheet gearing. It stood at a comfortable 4.9x as on 31<sup>st</sup> December 2021. The reported capital adequacy remained good with the overall capital to risk weighted assets ratio (CRAR) at 23.7% as on 31<sup>st</sup> December 2021 reflecting improvement from 22.8% as on 31<sup>st</sup> March 2021. This was backed by the relatively low risk weights for HLs and commercial real estate (CRE) loans for residential projects and the relatively low growth in the loan book.

### HFCs’ gearing has further improved (x)



Source: ICRA Mortgage Report-March 2022



### PNB HOUSING FINANCE: ADVANCING WITH DETERMINATION




After the pandemic-hit FY21 started normalising, the recovery in the sector was further impacted by the second wave of the COVID-19. PNB Housing Finance was no different as business recovery was severely impacted during the first quarter of the financial year under review. However, we took a multi-pronged approach to steer through this challenging period and make the business future-ready.

At PNB Housing Finance, we are focusing on a three-pronged strategy to strengthen our business fundamentals and accelerate growth in the future. Continued progress on our strategic priorities will keep us agile and relevant while helping generate sustainable value for our stakeholders. The Company along with its strategy, mentioned key monitorables, on which we measure performance.





By the end of FY22, the Company is able to attain sustainable performance in few monitorables viz. sanctioning in over 80% loans within stipulated turn around time, significant reduction in the cost of borrowing, maintaining healthy retail mix with granular book, reduction in the corporate book.



## Strengthening Our Core

	Progress FY22	KPIs
 <p><b>MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>Strengthen leadership team</li> <li>Augment risk and data analytics team</li> <li>Focus on upgrading skillset</li> </ul>	<ul style="list-style-type: none"> <li>On-boarded senior talents across various functions</li> <li>Introduced incentive plan to retain talent</li> <li>Internal promotions across functions</li> </ul>	<p><b>9 hires &amp; 4 promotions</b> In the senior and mid senior positions</p>
 <p><b>CAPITAL POSITION</b></p> <ul style="list-style-type: none"> <li>Improve capital and gearing</li> <li>Build significant provision</li> <li>Raise capital across different modes</li> </ul>	<ul style="list-style-type: none"> <li>Maintained adequate provisions</li> <li>Improved gearing</li> <li>Improved Capital to Risk Asset Ratio</li> </ul>	<p><b>4.42%</b> Total provision to total assets</p> <p><b>134 bps</b> Improvement in gearing</p> <p><b>467 bps</b> Improvement in Capital to Risk Asset Ratio</p>
 <p><b>RISK MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>Leverage advance analytics and new-age technologies</li> <li>Automate credit appraisal journey with human touch</li> <li>Strengthen EWS to improve collection efficiencies</li> <li>Remedial management group to focus on resolution of corporate book</li> </ul>	<ul style="list-style-type: none"> <li>Sanctioning in over 80% loans within stipulated turn around time</li> <li>Our retail collection efficiency improved to 98% in FY22 vs 97% in FY21</li> <li>Resolved 12 Corporate accounts with outstanding of ₹339 crore</li> </ul>	<p><b>83%</b> Share of loans sanctioned within stipulated TAT</p> <p><b>97.9%</b> Collection efficiency</p>

## Drive Efficiency

	Progress FY22	KPIs
 <p><b>COST MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>Rationalise operating model with enhanced focus on profitability</li> <li>Optimise cost and productivity</li> <li>Improve accountability across organisation</li> <li>Product and segment level monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Significantly reduced cost of borrowing</li> <li>Process improvement focus to optimise operating cost</li> <li>Final stages of implementing key initiatives identified as a part of transformation project</li> </ul>	<p><b>5.8%</b> Incremental cost of borrowings</p> <p><b>20.2%</b> Cost-to-income ratio</p>
 <p><b>DIGITAL DRIVE</b></p> <ul style="list-style-type: none"> <li>Accelerate digital transformation across the value chain</li> <li>Increase use of AI, ML, RPAs to augment business, underwriting and enhance efficiencies</li> <li>Advanced analytics for portfolio management, risk and collection</li> </ul>	<ul style="list-style-type: none"> <li>Increased focus on digital sourcing which is at 47% in FY22 as compared to 19% in FY21</li> <li>Ace integration and 2.0 was made live</li> <li>Completed Business Rule Management Engine system integration; Phase 1 is expected to go live by Q1 FY23</li> <li>Standardisation of data platform and advanced analytics powered sourcing models under development</li> </ul>	<p><b>47%</b> Digital sourcing</p>

## Accelerate Growth

	Progress FY22	KPIs
 <p><b>RETAIL FOCUSED LENDING</b></p> <ul style="list-style-type: none"> <li>Leverage expertise in mass housing and merchant category</li> <li>Increase fee income through cross-sell, upsell and co-lending</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining healthy retail-mix</li> <li>Increased logins to aid business growth</li> </ul>	<p><b>19.1%</b> Y-o-y growth in retail log-ins</p> <p><b>89%</b> AUM is retail book</p>
 <p><b>GROW AFFORDABLE HOUSING 'UNNATI'</b></p> <ul style="list-style-type: none"> <li>Building higher yielding Unnati portfolio</li> <li>Focus on average ticket size of ~₹ 15 lakh</li> <li>Strengthen distribution network with increased presence in tier II and III cities</li> </ul>	<ul style="list-style-type: none"> <li>Created separate vertical and open lean branch infrastructure</li> <li>Identified and operationalised new locations for Unnati focused network growth</li> </ul>	<p><b>24</b> New locations opened for Unnati-specific branches</p> <p><b>₹ 3,108 CRORE</b> Unnati AUM, 5% growth over FY21</p>





During the year, we sanctioned 57,360 loan applications, reflecting a 14% increase over the previous year. We disbursed loans amounting to ₹11,246 crore, an increase of 8% over the previous year. Overall AUM was at ₹65,977 crore (as per IndAS), declined 11%; loan assets moderated by 8% to ₹57,895 crore (as per IndAS). On principal outstanding including principle overdue basis, loan asset was at ₹56,889 crore registered a decline of 9% on account of lower disbursements during the year. The incremental cost of fund during the year stood at 5.8%, reflecting 96 bps decline over FY21.

Over the past few years, we are working consistently to strengthen our balance sheet. During the year, we have further reduced our gearing to make the balance sheet leaner while improving our CRAR substantially. Our increased focus on the retail segment with lower-risk weight and reduction in the corporate loans helped us achieve this.

As on 31<sup>st</sup> March 2022, our cash and cash equivalents stood at ₹6,260 crore compared to ₹6,969 crore in the previous year; deposits grew 5% YoY to reach ₹17,649 crore. During the year, we sourced around 73,372 deposit applications amounting to total of ₹7,233 crore.

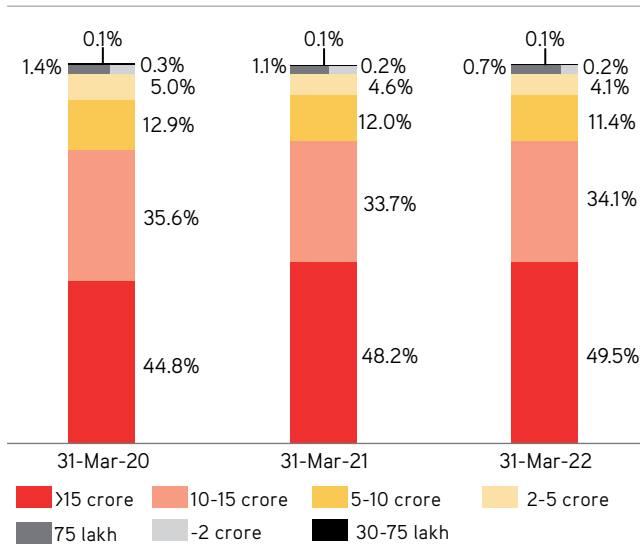
## RETAIL LOANS

### Individual housing loans

Owing to our increased focus on the retail segment with additional focus on the affordable housing segment, we achieved an average ticket size (ATS) of ₹28 lakh in 2021-22 for individual housing loans. Salaried customers accounted for 70% of the individual housing loans, while self-employed contributed 30%. Our conservative approach towards underwriting and disbursement led to the LTV for individual housing loan at 72% as on 31<sup>st</sup> March 2022.

To support the Government scheme of "Housing for All" through PMAY-CLSS scheme, we have made aggregated disbursement of ~ ₹14,448 crore under 67,258 loan accounts in the category of EWS/LIG and MIG I/MIG II till 31<sup>st</sup> March 2022.

### ATS of individual housing loan

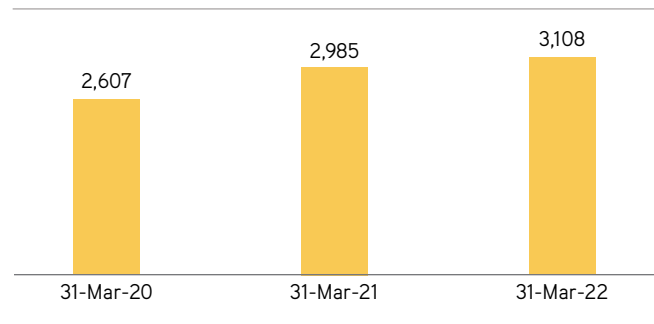


### Unnati loans

The affordable housing segment remains a key focus area for the company and is serviced through the product Unnati. We have created a dedicated business vertical for Unnati, which saw disbursement increasing 5% during the year with an AUM of ₹3,108 crore at the end of FY22 against ₹2,985 crore in FY21. During FY22, we opened 24 Unnati dedicated branches in FY22 and going ahead, we intend to strengthen the network further to drive growth in affordable housing segment.

Given that it is a high-yielding category, we are focused on developing a differentiated strategy that will help us penetrate the market more effectively and improve our overall profitability. We have identified the key markets for deeper penetration. In addition, we have created a dedicated team to build the product.

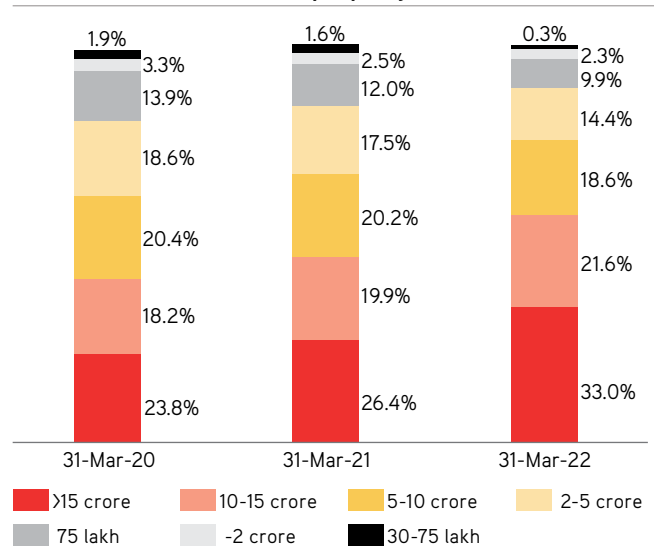
### Unnati loan book (₹ in crore)



### Retail loan against property

During the year, the Company disbursed ₹2,233 crore under this segment, forming 20% of the total in disbursements. The ATS is at ₹36 lakh, as on 31<sup>st</sup> March 2022. The weighted average LTV was maintained below 50%. The self-employed segment accounts for 77% of the retail LAP book.

### ATS of retail loan against property



## Retail non-residential premises loan (NRPL)

Retail NRPL contributes 4% to the asset under management. These loans are given for the construction of the commercial property. The ATS for retail NRPL is ₹39 lakh.

## CORPORATE LOANS

### Construction finance loan

The construction finance book comprises 9% of the AUM, as on 31<sup>st</sup> March 2022. The ATS on a unique corporate house basis is ₹208 crore. The construction finance book is spread across 43 developers, with top seven markets contributing 88% of the AUM. As per the laid out strategy to reduce corporate book, the construction finance book have reduced by 32% to ₹5,912 crore over the last one year.

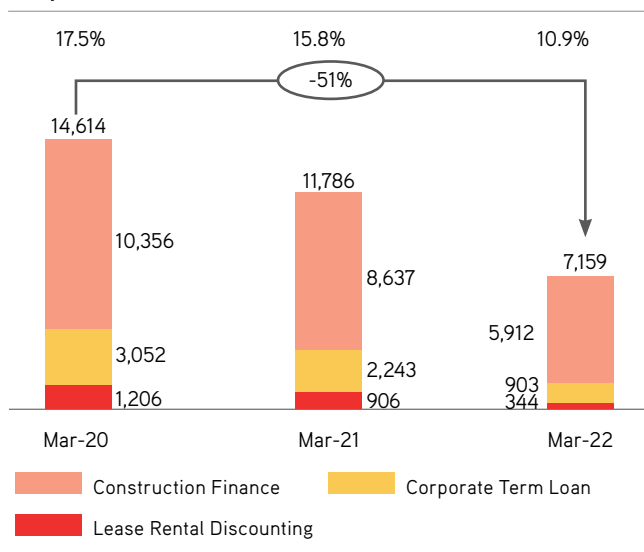
### Corporate term loan

Corporate term loan book comprises loans given to developers either for construction of commercial units or as a term loan secured against a mortgage, comprised 1.4% of the AUM, as on 31<sup>st</sup> March 2022. The ATS on a unique corporate house basis is ₹98 crore. The corporate term loan book is spread across 17 developers, with top seven markets contributing to 85% of the AUM. Over the last one year, corporate term book is reduced by 60% to ₹903 crore as on 31<sup>st</sup> March 2022 from ₹2,243 crore as on 31<sup>st</sup> March 2021.

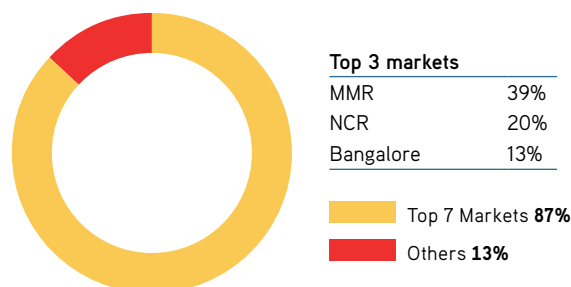
### Lease rental discounting

The lease rental discounting portfolio of the Company includes loans given to the developers against the rental receipts derived from lease contracts with their corporate tenants. The share of this book in the total AUM stood at 0.52% as on 31<sup>st</sup> March 2022 with an ATS of ₹69 crore. The lease rental discounting book is spread across 5 developers, with a presence in seven large cities. 100% of the lease rental discounting book is backed by leased-out commercial office buildings with multiple tenants.

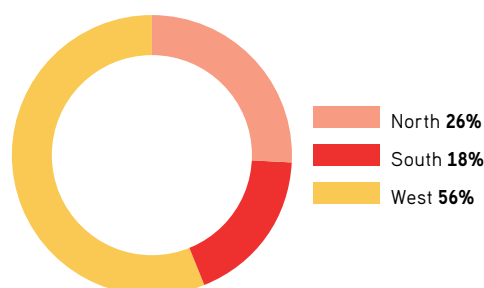
### Corporate loans (₹ in crore) (% of Total AUM)



## City Concentration



## Geographical Distribution

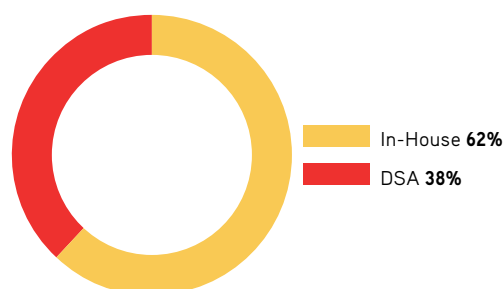


## DIVERSE DISTRIBUTION CHANNEL AND GEOGRAPHY MIX

We source business from two channels – our own team and through the DSAs (Direct Selling Agent). The work-from-home scenario owing to the pandemic saw a slowdown in sourcing through the DSA channel. We intensified our focus on internal team to source new business. Besides, we empowered the team with various tools to drive sourcing. On the other hand, to grow the DSA channel, we introduced several promotional schemes to drive business from the channel.

Western India remains our largest market, followed by Northern and Southern markets. We are witnessing increasing opportunities coming from the Tier II and III cities. This is reflected in the increasing contribution of these geographies in our business. We are further focusing on these cities to drive our Unnati Business and open dedicated branches that serves the Unnati product segment. We are serving our customers through 99 branches in 67 unique cities and 38 Outreach centres.

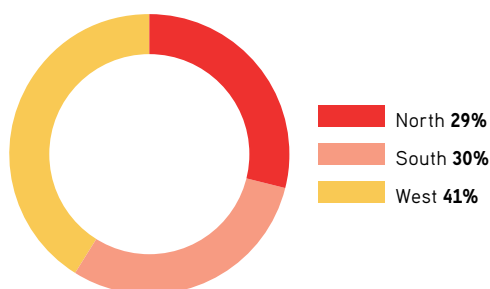
## Disbursement origination



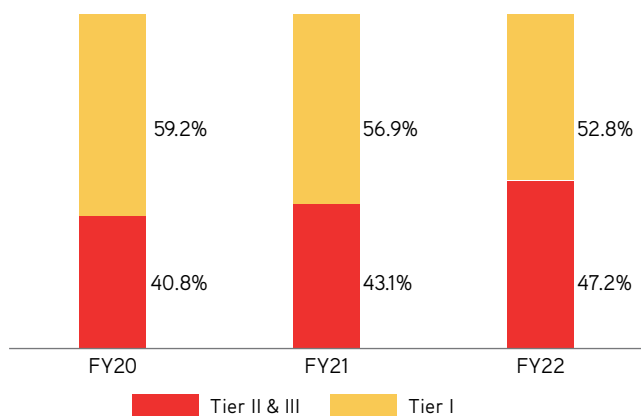




### AUM geographical breakup



### Focus on Tier II and III for retail



### Leveraging the Digital Channel through ACE platform

The ACE platform, launched in FY21, has witnessed a phenomenal growth in onboarding of new customers. More than 45,000 of customers have been onboarded through this platform since its inception. We won “Business Transformation Award 2021” by Mint (TECHCIRCLE) for ACE technology platform. We are further working to strengthen the platform and make it more efficient and user-friendly.

**45,000+**

ACE logins since inception

**47%**

Client onboarded through the ACE platform in FY22

### PHFL HOME LOANS & SERVICES LIMITED (PHFL)

Our wholly-owned subsidiary, PHFL is engaged in the sales and distribution for PNB Housing Finance. It has helped in reducing dependence on external sources for acquiring new businesses. It contributed to over 62% (disbursement) of our total retail asset business during the year under review. We have also been providing adequate processing support to ease the delivery process for customers.



### BLUEPRINT FOR TRANSFORMATION

We embarked on a transformation journey with the help of an external consultation in 2021. The exercise has helped us deep dive into our existing capabilities and suggest ways to create a stronger PNB Housing Finance of tomorrow.

#### Driving business growth

PNB Housing Finance is a prime segment lender and has been offering home loan and other mortgage products to prime segment customers viz Salaried and Self Employed. The focus has been on increasing the business on one hand while repositioning it on the other. As a progressive step forward, we have identified Unnati as one of the key drivers to address the growing business segment, we scanned the entire landscape and identified the high-potential geographies. The inference was 14 states holds the highest potential. We identified the micro markets within these states and created dedicated operational and sales teams with right pricing proposition through dedicated branches for the Unnati segment. We did a detailed analysis of our affordable housing policies, and revamped keeping in mind the geographies and customer segment.

#### Enhancing Underwriting and Collections

We regularly review our credit monitoring and control procedures, to ensure that they are efficient and effective however we seek to further strengthen the credit underwriting processes. The Company to enhance its digital footprints in underwriting and is in process of implementing straight through processing for the salaried segment through a rule based engine and enhancing core capabilities for the self-employed segment.

A blueprint has been created for collections using field force and technology to drive efficiency.

We are leveraging analytics to evaluate early warning signs to determine the customer bounce pool. Our focus on collection efficiencies will also continue to improve our resolution rates through various initiatives such as

- a. Early referring out by the tele-calling team for Bucket-X resolutions.
- b. Implementation of VaR model to prioritise and strategise collections.
- c. Multiple representations to roll-back and normalise the pool.
- d. Closure of chronic and critical NPAs.

### Operating cost optimisation

In order to optimise costs, we have successfully renegotiated the branch leases with all landlords, resulting in some cost savings. In addition, we have also explored strategies to optimise distribution by consolidating branches and are running a sales force effectiveness programme to drive efficiency in the system.

### Digital transformation

Digitalisation cuts through all the business aspects of the organisation and we have enhanced our digital journey as it impacts the experience both on the customer facing side of things as well as the internal experience. Our digital landscape is to enhance customer service, analytics driven decisioning and execution across the value chain.

## RELENTLESS SUPPORT TO OUR CUSTOMERS

Customer service remains a key pillar for across our onboarding, engagement and retention activities. We provide multi-channel touchpoints to engage with our customers including branches, contact centres, email and customer portal, among others. Our digitalisation drives led 70% of our customers moving to digital mode during the year under review.

TALISMA, our ERP-integrated customer relationship management module helping us benchmark the turnaround time and enabling us to maintain the service delivery within the promised turnaround time.

### Engaging with our customers

With more customers preferring contactless interactions, there has been a substantial increase in customers connecting through calls. We simplified the IVR call menu, expanded the service offering covering the option of self-service. The system identified the caller phone number, helping reduce layers of verifications. Besides, the self-service menus were made binary, helping the callers to get desired outputs faster. During the year, we have included support of six languages in the IVR menu to help a wider base of customers to access the tele portal. We have also introduced call back option to reduce customer long wait time. As a result, we have achieved zero missed calls during the year.

- We are enhancing the capabilities of our chatbot to undertake more complex requests/queries.
- More than 40,000 customers have been able to avail the benefits of the PMAY CLSS subsidy scheme through our integrated end-to-end digitised procedures.
- We introduced video KYC for an end-to-end digital, paperless and zero-contact customer onboarding process. It also helped us in controlling customer drop off rate besides reducing turnaround time for the process as well providing a touchless transaction option for the customers. The multi-lingual KYC is operable from a branch level, making it much more accessible to a larger part of the Indian market.
- We have provided the critical documents like our Fair Practice Code among others in vernacular languages for customer convenience and ease.
- We introduced COVID restructuring 2.0 to give relief to the customers who were facing tough times due to pandemic related disruptions.
- The government came out with guidelines for Emergency Credit Line whereby emergency loans given to MSME customers will be covered by 100% credit guarantee from NCGTC. PNB Housing Finance also got registered with NCGTC to enable availability of aforesaid credit facility for its customers. Under GECL 1, Individual /Non individual Customers who have availed a Non-Housing Loan (LAP) for business purpose and had MSME registration were eligible. Under GECL 2, the scheme was applicable to all loans sanctioned under GECL and in this connection, the duration was extended till 30<sup>th</sup> September or till a total amount of ₹3 lacs is sanctioned under the scheme. Till 31<sup>st</sup> March 2022, ₹498 crore was disbursed under ECLGS.
- In line with the directives of Supreme Court and the guidelines issued by RBI, refund of interest on interest charged to customer's account during the moratorium period was completed. Almost 9,000 customers were given the benefit. The execution including customer communication was done in a seamless automated manner.

We are training our people for multi-tasking to serve the increasing number of customers. Further, we will skill our frontline staff to reduce the transaction time in our branches.

## CENTRALISED OPERATIONS

We have created Central Operations that helps in implementing industry-best practices in operational activities. Our centralised operation is ISO-certified. The team is divided into two business units: Central Processing Centre (CPC) and Centralised Operations (COPS).

### Central Processing Centre (CPC)

The CPCs of the company are in Mumbai, Bengaluru and Noida. The CPC is the custodian of our customer documents - loan files, deposit applications, repayment pouches and business partner applications, among others.

The CPC handles nearly 1.73 lakh service requests, including loan closure and refund claims, every month, within defined timelines. As a prudent lender, the original loan documents of the customers are scanned and stored in the cloud before sending for a safe custody.



During the year, we embarked on customer record digitisation drive and processed 96,649 documents. The process of digitisation of customer records is completed and now 100% of the 2.5 lakh customers are available on the cloud and

can be accessed from every branch of the company on real time basis. This helps in faster service to the onboarded customer, risk mitigation from loss or transit damage of the original documents.



#### Centralised Operations (COPS)

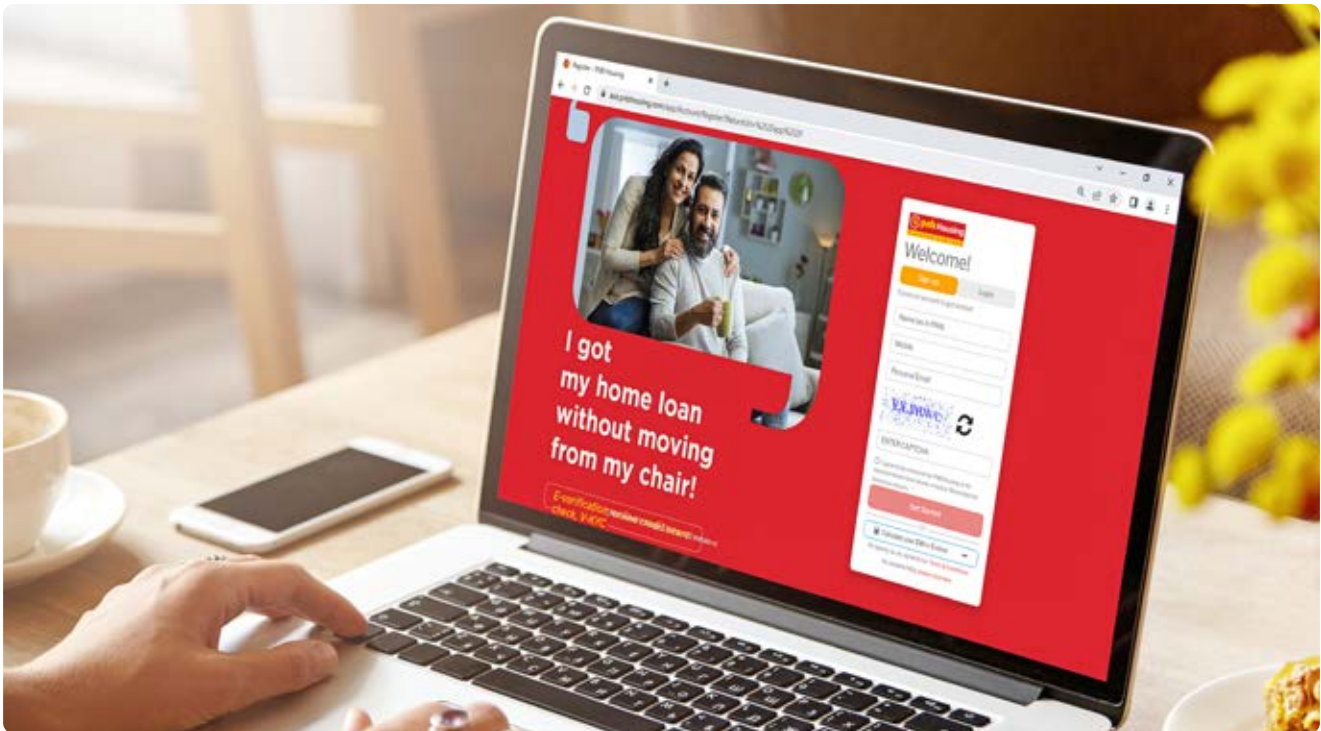
The COPS team is engaged in the processing of deposits insurance reconciliation, pay-out processing, customer correspondence and channel partner empanelment. COPS helps in providing a paperless environment, wherein deposits are processed through images, and payments to depositors are made electronically, among other improvements. During the year, we have mobilised fixed deposits from more than 73,000 customers with an average TAT of t+1 days from cheque clearance to issuance of FD receipt.

#### Significant strides made in technology

Technology is the front runner of PNB Housing's business & digital transformation journey. From ensuring frictionless business to providing a digital thrust for business acceleration the company is leveraging several new age

digital tools, platforms and fintech integrations to support the company's digital and mobile first strategy for its customers. As PNB Housing continuously strives to make its customer's experience seamless through digital interventions, the company has also implemented state-of-the-art modern





technology and security solutions. To further, strengthen its focus on building a modern enterprise technology platform the existing landscape is being rapidly modernised to manage the scale and agility requirements of growing business volume. To manage information security risks the company has implemented Information Security Management System in line with industry leading certification of ISO 27001:2013. Further, the cyber security posture of the organisation is strengthened by implementation of various cyber security control, tools and policies.

**Key initiatives undertaken during the year includes the followings:**

- The customer onboarding workflow of ACE platform was completely revamped with multiple fintech integrations which has helped in digitising the entire loan origination to documentation to disbursement process. Further, the company is working on straight-through processing for home loans for the salaried customers, a first of its kind in the country.
- To provide ease of payment for our borrowers, the company introduced online payment facility which aims to enhance customer convenience and augments our collection efficiency.
- The company has implemented Robotic Process Automation (RPA) to enhance efficiency and reduce manual intervention for regulatory reporting. RPA is being further extended to various processes for enhancing internal efficiencies.
- The company has entered into strategic co-lending partnerships for housing loans with nationalised banks and the core lending systems have been modified to cater the specific needs of such arrangements with our co-lending partners.
- Automated Data Flow to National Housing Bank has been implemented and the pilot project has appreciated by the regulator.
- Implementation of Prudential norms on Income Recognition, Asset Classification as per RBI has issued the notification on 12<sup>th</sup> November 2021. The core system has been updated for classification/asset categorisation of loan accounts as SMA or NPA at the day end process. Loan accounts classified as NPA to be upgraded as standard only if the entire arrears are paid (interest and principal) by the borrower and Standard accounts being categorised in various buckets SMA1, SMA2 & SMA3.
- To provide customer with a superlative experience the company is completely revamping its customer portal with a brand new and refreshing design and user-friendly web & mobile application. This portal will further get integrated with our onboarding portal to provide a seamless experience to our customers.
- The company has implemented modern database platform for enhanced performance, security and ease of management, providing us with deeper analytics for performance of our database.
- The company has strengthened its entire perimeter and endpoint security with solutions like latest next-generation firewalls, cloud-based web application firewall, public key infrastructure (PKI), modern XDR platform, User Behavioral Analytics, Data Leakage Prevention system etc. which will help us in ensuring that our systems & endpoints are protected across all channels.
- PNB Housing has embarked on its journey for future readiness in terms of technology, features & functionalities, architecture & roadmap & vision. As a part of this exercise emerging technology like AI/ML/Blockchain, support for open API ecosystem, low/no code solution, cloud platforms etc. are being evaluated to augment the company's quality of service & customer satisfaction index.



## Financial performance

Consolidated performance indicators (as per Ind-AS)

(₹ in crore)	FY 2021-22	FY 2020-21	Variance
Net interest income	1,868.92	2,322.91	-20%
Fee and Commission income (net of Fees and Commission expense)	251.43	169.62	48%
Other Income	4.80	20.16	-
Gross income	2,125.15	2,512.69	-15%
Operating expenditure	464.83	443.77	5%
Operating Profit	1,660.32	2,068.93	-20%
Impairment of Financial instruments & Write offs	576.36	861.90	-
Profit before tax	1,083.96	1,207.03	-10%
Profit after tax	836.48	929.90	-10%
Other Comprehensive Income (net of taxes)	97.3	-20.69	-
Total Comprehensive Income	933.78	909.21	3%
Basic Earnings per share (₹)	49.64	55.29	-

## Key financial ratios

(%)	FY 2021-22	FY 2020-21	Variance
Average yield	9.42%	10.68%	-126 bps
Average cost of borrowing	7.30%	7.91%	-61 bps
Spread	2.12%	2.77%	-65 bps
NIM	2.80%	3.16%	-36 bps
Cost-to-income	20.24%	15.09%	515 bps
Return on asset	1.24%	1.23%	1 bps
Return on equity	8.92%	10.91%	-199 bps
Total provision/total asset ratio	4.42%	4.02%	40 bps
Gearing (x)	5.37	6.72	-
Book value per share	585.51	530.19	10%
CRAR	23.40%	18.73%	467 bps
Tier I capital	20.73%	15.53%	-
Tier II capital	2.67%	3.20%	-
Risk-weighted asset (₹ in crore)	40,604.00	47,068.00	-14%

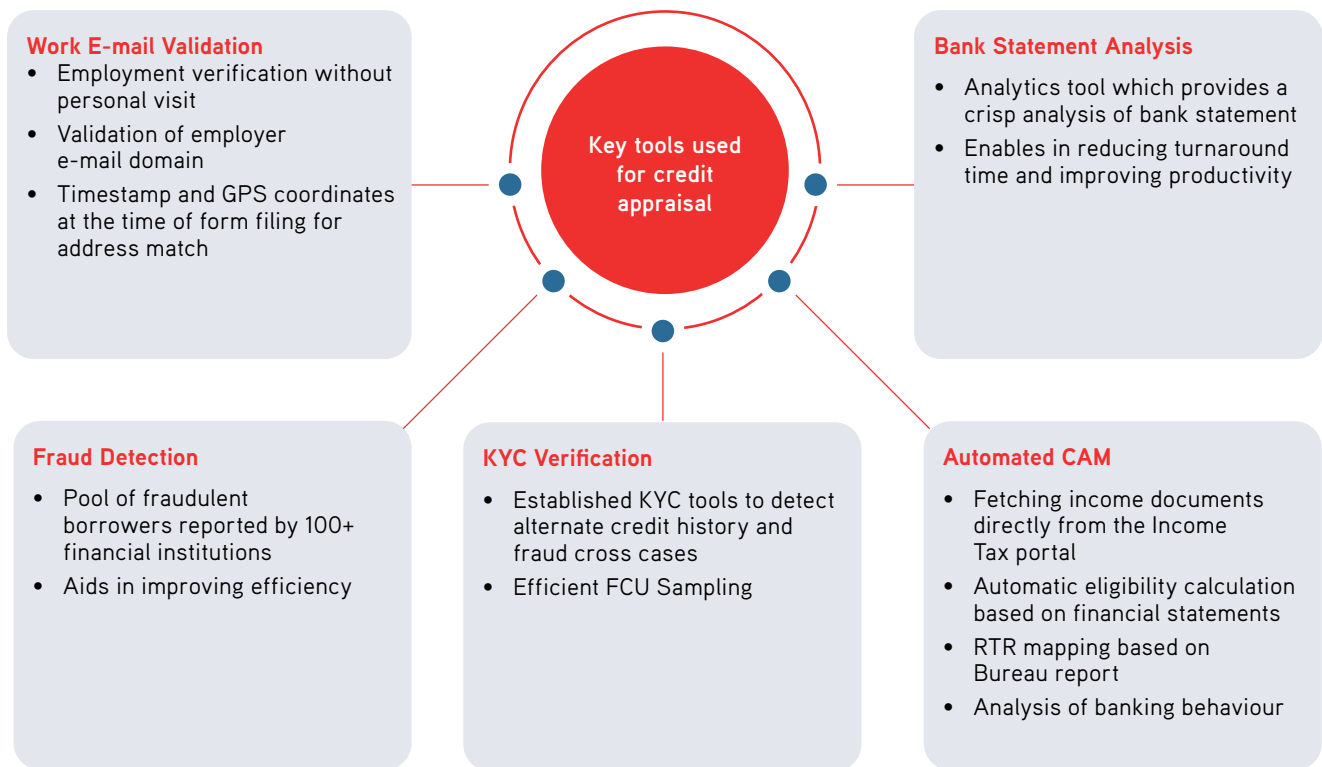
## GROWING OUR UNDERWRITING CAPABILITIES

During the year under review, the company, amidst volatile economic environment, could maintain the business momentum and processing efficiencies with the well-established internal ecosystem and processes coming to our aid.

To successfully navigate and to hold on to the unique proposition of higher share of self-employed segment and increased focus on low ticket high yield business in tier II/III cities, the company continues to adopt a guarded approach towards on-boarding and appraisal of loans, without diluting the underwriting standards. The relentless effort of our dedicated teams have resulted in fulfilling 80% of the loan requests in less than 4 working days.

We look forward to stay persistent during these challenging times and complement incremental business with a careful risk mitigation approach at the portfolio level.

In addition to the existing digital tools, the company has undertaken various initiatives for automation of underwriting and to be able to serve better to the needs of increasing business volumes such as implementation of CAM automation, which was launched during the financial year, Business Rule Management Engine, advanced analytics to automate the credit appraisal journey in salaried customers and enhance core capabilities for self-employed customers are some of the projects which are under process.



## CORPORATE UNDERWRITING

In line with our strategy, we continued to reduce our corporate exposure and sanctioned no new loan during the year. Our corporate book has reduced to 11% of AUM as on 31<sup>st</sup> March 2022 from 16% of AUM as on 31<sup>st</sup> March 2021, achieving the target set by the company. We have a dedicated team of relationship managers in key markets, experienced credit underwriters and qualified operations personnel, along with specialised legal and technical experts looking after the corporate customers. We have a Remedial Management Group (RMG) to accelerate corporate resolution.

## KEY HIGHLIGHTS

- The weighted average security coverage of the book is over 2.2x as on 31-Mar-22
- Stage 3 provision coverage ratio is 49% with overall provision coverage is 22% of corporate book
- Down sell / accelerated prepayment of ₹2,664 crore in FY22
- Top 20 developers book reduced by 22% to ₹6,377 crore (POS+MI) on 31<sup>st</sup> March 2022

### Strengthening recoveries to improve asset quality

The focus of the organisation was to neutralise the negative impact created by series of lockdown which, to a great extent, the company was able to achieve with relentless efforts of the team. However, another challenge was put forward by the 12<sup>th</sup> November circular of RBI. Though, the twin concepts of daily NPA reporting and once NPA always NPA has resulted in substantial increase in reported NPA numbers in Q3 FY22, the dedicated approach on streamlining and re-engineering of the recovery processes aided in curtailing the NPA numbers in Q4 FY22.

# 97.9%

Retail collection efficiency achieved in FY22 with Q4 efficiency being at 99.5%

The company is leveraging digital and analytics tools to drive collection efficiency and recoveries. During the year, multiple projects have been commenced to reduce bounce rate and forward flows including "value-at-risk" and "pre-delinquency-analysis" models. Besides, initiatives concentrating on the resolution of NPA accounts by leveraging digital interventions, data analytics, enhanced contact strategies and legal measures were undertaken. We have also introduced digital payment platforms to help in collections.

The Corporate book registered increase in Gross NPA during the year. However, with the Remedial Management group in place, we resolved 7 accounts worth ₹235 crore through SWAMIH fund, NCLT etc. during the year.

## CREDIT LOSS PROVISIONS

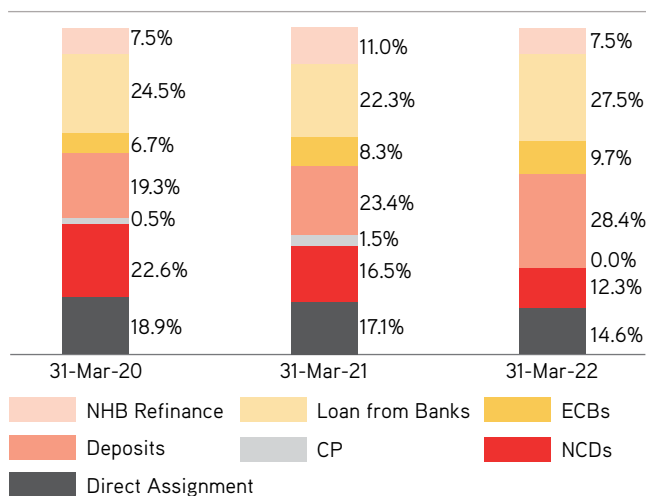
Considering the continued challenges posed by the pandemic and following the new norms as specified by the RBI for the housing finance companies, as on 31<sup>st</sup> March 2022, as per IndAS, company is having total provision of ₹2,559 crore which is 4.42% of total assets as compared to 4.02% as on 31<sup>st</sup> March 2021. The provision coverage ratio for Stage 3 is 38% as on 31<sup>st</sup> March 2022.





## DIVERSIFIED FUNDING MIX

We have been able to maintain a healthy funding mix comprising debt market instruments (non-convertible debentures (NCDs) forming 12.3%, of the funding mix as on 31<sup>st</sup> March 2022), deposits (28.4%), bank borrowings (27.5%), National Housing Bank refinance (7.5%), external commercial borrowings (9.7%) and direct assignments (14.6%). The overall cost of borrowing for the year stood at 7.30% against 7.91% in FY21. This was made possible through the incremental funding at lower rates and replacement of high-cost borrowings with low-cost borrowings. We have ~70% of the total resource as floating, providing us opportunities for replacement and repricing. Besides, we have achieved a liquidity coverage ratio of 144% at the end of FY2022 against the mandated requirement of 50%.



	FY20	FY21	FY22
Borrowings	67,735	59,392	53,005
Total Resource	83,510	71,606	62,093

as per IndAS (₹ in crore)

## STRENGTHENING OUR BALANCE SHEET

Our retail focus business strategy along with the reduction of the corporate book during the year has further helped us in deleveraging our balance sheet and reduce the load of high-risk weight assets on our capital. The gearing as on 31<sup>st</sup> March 2022 stood at 5.37x against 6.72x reported as on 31<sup>st</sup> March 2021. The improved CRAR stood at 23.40% as on 31<sup>st</sup> March 2022 against 18.73% reported as on 31<sup>st</sup> March 2021.

# 5.4 X

Gearing as on 31<sup>st</sup> March 2022

## MANAGING LIQUIDITY AND ASSET-LIABILITY MISMATCH

To fund our growth, we raised resources through long-term bank borrowings, refinance facility from NHB, NCDs and deposits. We have avoided raising funds through CPs, which helped minimise any asset-liability mismatch. We received

₹1,490 crore under Special Refinance Facility-2021 from NHB funding during the year under review. During the year, we maintained liquidity to cover deficit for at least four months. As on 31<sup>st</sup> March 2022, we maintained surplus liquidity of around ₹6,260 crore and had additional sanctioned but undrawn lines of around ₹1,820 crore. During the year, we focussed on negotiation for interest rate reduction and/or prepayment of high-cost loans to the tune of ~₹4,300 crore. Continued negotiations with the lenders during the year helped us reduce the borrowing cost.

## DEPOSIT MOBILISATION



The deposits business continued to witness strong momentum. We have emerged as the third largest deposit book holder HFC in the country. Our attractive returns have seen secure long-term public deposits. We also provide loan against deposits, at a rate more competitive than the personal loans segment. During the year, we sourced deposits with a cumulative value of ₹7,233 crore against ₹7,289 crore sourced in FY21.

## NCDs

We mobilised ₹455 crore through the issuance of secured, rated and listed NCDs. The NCD issuance sharply fell compared to the previous year due to high yields prevailing in debt capital market for AA rated entities in comparison to interest rates on bank term loans. Hence, as a strategy, we focused on raising funds mostly through bank term loans. The share of NCDs in the total resources is at 12.3% as on 31<sup>st</sup> March 2022 decreased from 16.5% as on 31<sup>st</sup> March 2021.

As on 12<sup>th</sup> April 2022, the NCD credit rating outlook by ICRA revised upward to 'Stable' from Negative.

## BANK BORROWINGS

Bank borrowings remained the key source in our funding mix during the year. During the year, we mobilised ₹9,075 crore as long-term loans from both private sector and public sector banks. Further, company has ~₹4,450 crore of sanctioned working capital limit by various banks to address temporary cashflow mismatch. As on 31<sup>st</sup> March 2022, total outstanding bank loans stood at ₹17,053 crore (27.5% of total resources).

## EXTERNAL COMMERCIAL BORROWINGS (ECB)

The Company has not availed any ECB during the year due to higher hedging cost and consequently higher all-in cost vis-à-vis INR denominated Term Loan due to surplus liquidity prevailing in the banking system. It is expected that onshore rates shall continue to be more favourable as compared to fully hedged ECB due to high domestic liquidity maintained by RBI.

## SECURITISATION



Our outstanding retail portfolio sold under direct assignment route stood at ₹9,088 crore as on 31<sup>st</sup> March 2022 against ₹12,214 crore as on 31<sup>st</sup> March 2021. On account of adequate liquidity maintained on Balance Sheet, healthy CRAR and good mix of home loans to non-home loans assets maintained in the overall asset portfolio, the Company has not undertaken any sale of portfolio under direct assignment route.

## REFINANCING FROM THE NHB

During the year, the Company has availed ₹1,490 crore under sanction received from the NHB; under Special Refinance Facility-Scheme 2021. The facility was for door-to-door maturity of 1 year and the outstanding amount under this facility stood at ₹372.50 crore as on 31<sup>st</sup> March 2022.

## COMMERCIAL PAPERS

During the year, the Company has not issued any fresh CPs and the outstanding balance is Nil, as the focus of the Company is to have more long term liabilities for a healthy Asset Liability Management.

## MANAGING UNCERTAINTIES

The management of risk is a critical underpinning to the execution of our strategy. The material risks and uncertainties the Company faces across its business and portfolios are key areas of management focus. At PNB Housing Finance, we have formulated a robust risk management process. Our risk management framework has been implemented across the functions and aiding us in effectively managing and mitigating the risks associated with our business. Our risk management measures broadly include risk assessment, risk appetite framework, risk planning, risk culture, internal controls and robust governance.

The Board's Risk Management Committee reviews the effectiveness of the risk management framework and helps in undertaking corrective actions. The principal business risks associated with the business are credit risk, liquidity risk, reputation risk and technology risk.

## Risks and their definition

<p><b>CREDIT RISK</b></p> <p>The risk of loss to the Company from the failure of customers or counterparties to fully honour their obligations to the Company, including the whole and timely payment of principal, interest, and other receivables.</p>	<p><b>Mitigation strategy</b></p> <ul style="list-style-type: none"> <li>• A strong framework in place for identifying, assessing, measuring, monitoring, controlling and reporting credit risks in a timely and efficient manner</li> <li>• Observe early warning signs of delinquency and ensuring proactive measures to maintain asset quality</li> <li>• Fixing up the responsibility of business units for effective credit risk governance</li> <li>• Customise risk measurement approaches for various portfolio segments/sub-segments</li> <li>• Consistently review KRIs of concentration; and delinquency</li> <li>• Continuous review and alignment of underwriting policies and processes with dynamics of business environment at micro levels</li> </ul>
<p><b>MARKET RISK</b></p> <p>The risk of loss arising from potential adverse changes in the value of the assets and liabilities from fluctuation in market variables including, but not limited to, interest rates, foreign exchange, credit spreads, implied volatilities and asset correlations</p>	<p><b>Mitigation strategy</b></p> <ul style="list-style-type: none"> <li>• The Company holds liquidity mostly in the form of short term FDs and short duration mutual funds like Overnight Funds, Liquid Funds and Money Market funds. From November 2021 onwards, the Company also hold liquidity in the form of central Government securities to comply with Liquidity Coverage Ratio (LCR) stipulation applicable to housing finance companies. The Company continuously monitor and review the interest rate scenario and has therefore invested in G-Sec of shorter duration to avoid MTM loss in view of rising interest rate scenario going forward</li> </ul>
<p><b>REPUTATION RISK</b></p> <p>The risk that an action, transaction, event, decision, or business relationship will reduce trust on our brand</p>	<p><b>Mitigation strategy</b></p> <ul style="list-style-type: none"> <li>• Continuous engagement with all stakeholders</li> <li>• Dedicated team to promptly address customer complaints</li> <li>• Mechanism of recording, reporting and resolving the issues in a time bound manner</li> </ul>



<p><b>LIQUIDITY RISK</b></p> <p>The risk that the Company is unable to meet its contractual or contingent obligations or that it does not have the appropriate amount, tenor and composition of funding and liquidity to support its assets</p>	<p><b>Mitigation strategy</b></p> <ul style="list-style-type: none"> <li>• Holding optimum levels of liquidity to manage business requirements and maturing debt obligations. Obtain longer maturity debt to manage the asset-liability mismatch</li> <li>• Projected cashflow planning in discussion with business to have adequate flow of funds</li> <li>• Having in place 'liquidity contingency plan' to take care of any adverse liquidity position</li> <li>• Maintaining relationship with various debt providers and managing reputation.</li> <li>• Diversified and sustainable funding mix</li> <li>• Strong market feedback mechanism in the ALCO committee to discuss and implement policy tools</li> </ul>
<p><b>TECHNOLOGY RISK</b></p> <p>The risk that comes from lack of up-to-date systems, system failure and continuously changing cyber threat landscape</p>	<p><b>Mitigation strategy</b></p> <ul style="list-style-type: none"> <li>• Continuously upgrading and investing in technology and security</li> <li>• Constantly monitoring systems for uptime and health</li> <li>• Creation of disaster recovery sites for seamless operations</li> <li>• Aligning our practices to industry leading standards</li> <li>• Reviewing and monitoring data and systems for security</li> </ul>

## CONTINUOUS ENGAGE WITH MARKET PARTICIPANTS

We believe that stakeholder engagement is extremely important for understanding their need and expectations. We have well-designed investor outreach programme to regularly interact with investor community. It includes periodic investor updates, investor conferences, conference calls, meetings, non-deal roadshows among others across geographies. We have a dedicated investor relations (IR) team, regularly interacts with the investor fraternity.

During the year, the IR team met more than 200 funds and research houses. We participated in 13 virtual conferences including group meetings.

The quarterly, half yearly and annual results were intimated to the stock exchanges and emailed to the market participants, along with the press release and a detailed investor presentation. We ensure conducting the earnings call post results on the same day, where the management spent time to first give an update on the business and financials, followed by answering the queries of market participants. The investor pack is regularly updated with additional information basis internal and external scenario, interaction with market participants and their feedback. We have also placed a two-pager factsheet on the website under investor relations section to give a quick glimpse about us.

## ROBUST INTERNAL CONTROL SYSTEM

Business growth demands that internal audit performs stringent checks to track any deviation. The internal audit function applies a systematic, disciplined approach to evaluate the effectiveness of the controls and risk management process across the Company. We have processes for internal audit in place, whereby disbursement and docket audit, while getting shifted from CPC to branches, are audited by external legal firms and their findings are

shared monthly while the audit reports are issued quarterly. This year, portal filings were carried out online, in line with the guidance from the regulators. The key issues identified during the audit were apprised to the ACB on a quarterly basis.

The hubs and branch audits are conducted at various intervals by the in-house audit teams. For auditing the functions such as accounts, deposits, general administration, IT, HR, customer service and so on, the auditors visit the branches twice a year. Transaction audit of the branches are completed as per the given scope and in time. Functions at the CSO, namely, treasury, finance and accounts, general administration and HR are audited by an external auditor at quarterly intervals. The functions like corporate finance, compliance, CSR, COPS and CPC, central recovery and IT are audited by in-house internal auditors at specified intervals.

## CAUTIONARY STATEMENTS

In this Annual Report, certain statements are forward looking, including and without limitation statements within the meaning of applicable laws and regulations, relating to the implementation, strategic initiatives and other information on our business, business development and commercial performance. While these forward-looking statements exemplify our judgment and future expectations concerning the development of our business, a number of risks and uncertainties and other important factors viz. economic conditions affecting demand and supply, government regulations, natural calamities and so on, may cause actual development and results to differ materially from our expectations. PNB Housing Finance undertakes no obligation to publicly revise any forward-looking statements to reflect future events or circumstances.

## DIRECTORS' REPORT

Your Directors welcome the Shareholders and take pleasure in presenting the 34<sup>th</sup> Annual Report together with the Audited Standalone and Consolidated Financial Statements of the Company for the Financial Year ended March 31, 2022.

### FINANCIAL RESULTS (CONSOLIDATED)

	(₹ in crore)	
	March 31, 2022	March 31, 2021
Total Income	6,200.73	7,624.08
Total expenditure	5,116.77	6,417.05
<b>Profit before tax</b>	<b>1,083.96</b>	<b>1,207.03</b>
Less: Provision for Tax		
-Current year	249.15	413.25
-Deferred Tax	(1.67)	(136.12)
<b>Profit After Tax</b>	<b>836.48</b>	<b>929.90</b>
Other Comprehensive income (OCI)	97.30	(20.69)
Total Comprehensive income for the year	933.78	909.21
Transfer to Statutory / Special reserves	165.00	197.00
Balance carried to balance sheet	768.78	712.21

The standalone and the consolidated financial statements for the Financial Year ended March 31, 2022, 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 and 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.

During the year, the Company has earned a total income of ₹6,200.73 crore as compared to ₹7,624.08 crore in the previous year, recording decline of 18.67%. Total expenses, provisions and write offs during the year were ₹5,116.77 crore as compared to ₹6,417.05 crore in the previous year, a decline of 20.26%.

During the year, the Company has earned pre-provision operating profit of ₹1,660.32 crore as compared to ₹2,068.93 crore in the previous year, a decline of 19.75%.

During the year, the Company has earned a profit before tax of ₹1,083.96 crore as compared to ₹1,207.03 crore in the previous year, a decline of 10.20%. The profit after tax during the year was ₹836.48 crore as compared to ₹929.90 crore in the previous year, a decline of 10.05%.

During the year, the Company has transferred a sum of ₹124.00 crore to Special Reserve and a sum of ₹41.00 crore to the Statutory Reserves.

### Capital Adequacy Ratio (CRAR)

The Capital Adequacy Ratio (CRAR) as on March 31, 2022 was 23.40% (comprising Tier I capital of 20.73% and Tier II capital of 2.67%). The Reserve Bank of India (RBI) has prescribed 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 dividend distribution policy is available on the website of the Company and can be accessed at <https://www.pnbhousing.com/investor-relations/corporate-governance/>.

### COVID-19

The financial year ended March 31, 2022 was the second year since the outbreak of COVID-19. Economic and social disruptions continued with localized restrictions and lockdown as India witnessed a second wave of infections in April 21 and another wave from January to March 22.

### LENDING OPERATIONS

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

During the year, the Company has sanctioned loans amounting to ₹17,495 crore in respect of 57,360 loan applications, as compared to ₹15,301 crore in respect of 50,454 loan applications in the previous year, growth of 14% in number of loan applications received and loan sanctioned amount.

During the year, the Company has disbursed loans amounting to ₹11,246 crore as compared to ₹10,445 crore in the previous year, growth of 8%.

Retail loans contributed 97% of total disbursements. The Company leveraged its expertise in mass housing and self-employed category and focussed on affordable segment and expanded operations through its flagship product "Unnati", which caters to low and medium ticket retail loan segment. Company also operationalized Unnati dedicated branches and outreach network during the year. Unnati segment will continue to be one of the focus areas of lending.

Company is tying up with co-lending partners for business expansion. The Company is tying up with leading banks for co-lending business.

### Loan Book

The Assets Under Management (AUM) (principal outstanding including principal overdue) as at March 31, 2022 were ₹65,977 crore as compared to ₹74,469 crore as at March 31, 2021 resulting in a decline of 11% YoY. Loan Asset as at March 31, 2022 were ₹57,895 crore as compared to ₹63,189 crore as on March 31, 2021 registering a decline of 8% which was mainly due to higher attrition of corporate loan portfolio. The corporate loan book declined by 39% during the financial



year while retail loan book registered a decline of 1% during the same period.

Further details of lending operations are provided in the Management Discussion and Analysis Report.

### Asset Quality

The Reserve Bank of India vide its circular dated November 12, 2021 has clarified that a loan account classified as NPA may be upgraded as standard asset only if entire arrears of principal and interest are paid by the borrower. Although, the Company had time upto September 30, 2022, to implement the circular, the Company has implemented the circular in Financial Year 2021 - 22 itself.

The overall gross non-performing assets as on March 31, 2022, as per IND AS were 8.12% as compared to 4.74% as on March 31, 2021 (Retail loans 3.89% vs 2.70% and corporate loans 37.13% vs 13.47%).

The overall ECL coverage has increased from 4.02% as on March 31, 2021 to 4.42% as on March 31, 2022 (Retail loans 1.99% vs 1.75% and corporate loans 21.02% vs 13.71%). The Company is carrying total ECL provision of ₹ 2,559 crore as on March 31, 2022.

### PMAY Subsidy

During the year, the Company disbursed subsidy under PMAY scheme in 10,820 accounts with a sanction value of ₹1,908 crore. The total subsidy transferred in the beneficiary accounts amounted to ₹ 276 crore.

### DISTRIBUTION

During the year, the Company opened 24 new branches/ outreaches, majority in tier II and tier III cities to expand Unnati operations. As on March 31 2022, the Company has presence through 99 branches, 38 outreach locations, totalling to 137 distribution outlets. The Company also has 22 underwriting hubs for credit decision making. With emphasis on Unnati, the Company opened 3 more branches and 2 outreach centres in April 2022 resulting in a total of 29 dedicated Unnati locations by the end of April 2022.

The Company also focussed on its digital sourcing through Ace and the sourcing from the digital channel increased to 47% in Financial Year 2021-22 as compared to 19% in Financial Year 2020-21.

### BORROWINGS

The outstanding borrowings as on March 31, 2022 were ₹53,005 crore as compared to ₹59,392 crore as on March 31, 2021. During the year, the Company has raised fresh resources of ₹27,551 crore from multiple sources.

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

The Company is in compliance with the provisions of RBI Directions and erstwhile Housing Finance Companies

issuance of Non-Convertible Debentures on private placement basis (NHB) Directions, 2014 and has been regular in payment of principal and interest on the Non-Convertible Debentures.

### DEPOSITS

The Company has raised ₹7,233 crore of fresh deposits during the year. The outstanding deposits (including inter corporate deposits) as at March 31, 2022 were ₹17,649 crore as against ₹16,746 crore (including inter corporate deposits) outstanding last year, registering a growth of 5%.

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

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

### Investment in SLR

The Company has maintained its Statutory Liquid Ratio (SLR) as stipulated by RBI Directions. The Company is having total SLR investments of ₹2,234.18 crore as on March 31, 2022. The Company has classified its SLR investments as per RBI Directions.

### Unclaimed Deposits and NCDs

Out of the deposits, which became due for repayment up to March 31, 2022, deposits worth ₹43.85 crore, including interest accrued and due relating to 2,328 depositors had not been claimed or renewed. 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.

Deposits remaining unclaimed for a period of seven years from the date they became due for payment have to be transferred to Investor Education and Protection Fund (IEPF). During the year, the Company has transferred an amount of ₹38.11 lakh to IEPF established by the Central Government under section 125 of the Act. The concerned depositor can claim the deposit from the IEPF.

During the year, there was no NCDs unpaid after its due date or interest thereon, remaining unclaimed or un-paid after its due date. The Company is not required to maintain debenture redemption reserve on privately placed NCDs.

### CREDIT RATING

The credit rating on deposits, term loans, NCDs and commercial paper and migration during the year is disclosed in the General Shareholder Information- Annexure-4 to Director's Report.



## MANAGEMENT DISCUSSION AND ANALYSIS REPORT, REPORT OF THE DIRECTORS ON CORPORATE GOVERNANCE AND BUSINESS RESPONSIBILITY REPORT

In accordance with the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations") and directions issued by the Reserve Bank of India, the Management Discussion and Analysis Report (MD&A) and the Report of the Directors on Corporate Governance form part of this report.

In accordance with the Listing Regulations, the Business Responsibility Report (BRR) also forms part of Annual Report.

### CORPORATE SOCIAL RESPONSIBILITY (CSR)

The Company undertakes its CSR activities through its dedicated arm, Pehel Foundation and other partnering agencies. During the year, the Company and its subsidiary have spent a sum of ₹23.22 crore on various CSR activities. Out of total allocation for Financial Year 2021-22, a sum of ₹18.19 crore (₹16.21 crore from PNB Housing and ₹1.98 crore from PHFL) was transferred to Pehel Foundation to carry out CSR activities of PNB Housing and PHFL Home Loans and Services Limited ("PHFL").

In Financial Year 2021-22, the Company focused on healthcare initiatives to strengthen healthcare infrastructure across multiple locations. The Company continued supporting projects for the welfare of construction workers, enabling access to formal education by strengthening school infrastructure, water conservation, increasing green cover, enable access to clean drinking water, livelihood generation for women and persons with disability.

### OUR CORE FOCUS AREAS WERE:

#### a. Healthcare:

Supported hospital facilities at various places, setting up of Oxygen Plant, through Pehel Foundation provided ambulances, upgraded infrastructure of Healthcare Centers by equipping them with modern healthcare equipment and improving civil infrastructure.

PEHEL Foundation provided 3D Printing and 3D Scanning devices in prosthetics and related areas to NIPMED, Chennai, which will impact the quality of life for individuals with missing limbs. Upgraded Blood Bank by providing automated blood screening devices for children with Thalassemia, setting up state of the art facility to offer advanced Ear & Hearing care services to address hearing and associated problems in people with hearing impairment.

#### b. Education:

Supported construction of a new campus to provide education and skill development for children, developed Remote Teaching units for online interactive classes in government schools, supported the operational cost of running schools, transformation of Government Schools into Smart Schools and supported Vanvasi Kalyan Ashram, for the upliftment of tribal girl students.

#### c. Environmental

Provided access to safe drinking water in villages, setting up community-level decentralized water ATMs for affordable safe drinking water in villages, development of pond structures in Villages, plantation of saplings, etc.

#### d. Welfare of Construction Workers

Provided high quality skill training in construction related trades, setting up of physical training centers, development of "Building Construction Excellence Lab" etc.

The details are captured in Annexure 2 to Directors Report on CSR activities.

### HUMAN RESOURCE

As on March 31, 2022, the Company had a total of 1,425 full time employees on its rolls. There were 11 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 lakh or more per month. The remuneration comprises salary, allowances, perquisites/ taxable value of perquisites including perquisite value of ESOPs exercised and ex-gratia amount.

During the year, timely on-boarding of vacant positions at all levels and across locations were made to ensure uninterrupted business operations.

During the Covid restrictions, the Learning and Development (L&D) team continued to provide virtual learning interventions and after easing of Covid restrictions, the team used both physical and technology based virtual learning interventions. The L&D implemented a learning roadmap for existing and new employees on techno-functional and behavioural skills.

In accordance with the provisions of Rule 5(2) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, the names and particulars of the top eleven employees in terms of remuneration drawn and of the aforesaid employees are set out in the annexure to the Directors' Report. In terms of the provisions of Section 136(1) of the Act read with the rule, 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 1 appended to the Directors' Report.

### 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 subsidiary employees on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness





programmes. During the year, one complaint was received by the committee, which was reviewed and actioned upon. There are no pending complaints with the committee as on March 31, 2022.

### 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 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 for the year ended March 31, 2022.

### 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 as prescribed in Form No. AOC-2 of the Companies (Accounts) Rules, 2014, is annexed to this report. Details of related party transactions are given in the notes to the financial statements. 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/investor-relations/corporate-governance/>.

### PARTICULARS REGARDING CONSERVATION OF ENERGY, TECHNOLOGY ABSORPTION AND FOREIGN EXCHANGE EARNINGS AND EXPENDITURE

There is no information to disclose under the head 'Conservation of Energy and Technology Absorption' given in the above rules since the Company is engaged in providing housing loans. However, the Company understands the importance of energy conservation for the environment and is covered under Environment, Social and Governance (ESG) section.

There were no foreign exchange earnings and the Company has incurred foreign exchange expenditure of ₹89.91 crore during the year primarily on account of interest on borrowings from external sources viz ECB, ADB, IFC.

### 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.

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 employees.

### 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 at March 31, 2022, dividend amounting to ₹7.22 lakh had not been claimed by Shareholders of the Company. The Company has been informing the Shareholders to claim unclaimed dividend.

### EMPLOYEES STOCK OPTION SCHEME (ESOS)

During the year, 3,30,432 Equity Shares of ₹10 each were allotted to the eligible employees on exercise of ESOP options under ESOP Scheme 2016 and 2018.

### Grant of fresh ESOS

During the year, the Nomination and Remuneration Committee has granted 2,72,000 units under ESOP Scheme 2018 (As per ESOP Scheme 2018, 75,000 options were granted at ₹588.10, 75,000 options at ₹507.20, 22,000 options at ₹644.70 and 1,00,000 options at ₹690.35).

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 ESOS Schemes have been implemented in accordance with the SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021 and Shareholders resolutions has been obtained and will be available for inspection of the Shareholders at the ensuing Annual General Meeting ('AGM'). 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 INTERVENTIONS

The RBI on February 17, 2021 has notified Non-Banking Financial Company-Housing Finance Company (Reserve Bank) Directions, 2021 referred to as RBI Directions for Housing Finance Companies.

The RBI has also made applicable to HFCs its Master Directions on; Know Your Customer (KYC) Direction, 2016, Monitoring of Frauds in NBFCs (Reserve Bank) Directions, 2016 and Information Technology Framework for the NBFC Sector dated June 08, 2017, as amended from time to time.

### Regulatory Compliance

The Company has implemented RBI Directions as amended from time to time 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) and know your customer and anti-money laundering.

The Company has implemented/complied with the following new directions/ notifications/ circulars issued by RBI.

- a. Guidelines on the appointment of Statutory Auditors (April 27, 2021).
- b. Amendment in Master Directions on KYC (May 10, 2021).
- c. Risk Based Internal Audit (June 11, 2021).
- d. Guidelines on declaration of dividend by NBFCs (June 24, 2021).
- e. Master Direction on (Transfer of Loan Exposure) Direction 2021 (September 24, 2021).
- f. Master Direction on (Securitization of Standard Assets) Direction 2021 (September 24, 2021).
- g. Revision in Prudential norms on income recognition, Asset classification and provisioning pertaining to advances (November 12, 2021).

RBI has also issued, Scale Based Regulatory Framework for NBFCs dated October 22, 2021, which are applicable from October 01, 2022. This is an integrated framework with respect to capital requirements, governance standards, prudential regulations.

The Company has been complying with various amendments made in Listing Regulations issued by Securities and Exchange Board of India during the year.

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

## POLICIES AND CODES

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

## DIRECTORS

The Board on the recommendation of Nomination and Remuneration Committee made the following appointments of Directors.

- a) Mr. Nilesh S Vikamsey (DIN: 00031213) was re-appointed as an Independent Director for a five year term with effect from April 22, 2021.
- b) Ms. Gita Nayyar (DIN: 07128438) was appointed as an Independent Director with effect from May 29, 2021.
- c) Mr. Binod Kumar (DIN: 07361689) was appointed as Non-Executive Nominee Director with effect from January 12, 2022. He is nominee of Punjab National Bank. He is liable to retire by rotation.
- d) Mr. Atul Kumar Goel (DIN: 07266897) was appointed as Non-Executive Nominee Director with effect from

April 28, 2022 subject to Shareholders' approval. He is nominee of Punjab National Bank. He is liable to retire by rotation.

The following Directors have resigned from the Board or completed their term.

- a) Mr. Rajneesh Karnatak (DIN: 08912491) resigned as Non-Executive Nominee Director on October 21, 2021 upon his elevation as Executive Director of Canara Bank.
- b) Mr. CH SS Mallikarjuna Rao (DIN: 07667641) resigned as Non-Executive Nominee Director on January 31, 2022 upon his superannuation from Punjab National Bank.
- c) Mr Ashwani Kumar Gupta (DIN 00108678) completed his five years term as an Independent Director on May 11, 2022.

Your Board wish to place on record its sincere appreciation for the significant contributions made by Mr. CH SS Mallikarjuna Rao as Chairman of the Board, Mr. Rajneesh Karnatak and Mr Ashwani Kumar Gupta as Directors on the Board and also on its various Committees.

During the year, the Shareholders vide general meeting dated June 22, 2021 have approved the appointment of Mr. Hardayal Prasad, Mr. Neeraj Madan Vyas, Mr. Sudarshan Sen, Mr. Kapil Modi, Ms. Gita Nayyar, Mr. Rajneesh Karnatak (ceased on October 21, 2021) and re-appointed Mr. Ramakrishnan Chandrasekaran, Mr. Nilesh S Vikamsey for a second term of five years. The Shareholders have also approved the appointment of Mr. Binod Kumar vide postal ballot dated April 08, 2022.

In accordance with the provisions of the Act and Articles of Association of the Company, Mr Neeraj Madan Vyas and Mr. Kapil Modi are liable to retire by rotation at the ensuing AGM. They are eligible for re-appointment.

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.

The Company has received necessary declaration from each Independent Director under Section 149(7) of the Act that he/ she meets the criteria of Independence laid down in the Act and Listing Regulations as amended.

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 as Annexure-3.



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).

### STATUTORY AUDITORS

The Reserve Bank of India has issued a 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.

Pursuant to the said RBI guidelines, M/s B R Maheshwari & Co LLP (ICAI Firm Registration no. 001035N), became ineligible to continue as the statutory auditors. They conducted Limited Review of the first quarter of Financial Year 2022. The Board wish to place on record its appreciation for the professional services rendered by them.

The Shareholders in the 33<sup>rd</sup> AGM have 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 33<sup>rd</sup> Annual General Meeting till the conclusion of the 36<sup>th</sup> Annual General Meeting of the Company.

During the year, Statutory Auditors received a total remuneration of ₹0.84 crore from the Company and its subsidiaries. The remuneration pertains to fees for audit, internal financial control reporting, limited reviews, tax audits, certifications, other matters and reimbursement of expenses.

During the year under review, the Statutory Auditors have not reported any matter under Section 143 (12) of the Act therefore no detail is required to be disclosed under Section 134 (3) (ca) of the Act.

The joint 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 Company has appointed M/s Chandrasekaran Associates a firm of Company Secretaries in practice to undertake the Secretarial Audit of the Company.

The Report on Secretarial Audit forms part as annexure to this Report. The Secretarial Compliance Report forms part of the Annual Report.

During the year, the Company has complied with applicable Secretarial Standards i.e. SS-1 and SS-2, relating to "Meetings of the Board of Directors" and "General Meetings", respectively.

### 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 at March 31, 2022 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.

### EXTRACTS OF ANNUAL RETURN

The Annual Return in Form MGT-7 as at March 31, 2022 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.

## **PARTICULARS OF CONTRACT OR ARRANGEMENTS ENTERED MATERIAL CHANGES, DETAILS OF SUBSIDIARIES AND LITIGATIONS**

There has been no material changes and commitment, affecting the financial position of the Company which has occurred between the close of the Financial Year 2021-22 to which the financial statement relates and the date of the Report.

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

## **PHFL HOME LOANS AND SERVICES LIMITED**

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

During the year, the Company has sourced 74% of loan applications resulting into 71% of total loans disbursed by PNB Housing. 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**

It 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 and PHFL.

## **EQUITY SHARE CAPITAL**

The Board of Directors had announced a Preferential Issue to raise ₹4,000 crore on May 31, 2021. The Preferential Issue was held up for more than 4 months due to the pending legal proceeding before the Securities Appellate Tribunal (SAT) and later Supreme Court of India. Since there was no visibility or certainty as to the timeline for judicial determination of the legal issues, the Board decided not to proceed with the Preferential Issue on October 14, 2021. Post the Board decision the Company withdrew its application from SAT and approached SEBI to close the matter.

The Board's primary objective is to raise capital to support the growth of the Company. Therefore, the Board of Directors on March 09, 2022 has authorized the Company for Rights Issue up to ₹2,500 crore. The promoter, Punjab National Bank has received Regulatory approval dated June 2, 2022 for its participation in the Rights Issue up to ₹ 500 crore.

## **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), the Stock Exchanges and the Depositories.

The Company acknowledges the role of all its key stakeholders - Shareholders, borrowers, channel partners, depositors, deposit agents and lenders 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.

Finally, your directors express their gratitude to medical fraternity, other professionals and front-line workers who have worked throughout to save lives and to contain the spread of the pandemic.

For and on behalf of the Board

**Hardayal Prasad**

Managing Director & CEO

DIN: 08024303

Place: New Delhi

Date: June 14, 2022

**Atul Kumar Goel**

Non-Executive Director

DIN: 07266897



## ANNEXURE TO DIRECTORS' REPORT - 1

### 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 2021-22: 31.4:1

#### Ratio of remuneration of each Director to the median employees' remuneration for Financial Year 2021-22:

Name	Designation	Ratio of remuneration to the median employees' remuneration
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 (appointed w.e.f. May 29, 2021)	*
Mr. Neeraj Madan Vyas	Non-Executive Director	*
Mr. Binod Kumar	Non-Executive Nominee Director (appointed w.e.f. January 12, 2022)	-
Mr. Hardayal Prasad	Managing Director & CEO	31.4:1
Mr. Ashwani Kumar Gupta	Independent Director (ceased w.e.f. May 12, 2022)	-
Mr. CH. S.S. Mallikarjuna Rao	Non-Executive Nominee Director (resigned on January 31, 2022)	-
Mr. Rajneesh Karnatak	Non-Executive Nominee Director (resigned on October 21, 2021)	-
Dr. Gourav Vallabh	Independent Director (ceased w.e.f. April 22, 2021)	-

\*Sitting fee and commission on profits was paid during the year. The details are captured in Corporate Governance Report

- Percentage increase in the remuneration of the Managing Director, Chief Financial Officer and Company Secretary, if any, in the Financial Year 2021-22:

Name	Designation	Increase in Fixed Remuneration (%)
Mr. Hardayal Prasad	Managing Director & CEO	8%
Mr. Kapish Jain	Chief Financial Officer (ceased w.e.f. April 07, 2022)	10.2%
Mr. Sanjay Jain	Company Secretary & Head Compliance	13.5%

The performance linked bonus paid in Financial Year 2021-22:

- Managing Director & CEO INR 1,04,37,575/-
- Chief Financial Officer INR 39,22,574/-
- Company Secretary & Head Compliance INR 14,68,401/-

There was no change in the sitting fees paid to the Independent and Non-Executive Directors for attending meetings of Board/Committees.

- The percentage increase in the median remuneration of employees in the Financial Year 2021-22 stood at 11.14%.
- The Company had 1425 permanent employees as on March 31, 2022.
- 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 9.45% and non-managerial personnel was 11.19%.

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.

## ANNEXURE TO DIRECTORS' REPORT - 2

### 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 ensure effective and sustained CSR programme to manifest in the form of a progressive, socially responsible and enlightened attitude. 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 have built a sustainable business model and created value for our stakeholders. 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
- Research and Innovation
- Others - Prime Minister Relief Fund or any specific fund maintained by Central/State Government of India, measures for welfare and benefit of armed forces veterans, war widows and their dependents or any other areas/fund/project as may be considered and approved by CSR Committee/Board.

#### 2. Composition of CSR Committee

Sr. 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	2	2
2	Mr. Ramakrishnan Chandrasekaran	Member Independent Director	2	2
3	Mr. Sudarshan Sen	Member Independent Director	2	1
4	Mr. Hardayal Prasad	Member Managing Director & CEO	2	2

#### 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.

<http://www.pnbhousing.com/pdf/CSR-policy-final.pdf>

#### 4. Details of the impact assessment of CSR Projects carried out in pursuance of Sub Rule (3) of Rule 8 of the Companies (Corporate Social Responsibility Policy) Rules, 2014, if applicable.

Not Applicable





5. Details of the amount available for set off in pursuance of Sub Rule (3) of Rule 7 of the Companies (Corporate Social Responsibility Policy) Rules, 2014 and amount required for set off for the financial year, if any.

Sr. No.	Financial Year	Amount available for set-off from preceding financial years (in ₹)	Amount required to be set-off for the financial year, if any (in ₹)
		Not Applicable	

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

The average Net Profit of the Company as per Section 135(5) for Financial Year 2021-22 is ₹ 1056 crore

7. (a) Two percent of average Net Profit of the Company as per Section 135(5).

₹21.11 crore is the two percent of the average Net Profit.

(b) 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.

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

There was no amount set off for the financial year.

(d) Total CSR obligation for the financial year (7a+7b-7c).

The total CSR obligation for the Financial Year 2021-22 is ₹21.11 crore.

8. (a) CSR amount spent or unspent for the Financial Year.

Total Amount spent for the Financial Year (In ₹)	Amount Unspent (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	Date of transfer	Name of the fund	Amount	Date of transfer
₹21.11 crore	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

(b) Details of CSR amount spent against ongoing projects for the financial year: Nil

(1)	(2)	(3)	(4)	(5)		(6)	(7)	(8)	(9)	(10)	(11)	
Sr. No	Name of the project	Item from the list of activities in schedule VII to the Act	Local Area (Yes/No)	Location of the project		Project duration	Amount allocated for the project (In ₹)	Amount spent in the current financial year (in ₹)	Amount transferred to Unspent CSR Account for the project as per Section 135(6)	Mode of implementation Direct (Yes/No)	Mode of Implementation – Through Implementing Agency	
				State	District						Name	CSR Registration number
-	-	-	-	-	-	-	-	-	-	-	-	-

(c) Details of CSR amount spent against other than ongoing projects for the financial year:

Sr. No.	Name of the Project	Item form the list of activities in Schedule VII to the Act.	Local Area (Yes/No)	Location of the Project		Amount spent in the current financial year (In ₹)	Mode of implementation Direct (Yes/No)	Mode of Implementation -Through Implementing Agency	
				State	District			Name	CSR Registration Number
1	Setting up of 2 Physical Centres to train Persons in Construction related trade	II	Yes	Uttar Pradesh	Kanpur & Lucknow	47,59,831	Through implementing agency	Pehel Foundation	CSR00001686
2	To train persons in Construction related trades such as electrician carpenter and plumber	II	Yes	Delhi	Delhi	40,17,510	Through implementing agency	Pehel Foundation	CSR00001686
3	To support Skill Development of the Construction Workers	II	Yes	Uttar Pradesh, Telangana, Rajasthan, Maharashtra	Greater Noida, Ghaziabad, Hyderabad, Jaipur, Bhiwadi, Pune	49,98,400	Through implementing agency	Pehel Foundation	CSR00001686
4	To enable access of Construction Workers to various entitlements and Schemes of Govt. of India	III	Yes	Delhi, Maharashtra	Delhi, Mumbai	70,80,000	Through implementing agency	Pehel Foundation	CSR00001686
5	Development of "Building Construction Excellence Finishing School" & "Painting & Decorating Excellence Center"	II	Yes	Uttar Pradesh	Kanpur	44,69,737	Through implementing agency	Pehel Foundation	CSR00001686
6	Providing Access to e-learning in Government Schools (Hybrid Model)	II	Yes	Haryana	Gurugram	34,73,949	Through implementing agency	Pehel Foundation	CSR00001686
7	To support Construction of Skill Development Building for Underprivileged Children in Dhunela, Gurugram	II	Yes	Haryana	Gurugram	1,50,00,000	Through implementing agency	Pehel Foundation	CSR00001686
8	Set up Micro Enterprise of Sanitary Pad Manufacturing Unit at IMT Manesar to be operated by Persons with Disability	I, III	Yes	Haryana	Gurugram	49,83,755	Through implementing agency	NABET	CSR00001947
9	Support operational cost of running one VIDYA School at Panchsheel Delhi	II	Yes	Delhi	Delhi	50,00,000	Through implementing agency	Vidya	CSR00001204
10	To provide refurbished laptops to orphaned and underprivileged children	II	Yes	Delhi	Delhi	3,47,925	Through implementing agency	Udyan Care	CSR00000619
11	Establishment of five Pehel Smart Anganwadi centres for improved learning, growth and health outcomes for children	II	Yes	Gujarat	Ahmedabad	41,71,125	Through implementing agency	Pehel Foundation	CSR00001686
12	Establishment of three Pehel Smart Schools	II	Yes	Maharashtra	Pune	49,71,204	Through implementing agency	Pehel Foundation	CSR00001686
13	Support girls' hostel by providing bunk beds, mattresses, pillows and bedsheets.	III	Yes	Maharashtra	Nashik	18,06,160	Through implementing agency	Pehel Foundation	CSR00001686
14	Provide 3D Printer for Prosthetics to NIEPMD through Altem Technologies at Chennai	I	Yes	Tamil Nadu	Chennai	2,47,71,545	Through implementing agency	Pehel Foundation	CSR00001686
15	To provide automated blood screening devices for Thalassemia patients	I	Yes	Telangana	Hyderabad	48,40,000	Through implementing agency	Pehel Foundation	CSR00001686



Sr. No.	Name of the Project	Item form the list of activities in Schedule VII to the Act.	Local Area (Yes/No)	Location of the Project		Amount spent in the current financial year (In ₹)	Mode of implementation Direct (Yes/No)	Mode of Implementation Through Implementing Agency	
				State	District			Name	CSR Registration Number
16	To set up ear and hearing clinic (audio biology lab) for underprivileged	I	Yes	Telangana	Hyderabad	38,06,000	Through implementing agency	Pehel Foundation	CSR00001686
17	To strengthen infrastructure at 5 Primary Healthcare Centres (PHCs), Community Health Centres (CHCs)	I	Yes	Tamil Nadu, Rajasthan, Telangana, Gujarat, Uttar Pradesh	Chennai, Udaipur, Hyderabad, Ahmedabad, Noida	2,58,78,634	Through implementing agency	Pehel Foundation	CSR00001686
18	Jal Khushhali II- A Water Conservation Project	IV	Yes	Madhya Pradesh	Gwalior	25,06,281	Through implementing agency	Pehel Foundation	CSR00001686
19	To provide smokeless chulhas to persons in rural areas around Delhi NCR	III	Yes	Haryana	Gurugram	19,99,725	Through implementing agency	Pehel Foundation	CSR00001686
20	To provide drinking water in 2 Villages at Chittorgarh, Rajasthan	I	Yes	Rajasthan	Chittorgarh	49,98,400	Through implementing agency	Manjari Foundation	CSR00000074
21	Maintenance of Green Belt at Faridabad	IV	Yes	Haryana	Faridabad	1,09,400	Direct	Rajesh Nursery	NA
22	Plantation of saplings to create Miyawaki Forest	IV	Yes	Delhi, Karnataka	Delhi, Bangalore	46,71,450	Through implementing agency	Pehel Foundation	CSR00001686
23	To install Community Drinking Water Plants at 5 locations	I	Yes	Rajasthan, Haryana, Gujarat	Udaipur, Rewari, Ahmedabad	1,46,79,000	Through implementing agency	Pehel Foundation	CSR00001686
24	To set up waste collection and composting facility	IV	Yes	Uttarakhand	Dehradun	44,85,000	Through implementing agency	Pehel Foundation	CSR00001686
25	Setting up a 20 bedded ICU Facility	I	Yes	Chhattisgarh	Raipur	68,14,500	Through implementing agency	America India Foundation	CSR00001977
26	Setting up a 50 bedded ICU Facility	I	Yes	Haryana	Palwal	1,62,92,850	Through implementing agency	America India Foundation	CSR00001977
27	Establishing PSA Technology Based Oxygen Plant in a Government Hospital	I	Yes	Madhya Pradesh	Bhopal	78,76,176	Through implementing agency	Pehel Foundation	CSR00001686
28	Provide Oxygen Concentrators for Community at Large	I	Yes	Delhi, Maharashtra, Karnataka	Delhi, Mumbai, Bangalore	6,04,800	Through implementing agency	Pehel Foundation	CSR00001686
29	To maintain and operate two ambulances to be used for wellbeing of underprivileged in the Society	I	Yes	Delhi, Uttar Pradesh	Delhi, Agra	84,69,040	Through implementing agency	Pehel Foundation	CSR00001686
30	PM Relief Fund	VIII	Yes	Delhi	Delhi	27,57,606	Through implementing agency	Pehel Foundation	CSR00001686
	<b>Total</b>					<b>20,06,40,003</b>			

**(d) Amount spent in administrative overheads**

₹1.06 crore.

**(e) Amount spent on impact assessment, if applicable**

Not applicable

**(f) Total amount spent for the Financial Year (8b+8c+8d+8e)**

₹21.12 crore

(g) Excess amount for set off, if any:

Sr. No	Particulars	Amount (in crore)
(i)	Two percent of average net profit of the company as per section 135(5)	21.11
(ii)	Total amount spent for the Financial Year	21.12
(iii)	Excess amount spent for the financial year [(ii)-(i)]	0.01
(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)]	0.01

9. (a) Details of Unspent CSR amount for the preceding three Financial Year(s) – Not Applicable

Sr. No.	Preceding Financial Year	Amount transferred to Unspent CSR Account under section 135(6) (In ₹)	Amount spent in the reporting financial year (In ₹)	Amount transferred to any fund specified under Schedule VII as per section 135(6), if any.			Amount remaining to be spent in the succeeding financial years. (In ₹)
				Name of the Fund	Amount (In ₹)	Date of transfer	

(b) Details of CSR amount spent in the Financial Year for ongoing projects of the preceding Financial Year(s)

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Sr. No.	Project ID	Name of the Project	Financial Year in which the project was commenced	Project duration	Total amount allocated for the project (in ₹)	Amount spent on the project in the reporting Financial Year (in ₹)	Cumulative amount spent at the end of reporting Financial Year. (in ₹)	Status of the project - Completed /Ongoing.
1	FY31.03.2021_1	To refurbish the physical infrastructure of Government School	FY21	Mar '21-Mar'22	35,15,250	35,15,250	35,15,250	Completed
2	FY31.03.2021_2	To refurbish the physical infrastructure of Government School	FY21	Apr'21-Mar'23	45,00,000	45,00,000	45,00,000	Completed
3	FY31.03.2021_3	To refurbish the physical infrastructure for Government Schools	FY21	Mar'21-Mar'23	50,00,000	0	0	Ongoing*
4	FY31.03.2021_4	Skill development of construction workers	FY21	Mar'21-Mar'22	40,12,800	40,12,800	40,12,800	Completed
5	FY31.03.2021_5	Establishing dams and ponds for water conservation	FY21	Mar'21-Mar'22	75,28,750	75,28,750	75,28,750	Completed**
6	FY31.03.2021_6	Upgrading Primary Health Care Centres	FY21	Mar'21-Mar'23	1,07,27,200	85,81,760	85,81,760	Ongoing***
7	FY31.03.2021_7	Promoting research and innovation in Health Care	FY21	Apr'21-Mar'24	3,60,40,000	3,60,40,032	3,60,40,032	Completed
8	FY31.03.2021_8	To upgrade biochemistry lab for Government Hospital	FY21	Apr'21-Mar'23	5,76,28,375	1,70,27,822	1,70,27,822	Ongoing
9	FY31.03.2021_9	To train women drivers to ensure their livelihood generation	FY21	Mar'21-Mar'22	48,00,000	48,00,000	48,00,000	Completed
10	FY31.03.2021_10	To provide holistic support to three women athletes	FY21	Mar'21-Mar'22	17,27,250	17,27,250	17,27,250	Completed
11	FY31.03.2021_11	Supporting research and innovation in construction sector	FY21	Apr'21-Mar'24	86,40,000	28,08,800	28,08,800	Ongoing
					<b>14,41,19,625</b>	<b>9,05,42,464</b>	<b>9,05,42,464</b>	

\*Due to Covid 19, Pehal Foundation, implementing agency could not spent the amount. The implementation period has been extended and the amount will be spent for the identified school infrastructure projects in FY23.

\*\* The saving amount of the project amounting to ₹ 30,257 has been utilized.

\*\*\* The implementation period has been extended and remaining amount will be spent in FY 23



**10. In case of creation or acquisition of capital asset, furnish the details relating to the asset so created or acquired through CSR spent in the Financial Year-**

Sr. No.	(A) Date of creation or acquisition of the capital asset(s).	(B) Amount of CSR spent for creation or acquisition of capital asset (₹)	(C) Details of the entity or public authority or beneficiary under whose name such capital asset is registered, their address etc.	(D) Details of capital asset(s) created or acquired (including complete address and location of the capital asset)
1	March 31, 2022	29,95,316	Don Bosco Tech Society, B-32, Gali No. 7, Dashrathpuri, Palam Dabri Road, New Delhi-110045	Skill Center at Kanpur Don Bosco Center C/o Don Bosco Tech Society, Near Tekeshwar Dham Mandir, Maharjpur, Kanpur, Uttar Pradesh-209402
2	March 20, 2022	13,17,315	Don Bosco Tech Society, B-32, Gali No. 7, Dashrathpuri, Palam Dabri Road, New Delhi-110045	Skill Center at Lucknow Don Bosco Technical Institute, Near Block Office, Rai Bareilly Road, Mohanlalganj, Lucknow, Uttar Pradesh-226301
3	March 21, 2022	44,00,580	Aarohi Blood Bank, Lake view palace, Road #1, Banjara Hills, Hyderabad- 500033	Automated Blood Screening Set-up 1 <sup>st</sup> Floor, H.No.6-2-935/2 and 6-2-935/2A, Savithri Nilayam, Khairatabad, Hyderabad - 500004
4	March 23, 2022	42,81,018	Waste Warriors, 136/2/2 Shivam Vihar, Rajpur Road, JakhanDehradun, Uttarakhand-248001	Wet Waste Management Unit Harrawala, near Lakshmansidh Mandir, Dehradun, Uttarakhand-248005
5	March 22, 2022	36,33,000	Ashray Akruiti, 8-3-1027/A2, Srinagar Colony, Lane Opp. to Indian Bank, Hyderabad-500073.	Audiology Lab 188B, 1 <sup>st</sup> floor, Sadguru's Complex, Balanagar to HMT Road, Chintal, Quthbullapur, Hyderabad-500054
6	March 30, 2022	1,50,00,000	Lotus Petal Charitable Foundation Gali No. 5, Village Silokhera, Plot No.3 South City -1 Market, Beside Unitech House, Gurugram-122002	Construction of skill development building Lotus Petal Senior Secondary School, Khasra No-12/2,Dhunela-Berka Road, Village Dhunela, Tehsil Sohna, Gurugram-Haryana-122103
7	March 30, 2022	34,73,948	Lotus Petal Charitable Foundation Gali No. 5, Village Silokhera, Plot No.3 South City -1 Market, Beside Unitech House, Gurugram-122002	22 Hybrid e-learning acoustic rooms Lotus Petal Senior Secondary School, Khasra No-12/2, Dhunela-Berka Road, Village Dhunela, Tehsil Sohna Gurugram-Haryana-122103
8	March 29, 2022	56,82,243	Community Healthcare Centre, Government Hospital, Dadri, Gautam Bhuddha Nagar, Uttar Pradesh-203207	Medical Equipment and Civil Infrastructure Community Healthcare Centre, Government Hospital, Dadri, Gautam Bhuddha Nagar, Uttar Pradesh-203207
9	March 27, 2022	60,74,014	Community Health Centre, Government Hospital, Lasadiya, Block Lasadiya, Udaipur, Rajasthan-313604	Medical Equipment and Civil Infrastructure Community Health Centre, Government Hospital, Lasadiya, Block Lasadiya, Udaipur, Rajasthan-313604
10	March 28, 2022	33,30,548	Urban Primary Health Centre - 2, Kalol Aayojan Nagar, Nr. Pansarchokdi Kalol, Dt. Gandhinagar, Gujarat-382721	Medical Equipment and Civil Infrastructure Urban Primary Health Centre - 2, Kalol Aayojan Nagar, Nr. Pansarchokdi Kalol, Dt. Gandhinagar, Gujarat-382721
11	March 29, 2022	58,76,933	Community Health Centre, Government Hospital, Medchal, Telangana-501401	Medical Equipment and Civil Infrastructure Community Health Centre, Government Hospital, Medchal, Telangana-501401
12	March 25, 2022	49,14,896	Government Primary Healthcare Centre, Somangalam, Kanchipuram, Chennai-602019	Medical Equipment and Civil Infrastructure Government Primary Healthcare Centre, Somangalam, Kanchipuram, Chennai-602019
13	March 27, 2022	29,35,800	Jhakhwada Gram Panchayat, Viramgram Tal., Ahmedabad, Gujarat	1000 LPH Community Water Filtration Plant Jhakhwada Gram Panchayat, Viramgram Tal., Ahmedabad, Gujarat



Sr. No.	(A)	(B)	(C)	(D)
	Date of creation or acquisition of the capital asset(s).	Amount of CSR spent for creation or acquisition of capital asset (₹)	Details of the entity or public authority or beneficiary under whose name such capital asset is registered, their address etc.	Details of capital asset(s) created or acquired (including complete address and location of the capital asset)
14	March 28, 2022	29,35,800	Sachana Gram Panchayat, Viramgram Tal., Ahmedabad, Gujarat	1000 LPH Community Water Filtration Plant Sachana Gram Panchayat, Viramgram Tal., Ahmedabad, Gujarat
15	March 26, 2022	29,35,800	Khori Gram Panchayat, Rewari Tal., Haryana	1000 LPH Community Water Filtration Plant Khori Gram Panchayat, Rewari Tal., Haryana
16	March 24, 2022	29,35,800	Rajpura Gram Panchayat, Rewari Tal., Haryana	1000 LPH Community Water Filtration Plant Rajpura Gram Panchayat, Rewari Tal., Haryana
17	March 27, 2022	29,35,800	Kaladwas Gram Panchayat, Girwa Tal., Udaipur, Rajasthan	1000 LPH Community Water Filtration Plant Kaladwas Gram Panchayat, Girwa Tal., Udaipur, Rajasthan
18	February 27, 2022	49,83,755	NABET Manesar F101 Raheja Atlantis, Sector 31, Gurugram, Haryana- 122002	Sanitary Pad Manufacturing Unit Plot No. 177, Sector 8, IMT Manesar, Haryana- 122050
19	November 19, 2021	2,47,71,545	National Institute for Empowerment of Persons with Multiple Disabilities (Divyangjan)(NIEPMD) East Coast Road, Muttukadu, Kovalam Post Chennai - 603112	3D Printer National Institute for Empowerment of Persons with Multiple Disabilities (Divyangjan)(NIEPMD) East Coast Road, Muttukadu, Kovalam Post Chennai - 603112
20	August 14, 2021	60,15,428	Pehel Foundation Flat No. 917, 9 <sup>th</sup> Floor, Antriksh Bhawan, K.G. Marg, New Delhi - 110001	Ambulances Pehel Foundation Flat No. 917, 9 <sup>th</sup> Floor, Antriksh Bhawan, K.G. Marg, New Delhi - 110001
21	March 29, 2022	18,06,160	15, Krushinagar, College Road, Nashik	Bunk Beds Guhi and Akole Chatravaas, Nashik, Maharashtra- 4000084
22	March 27, 2022	16,57,068	Subhedar Ramji Maloji Ambedkar Madyamik Vidyalaya, Nagar Road, Ramwadi, Pune- 411014	Smart Schools Subhedar Ramji Maloji Ambedkar Madyamik Vidyalaya, Nagar Road, Ramwadi, Pune- 411014
23	March 27, 2022	16,57,068	Mahatma Phule Madyamik Vidyalaya, Hadapsar, near Sawad Road, Pune- 411028	Smart Schools Mahatma Phule Madyamik Vidyalaya, Hadapsar, near Sawad Road, Pune- 411028
24	March 27, 2022	16,57,068	Maharshi Annasaheb Shinde School, Ghorpade Peth, Pune- 411042	Smart Schools Maharshi Annasaheb Shinde School, Ghorpade Peth, Pune- 411042
25	March 27, 2022	44,69,737	JK Cement Nimbahera Foundation, Kamla Tower, Kanpur, Uttar Pradesh-208001	Industrial Training Institute Kamla Tower, Kanpur, Uttar Pradesh- 208001
26	March 27, 2022	49,98,400	Ganpat Khera, Roop Pura, Chittorgarh, Rajasthan- 312613	Drinking Water Facility Ganpat Khera, Roop Pura, Chittorgarh, Rajasthan- 312613
27	August 7, 2021	78,76,176	Kailash Nath Katju Hospital, Jawahar Marg, Bhopal, Madhya Pradesh	Oxygen Plant Kailash Nath Katju Hospital, Jawahar Marg, Bhopal, Madhya Pradesh
28	August 3, 2021	1,62,92,850	Civil Hospital, Palwal, Haryana	ICU Bedded Facility Civil Hospital, Palwal, Haryana
29	December 3, 2021	68,14,500	Dist. Hospital, Raipur, Chhattisgarh	ICU Bedded Facility Dist. Hospital, Raipur, Chhattisgarh

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

Date: June 14, 2022

Place: New Delhi

**Mr. Hardayal Prasad**

Managing Director & CEO

**Dr Tejendra Mohan Bhasin**

Chairman CSR Committee



## FORM MR -3 SECRETARIAL AUDIT REPORT

FOR THE FINANCIAL YEAR ENDED MARCH 31, 2022

[Pursuant to Section 204 (1) of the Companies Act, 2013 and Rule No. 9 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014]

To  
The Members  
**PNB Housing Finance Limited**  
9<sup>th</sup> Floor, Antriksh Bhavan,  
22 Kasturba Gandhi Marg,  
New Delhi - 110001

We have conducted the Secretarial Audit of the compliance of applicable statutory provisions and the adherence to good corporate governance practices by PNB Housing Finance Limited (hereinafter called "the Company"). Secretarial Audit was conducted in a manner that provided us a reasonable basis for evaluating the corporate conducts/ 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 covering the financial year ended on March 31, 2022 complied with the statutory provisions listed hereunder and also that the Company has proper Board-processes and compliance-mechanism in place to the extent, in the manner and subject to the reporting made hereinafter.

We have examined the books, papers, minute books, forms and returns filed and other records maintained by the Company for the financial year ended on March 31, 2022 according to the provisions of:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>(i) The Companies Act, 2013 (the Act) and the rules made thereunder;</li> <li>(ii) The Securities Contracts (Regulation) Act, 1956 ('SCRA') and the rules made thereunder circulars, guidelines issued thereunder by the Securities and Exchange Board of India;</li> <li>(iii) The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder to the extent of Regulation 76 of Securities and Exchange Board of India (Depositories and Participants) Regulations, 2018;</li> <li>(iv) Foreign Exchange Management Act, 1999 and the rules and regulations made thereunder to the extent of Foreign Direct Investment, Overseas Direct Investment and External Commercial Borrowings;</li> <li>(v) The following Regulations and Guidelines prescribed under the Securities and Exchange Board of India Act, 1992 ('SEBI Act'):</li> </ul> | <ul style="list-style-type: none"> <li>(a) The Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011 ("SAST Regulations");</li> <li>(b) The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;</li> <li>(c) The Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018;</li> <li>(d) The Securities and Exchange Board of India (Share Based Employee Benefits and Sweat Equity) Regulations, 2021 and Securities and Exchange Board of India (Share Based Employee Benefits) Regulations, 2014 prior to its repealment to the extent applicable;</li> <li>(e) Securities and Exchange Board of India (Issue and Listing of Non- Convertible Securities) Regulations, 2021 notified pursuant to repealment of the Securities and Exchange Board of India (Issue and Listing of Debt Securities) Regulation, 2008 and Securities and Exchange Board of India (Issue and Listing of Non- Convertible and Redeemable Preference Shares) Regulations, 2013;</li> <li>(f) 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;</li> <li>(g) The Securities and Exchange Board of India (Delisting of Equity Shares) Regulations, 2021; Not applicable</li> <li>(h) The Securities and Exchange Board of India (Buyback of Securities) Regulations, 2018; Not applicable</li> <li>(i) The Securities and Exchange Board of India (Debenture Trustee) Regulations, 1993 (in relation to obligations of Issuer Company);</li> <li>(vi) The other laws, as informed and certified by the Management of the Company which are specifically applicable to the Company based on the Sectors/ Industry are: <ul style="list-style-type: none"> <li>a) National Housing Bank Act, 1987 and the Guidelines and circulars issued thereunder from time to time;</li> <li>b) Guidelines/Circulars/Regulations/Rules prescribed by the National Housing Bank for Housing Finance Companies as amended from time to time.</li> <li>c) Reserve Bank of India Act, 1934 and rules, regulations &amp; directions issued from time to time.</li> </ul> </li> </ul> |
|--|---|

- d) Master Direction – Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021
- e) Guidelines/Circulars/Regulations/Clarifications issued by RBI for HFCs from time to time.
- f) RBI Commercial Paper Directions, 2017 effective from 10<sup>th</sup> August, 2017 (as amended from time to time) w.r.t. issue of commercial papers and applicable Operating Guidelines issued by FIMMDA (Fixed Income Money Market and Derivatives Association of India)

We have also examined compliance with the applicable clauses/Regulations of the following:

- (i) Secretarial Standards issued by The Institute of Company Secretaries of India and notified by Ministry of Corporate Affairs.
- (ii) SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”):

During the period under review, the Company has generally complied with the provisions of the Act, Rules, Regulations, Guidelines, Standards, etc. mentioned above except delay in filing of forms / intimation in few cases with the Registrar of Companies / Stock Exchanges and further as mentioned below:

1. National Housing Bank (NHB) vide its letter no. NHB (ND)/HFC/DOS/OUT-02760/2021 dated June 11, 2021 imposed a monetary penalty of Rs. 80,000/- for non-adherence of policy circular 58 & 75 and directed the Company to credit the total penalty amount of Rs. 80,000 plus applicable GST of Rs. 14,400 and as confirmed by the management same has been paid by the Company within prescribed timeline.
2. 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.ef. January 05, 2021 and there was no woman director on the board of the Company as on March 31, 2021 as required under 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. The Board through circulation resolution passed on May 29, 2021 appointed Ms. Gita Nayyar as an Additional Director (in the category of Independent Director) for a period of three years with effect from May 29, 2021 till May 28, 2024. Thereafter, National Stock Exchange of India Limited and BSE Limited has imposed fine of Rs. 318,600 (including GST) each and as confirmed by the Management same has been paid by the Company. The Company has made representation to the Waiver Committee of the stock exchanges(s) and the response is awaited.

3. The Company has delayed in submission of the disclosures in terms of Regulation 57(4) of Listing Regulations for the quarter ended December 2021 with respect to statement containing the details of all the non-convertible securities for which interest/dividend/principal obligations shall be payable during the coming quarter, within five working days prior to the beginning of the quarter.
4. The Company has 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 with respect to submission of a certificate confirming fulfillment of payment obligations of Commercial Paper, within 2 days of payment becoming due.

We further report that,

The Board of Directors of the Company is duly constituted with proper balance of Non-Executive Directors and Independent Directors except as mentioned above with respect to Women Director. The changes, if any, in the composition of the Board of Directors that took place during the period under review were carried out in compliance with the provisions of the Act.

Adequate notice is given to all directors to schedule the Board/ Committee Meetings. Agenda and detailed notes on agenda were sent in advance (and at a shorter notice for which necessary approvals obtained, if any) and 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.

All decisions at Board Meetings and Committee Meetings are carried out unanimously as recorded in the minutes of the meetings of the Board of Directors or Committee of the Board, as the case may be.

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

We further report that during the audit period, following major events have happened which are deemed to have major bearing on the Company’s affairs in pursuance of the above referred laws, rules, regulations, guidelines, standards, etc.

1. The Company has obtained the approval of the Board to raise INR 4,000 crore through a preferential issue of equity shares and share warrants on a private placement basis, subject to the approval of shareholders and other regulatory approvals as may be required.



The Company did not submit the results of the said matter for EGM held on June 22, 2021 pursuant to SEBI communication. The Company filed an appeal before the Securities Appellate Tribunal ("SAT") and SAT passed an interim order that the EGM would be held on June 22, 2021, however the results would not be declared and be kept in a sealed cover.

Final order was pronounced by the SAT on August 9, 2021 wherein the Presiding Officer has allowed the Company's Appeal and quashed the SEBI Letter, while the Judicial Member has dismissed the Company's Appeal. In view of the difference in opinion between the members of the bench, SAT has directed the interim order passed in the matter to continue until further orders and the Appeal papers to be placed before the Presiding Officer on the administrative side for appropriate orders.

SEBI filed an appeal to the Hon'ble Supreme Court of India (SC). The Company decided not to proceed with the preferential issue. Consequently, the appeal filed by the

Company against the SEBI has been rendered infructuous and the shareholder approval for the preferential issue has been rendered incapable of being received. The Company filed an application before SAT, seeking permission to withdraw the Appeal. SC dismissed the appeal filed by SEBI stating that the appeal has become infructuous due to subsequent developments.

2. The Company has obtained the approval of shareholders in their Annual General Meeting held on September 03, 2021 for issuance of Non – Convertible Debentures of face value aggregating up to INR 35,000 Crore (Rupees Thirty Five Thousand Crore Only) to eligible investors.
3. The Company has allotted 3,30,432 Equity Shares of Face Value of Rs. 10 each fully paid up under ESOP Scheme of the Company.

**For Chandrasekaran Associates**

Company Secretaries

FRN: P1988DE002500

Peer Review Certificate No.: 1428/2021

Dr. S. Chandrasekaran

Senior Partner

Membership No. FCS 1644

Certificate of Practice No. 715

UDIN: F001644D000491551

Date: 14 June, 2022

Note:

- (i) This report is to be read with our letter of even date which is annexed as Annexure A and forms an integral part of this report.
- (ii) Due to restricted movement amid COVID-19 pandemic, we conducted the secretarial audit by examining the Secretarial Records including Minutes, Documents, Registers and other records etc., and some of them received by way of electronic mode from the Company and could not be verified from the original records. The management has confirmed that the records submitted to us are the true and correct. This Report is limited to the Statutory Compliances on laws / regulations / guidelines listed in our report of which, the due date has been ended/expired on or before March 31, 2022 pertaining to Financial Year 2021-22.

Annexure-A

To  
The Members  
PNB Housing Finance Limited  
9<sup>th</sup> Floor, Antriksh Bhavan,  
22 Kasturba Gandhi Marg,  
New Delhi - 110001

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

1. Maintenance of secretarial record is the responsibility of the management of the Company. Our responsibility is to express an opinion on these secretarial records based on our audit.
2. We have followed the audit practices and processes as were appropriate to obtain reasonable assurance about the correctness of the contents of the secretarial records. The verification was done on the random 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. We have not verified the correctness and appropriateness of financial records and Books of Accounts of the Company.
4. Where ever required, we have obtained the Management representation about the compliance of laws, rules and regulations and happening of events etc.
5. The compliance of the provisions of Corporate and other applicable laws, rules, regulations, standards is the responsibility of management. Our examination was limited to the verification of procedures on random test basis.
6. 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.

For **Chandrasekaran Associates**  
Company Secretaries  
FRN: P1988DE002500  
Peer Review Certificate No.: 1428/2021

Dr. S. Chandrasekaran  
Senior Partner  
Membership No. FCS 1644  
Certificate of Practice No. 715  
UDIN: F001644D000491551

Date: 14 June, 2022





## ANNEXURE TO DIRECTORS' REPORT - 3

### REPORT OF THE DIRECTORS ON CORPORATE GOVERNANCE

#### Philosophy on Corporate Governance

The Company ensures exercising basic principles of corporate ethics, accountability, integrity and maintaining high standards of corporate governance. The Company has framed its policies as per applicable laws, regulatory guidelines. Company has been constantly reviewing and revising them as per business needs and changes in laws/regulations from time to time.

The Company practices ethical standards in all its dealings. The Company continues to maintain healthy relationship with its valued customers, viz. depositors, loan customers, business partners and its various other stakeholder financiers. Company ensured to transparently disclose information to all the stakeholders through its public documents, annual reports, financial results etc.

Over the years, the Company has strengthened its corporate practices and disclosures. The Company also ensured good corporate governance and risk management practices. The Company has complied with the applicable provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations") as amended, Master Direction – Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 dated February 17, 2021 ("RBI Directions") (as amended from time to time) which are applicable on the Company and other circulars and notifications issued by RBI, SEBI, MCA and other statutory bodies.

Several waves of COVID-19 pandemic in the last two years have forced the companies to adopt a hybrid model of operations. The Government through its various circulars and advisories has supported corporates in ensuring continuity in business operations. As permitted by MCA, the Board and its Committees have functioned largely using virtual mode for its meetings. The Company has ensured adequate precautions while conducting audio video meetings.

The staff was regularly advised on ensuring safety measures in and outside office premises. The technology interventions ensured that all the business activities were completed in time, the Board & Committee meetings were held in time, dissemination of adequate and correct public information was ensured.

The following is the Board's report on Corporate Governance.

#### BOARD OF DIRECTORS

The Board is overall responsible to oversee the Company's management and to protect the long-term interest of the stakeholders.

#### LIST OF CORE SKILLS/ EXPERTISE/ COMPETENCIES IDENTIFIED BY THE BOARD OF DIRECTORS AS REQUIRED IN THE CONTEXT OF ITS BUSINESS AND SECTOR FOR WHICH IT FUNCTION EFFECTIVELY

### AND THOSE ACTUALLY AVAILABLE WITH THE BOARD

The Board should provide valuable leadership and guidance to the company. The directors should possess extensive knowledge of the operations of the company and the people involved. The Company deals with mortgages and operates in the financial sector. The Board should possess the wisdom of various lifecycles of the financial sector, the key challenges being faced, the competition, it should have the required experience with credit cycles, workouts and remedial management. The Board with its collective wisdom should provide oversight to the company during the challenging times.

The Company's Board has people with extensive experience in the financial sector, economics, mortgages, banking, international operations, fintech regulation, currency management, credit and information technology. The Directors are highly qualified and have held leadership positions in high performing institutions. They are fully equipped to provide leadership and guidance to the Company in its quest to achieve growth and quality of business and attain leadership position in the mortgage industry. The brief profiles of Directors are given in the Annual Report.

#### COMPOSITION

Currently, the Board consists of eleven Members comprising five Independent Directors, five Non-Executive Directors and one Managing Director & CEO. During the year and subsequently, following appointments/ cessations took place amongst the Board Members.

- a) Mr. Nilesh S Vikamsey was re-appointed as an Independent Director for a five-year term with effect from April 22, 2021.
- b) Ms. Gita Nayyar was appointed as an Independent Director for a term of three years with effect from May 29, 2021.
- c) Mr. Binod Kumar was appointed as Non-Executive Nominee Director with effect from January 12, 2022. He is nominee of Punjab National Bank. He is liable to retire by rotation.
- d) Mr. Atul Kumar Goel was appointed as Non-Executive Nominee Director with effect from April 28, 2022. He is nominee of Punjab National Bank. He is liable to retire by rotation.
- (e) Dr Gourav Vallabh ceased to be Independent Director with effect from April 21, 2021 upon completion of his five year term
- f) Mr. Rajneesh Karnatak resigned as Non-Executive Nominee Director on October 21, 2021.
- g) Mr. CH SS Mallikarjuna Rao resigned as Non-Executive Nominee Director on January 31, 2022.

h) Mr Ashwani Kumar Gupta completed his first five-year term as an Independent Director on May 11, 2022.

**Appointment of Directors EGM dated June 22, 2021:** The Shareholders have appointed Mr. Hardayal Prasad as Managing Director & CEO, Mr. Neeraj Madan Vyas, Mr. Sudarshan Sen, Mr. Kapil Modi, Ms. Gita Nayyar, Mr. Rajneesh Karnatak and reappointed Mr. Ramakrishnan Chandrasekaran, Mr. Nilesh S Vikamsey for a second term of five years.

The Shareholders have appointed Mr. Binod Kumar vide postal ballot dated April 08, 2022.

**Details of the Board of Directors in terms of their directorships/memberships in committees of public companies (including PNB Housing Finance Limited) as per Regulation 26 of the Listing Regulations is given hereunder:**

Sr. No.	Directors	Category	DIN	Number of Directorships*	Name of Listed Companies and Designations	Number of Committees**		Skills/ Expertise
						Member	Chair-Person	
1.	Mr. Sunil Kaul	Non-Executive Nominee Director of Quality Investment Holdings	05102910	1	1. PNB Housing Finance Limited ('L' stands for Listed)	1	0	He is B. Tech from IIT Bombay and MBA from IIM Bangalore. He is an experienced Investment Advisor. He has extensive experience in corporate and consumer banking in several parts of the world. He has held leadership positions for Citibank. He has experience in capital investment, financial sector, treasury, risk management, credit, human resource, and credit card industry.
2.	Mr. Nilesh S Vikamsey	Independent Director	00031213	8	1. PNB Housing Finance Limited (L) 2. Navneet Education Limited (L) – Non-Executive Director 3. Thomas Cook (India) Limited (L) – Independent Director 4. IIFL Finance Limited (L) – Independent Director 5. IIFL Wealth Management Limited (L) – Independent Director & Non-Executive Chairman 6. Gati Limited (L) – Independent Director 7. SOTC Travel Limited ('UL' stands for Unlisted) – Independent Director 8. Nippon Life India Trustee Limited (UL) – Independent Director	8	3	He is a qualified Chartered Accountant and Past President of Institute of Chartered Accountants of India. He has extensive experience of Audits/ Consultancy of Banks, large Companies, Mutual Funds, Financial Services Sector companies. He has vast experience in credit and human resource management.



Sr. No.	Directors	Category	DIN	Number of Directorships*	Name of Listed Companies and Designations	Number of Committees**		Skills/ Expertise
						Member	Chair-Person	
3.	Mr. Ramakrishnan Chandrasekaran	Independent Director	00580842	6	<ol style="list-style-type: none"> <li>1. PNB Housing Finance Limited (L)</li> <li>2. Mindtree Limited (L)- Independent Director</li> <li>3. L&amp;T Technology Services Ltd. (L) - Independent Director</li> <li>4. Aujas Cybersecurity Limited (UL) - Director</li> <li>5. NSEIT Limited (UL) - Director</li> <li>6. KSL Digital Ventures Limited (UL) - Director</li> </ol>	3	0	He is Bachelor of Engineering from Madras University and MBA from IIM Bangalore. He was one of the professional co-founders of Cognizant. He has held leadership position in the IT industry, setting up business in India and several countries, the U.S., Europe, South America, The Philippines and China, and driving best-in-class delivery excellence at scale. Besides IT, he has extensive experience in operations, human resource management.
4.	Mr. Neeraj Madan Vyas	Non-Executive Director	07053788	1	<ol style="list-style-type: none"> <li>1. PNB Housing Finance Limited (L)</li> </ol>	0	0	He a senior professional with experience in banking, credit, mortgages, risk management and operations. He was part of State Bank of India for over three decades and has handled several assignments for the bank in various locations in India and abroad. He was Deputy Managing Director and Chief Operating Officer of State Bank of India. He is MSc. and CAIIB
5.	Dr Tejendra Mohan Bhasin	Independent Director	03091429	6	<ol style="list-style-type: none"> <li>1. PNB Housing Finance Limited (L)</li> <li>2. PNB Gilts Limited (L)- Independent Director</li> <li>3. SBI Cards and Payment Services Limited (L)- Independent Director</li> <li>4. Ruchi Soya Industries Limited (L) - Independent Director</li> <li>5. SBI Life Insurance Company Limited (L)- Independent Director</li> <li>6. IDBI Intech Limited (UL) - Independent Director</li> </ol>	9	4	He is PhD from University of Madras and MBA from FMS Delhi. He is experienced retired banker who held the position of Chairman and Managing Director of Indian Bank. He has been conferred with honorary fellowship by Indian Institute of Banking and Finance. He was earlier vigilance commissioner in Central Vigilance Commission. He has over 41 years of experience in administration, banking and finance industry, risk management, credit management and operations.

Sr. No.	Directors	Category	DIN	Number of Directorships*	Name of Listed Companies and Designations	Number of Committees**		Skills/ Expertise
						Member	Chair-Person	
6.	Mr. Sudarshan Sen	Independent Director	03570051	2	1. PNB Housing Finance Limited (L) 2. Federal Bank Ltd. (L) - Independent Director	2	0	He MSc from Delhi University and MBA from University of Birmingham. He retired from the Reserve Bank of India as Executive Director in charge of regulation of banks and non-banking financial companies. He has extensive experience in banking regulation, bank supervision, fintech regulation, human resources, information technology and currency management.
7.	Mr. Kapil Modi	Non-Executive Nominee Director of Quality Investment Holdings	07055408	3	1. PNB Housing Finance Limited (L) 2. Nextra Data Limited (UL) - Director 3. Hexaware Technologies Limited (UL) - Director	2	0	He is B. Tech from IIT Kharagpur, MBA from IIM Ahmedabad (Gold Medallist), CFA and Master of Business Law from National Law School, Bangalore. He is an experienced Investment Advisor. He has strong network of relationships across investment banks, consultants and operating management teams primarily in financial services and technology sector.
8.	Ms. Gita Nayyar	Independent Director	07128438	5	1. PNB Housing Finance Limited - (L) 2. Oriental Hotels Limited (L) Independent Director 3. Transport Corporation of India Limited (L)- Independent Director 4. Glenmark Life Sciences Limited (L)- Independent Director 5. Taj Sats Air Catering Limited (UL) - Director	3	0	She is a finance professional with over 30 years of global leadership experience with MNC banks/VC funds and corporates. She has extensive cross functional experience in corporate banking, risk and relationship management, investment banking, wealth management and fund raising.  She serves on the Board of Governors of IIM, Udaipur. She is also on the advisory committee of National NGOs and a VC Fund.



Sr. No.	Directors	Category	DIN	Number of Directorships*	Name of Listed Companies and Designations	Number of Committees**		Skills/ Expertise
						Member	Chair-Person	
9.	Mr. Binod Kumar	Non-Executive Nominee Director of Punjab National Bank	07361689	1	PNB Housing Finance Limited (L)	0	0	He is currently Chief General Manager of Punjab National Bank having an experience of more than 26 years. He is B. Sc (H), CAIIB, Financial Risk Manager (FRM) conducted by GARP (USA), Post Graduate Diploma in Banking & Finance (NIBM), Diploma in Treasury Investment & Risk Management (DTIRM), NSE's Certification in Financial Markets and Diploma in Banking & Finance.
10.	Mr. Hardayal Prasad	Managing Director & CEO	08024303	2	1. PNB Housing Finance Limited (L) 2. PHFL Home Loans and Services Limited (UL) - Chairman	1	0	He is a senior professional with experience in banking, credit, risk management and information technology. He was part of State Bank of India for over three decades and has handled several assignments for the bank in various locations in India and abroad. He has held senior position in the SBI and leadership position SBI Cards Limited.  He is MSc. and CAIIB
11.	Mr. Atul Kumar Goel	Non-Executive Nominee Director of Punjab National Bank	07266897	4	1. PNB Housing Finance Limited (L) 2. Punjab National Bank (L) – Managing Director and CEO 3. The Oriental Insurance Company Limited (UL) - Director 4. National Credit Guarantee Trustee Co. Limited (UL) - Director	2	0	He is a qualified Chartered Accountant, having more than three decades of Banking experience. He was Chief Financial Officer (CFO) in Allahabad Bank.  He is currently Managing Director & CEO of Punjab National Bank from February 1, 2022. Earlier, he was Managing Director & CEO of UCO Bank, Executive Director in Union Bank of India and held various positions in Allahabad Bank.

\*Excluding foreign companies, private limited companies and companies under section 8 of the Companies Act, 2013.

\*\*Audit Committee and Stakeholders Relationship Committee.



## RESPONSIBILITIES

The Board is responsible for the long-term strategic planning and direction of the Company. It is responsible for the long-term value of the shareholders, to protect the interest of all other stakeholders and to provide guidance to the management with strategic direction. The Board functions through its various Committees, which have been assigned various roles and responsibilities. These Committees closely monitor the performance of the Company.

The Board reviews Company's overall performance at regular interval. The Board has a formal schedule of matters reserved for its consideration and decision, apart from legally required matters.

## ROLE OF INDEPENDENT DIRECTORS

Company's Independent Directors are persons of eminence from diverse fields in banking, finance, accountancy, economics, credit, risk management and information technology. They play an important role on the Board and on the various Committees of the Board. They provide inputs to the Board and help the Board in arriving at decisions on matters of strategic importance.

The Independent Directors ensure that all the matters brought to Board and its Committees are adequately discussed and decisions are arrived at in the best interest of the Company. An Independent Director has been nominated as the Chairman on various Committees, namely Audit Committee, Nomination and Remuneration Committee, Stakeholders Relationship Committee, Corporate Social Responsibility Committee and IT Strategy Committee.

All the Committees of the Board function within the defined terms of reference in accordance with the Companies Act, 2013 and the Listing Regulations and as approved by the Board. All the Independent Directors fulfil the criteria prescribed in the Listing Regulations and other applicable laws and are independent of the management of the Company.

The Independent Directors are not liable to retire by rotation. A formal letter of appointment was issued to the Independent Directors in terms of the provisions of the Companies Act,

2013. A copy of the letter detailing the terms and conditions of appointment of the independent directors has been placed on the Company's website, [www.pnbhousing.com](http://www.pnbhousing.com).

## FAMILIARISATION PROGRAMME

The main objective of a familiarisation programme is to ensure that the Directors are updated on the business and regulatory environment and the overall operations of the Company to make informed decisions in everybody's interest. The Independent Directors have been taken through familiarization programme about the Company, its business environment, competitors, Company's portfolio etc.

The Company has a policy on familiarisation programme for the independent directors, which is placed on the website of the Company [www.pnbhousing.com](http://www.pnbhousing.com).

An overview of the familiarisation programme during the year has been placed on the Company's website and can be accessed at <https://www.pnbhousing.com/investor-relations/corporate-governance/>

## BOARD MEETINGS

As permitted by MCA, the Company held Board Meetings by audio-video means. As per MCA guidelines, all the precautions were taken, rules for safe and secure conduct of Board meetings were followed and proceedings were recorded. Board Meetings are scheduled well in advance and prior notice of each Board Meeting is given through electronic mode to every director. The Board meets at least once a quarter to review the quarterly performance and financial results of the Company.

The Company Secretary, in consultation with the Managing Director & CEO prepares the detailed agenda for the Meetings. The detailed Board agenda is circulated to the Directors well in advance. The Members of the Board can also recommend inclusion of any matter in the agenda for discussion. The Senior Management attends the Board Meetings to provide additional inputs on the items being discussed by the Board. The minutes of each Board Meeting are finalised and recorded in the minute book maintained by the Company Secretary.



During the year under review, the Board met twenty times on April 27, May 31, June 17, June 19, June 20, June 24, July 05, July 06, August 04, August 23, September 03, September 05, September 18, October 14, October 22, November 01, November 02, 2021, January 20, February 02 and March 09, 2022. The attendance of the Directors at the Board Meetings and the 33<sup>rd</sup> Annual General Meeting held on September 3, 2021 are listed below:

Sr. No.	Directors	Board Meetings	Attendance at the 33rd AGM	Sitting fee paid* (₹)
1.	Mr. Sunil Kaul	11*	Yes	-
2.	Mr. Ramakrishnan Chandrasekaran	18	Yes	9,00,000/-
3.	Mr. Nilesh S Vikamsey	19	Yes	9,50,000/-
4.	Mr. Neeraj Madan Vyas	20	Yes	10,00,000/-
5.	Dr Tejendra Mohan Bhasin	20	Yes	10,00,000/-
6.	Mr. Sudarshan Sen	19	Yes	9,50,000/-
7.	Mr. Kapil Modi	11*	Yes	-
8.	Ms Gita Nayyar (appointed from 29.05.2021)	18	Yes	9,00,000/-
9.	Mr Binod Kumar (appointed from 12.01.2022)	3	NA	-
10.	Mr. Hardayal Prasad	20	Yes	-
11.	Mr. Ashwani Kumar Gupta (ceased on 11.05.2022)	20	Yes	10,00,000/-
12.	Mr CH SS Mallikarjuna Rao (resigned on 31.01.2022)	17	Yes	-
13.	Mr Rajneesh Karnatak (resigned on 21.10.2021)	12	Yes	-

Leave of absence was granted to the concerned Directors who could not attend the Board Meetings.

\*Mr Sunil Kaul and Mr Kapil Modi recused themselves from 9 Board Meetings and on certain agenda items of 2 other Board Meetings where matters related to Preferential Issue and its termination were discussed. They are nominees of the Carlyle Group on the Board of the Company.

## COMMITTEES OF THE BOARD

The Board has delegated powers to various Committees. Each of the Board's Committee has been delegated with specific responsibilities/ matters as per the provisions of the Companies Act, 2013, the Listing Regulations and RBI Directions as amended and as per the business requirements. The minutes of all Committee Meetings are finalised and recorded in the minute book maintained by the Company Secretary. The Minutes of Committee Meetings are also placed before the Board.

The various Board Committees, their roles and their Members are given below.

### Audit Committee

The charter of the Audit Committee is as per section 177 of the Companies Act, 2013 and the Listing Regulations, as amended. The main role of the Audit Committee is;

- It assists the Board in fulfilling its oversight responsibilities for the financial reporting process to regulatory authorities, public, it oversees the system of internal control, the audit process, and the company's process for monitoring compliance with laws and regulations and the code of conduct.
- It reviews quarterly, half yearly and yearly financial statements as prepared by the Company before submission to the Board.
- It reviews and monitors the Auditors' independence, performance and effectiveness of audit process.
- As per Related Party Policy, it gives approval to related party transactions and also monitor related party transactions.

- It reviews the functioning of whistle blower mechanism.
- It reviews the functioning of internal audit.
- It recommends the appointment, remuneration and terms of appointment of statutory and internal auditor.

The Audit Committee calls members of senior management as it considers appropriate to be present at the meetings of the Committee. The Statutory Auditors also attend the meeting of the Audit Committee, where financial statement is discussed. The Audit Committee discuss with the Statutory Auditors their findings on the working of the Company without the presence of the Management.

During the year, the Audit Committee had met eleven times on April 24, April 27, August 03, August 04, August 11, October 30, November 02, November 15, 2021, January 20, January 29 and March 26, 2022. The details of attendance at the Audit Committee Meetings are as under;

Sr. No.	Directors	Number of Meetings attended	Sitting fee (₹)
1.	Mr. Nilesh S Vikamsey, Chairman	11	3,30,000/-
2.	Mr. Sudarshan Sen	10	3,00,000/-
3.	Dr Tejendra Mohan Bhasin	11	3,30,000/-
4.	Mr Neeraj Madan Vyas (w.e.f. 30.05.2022)	-	-

Leave of absence was granted to the concerned Director who could not attend the meeting.

### Nomination and Remuneration Committee (NRC)

The Committee has been delegated powers, role and responsibilities as required under section 178 of the Companies Act, 2013 and as per the Listing Regulation as amended.

The NRC formulates criteria for determining qualifications, positive attributes and independence of a director. It recommends to the Board a policy, relating to the remuneration of the Directors, Key Managerial Personnel, Senior Management and other employees. It identifies persons who are qualified to become Directors and who may be appointed in the Senior Management in accordance with the criteria laid down and recommend to the Board their appointment and removal. The Company has in place Policy on Fit and Proper Criteria of Directors and Nomination and Remuneration Policy for Directors, Key Managerial Personnel, Senior Management and other employees in terms of the provisions of the Companies Act, 2013, the Listing Regulations. Details of remuneration paid to all the Directors forms part of the annual return MGT-7, available on the website.

The annual compensation package of the Managing Director & CEO is recommended by the NRC to the Board. The NRC approves compensation package of all the functional heads.

During the year, the NRC had met three times on April 01, July 26 and October 08, 2021. The details of attendance at the NRC Meetings are as under:

Sr. No.	Directors	Number of Meetings attended	Sitting fee (₹)
1.	Mr. Ramakrishnan Chandrasekaran, Chairman	3	90,000/-
2.	Mr. Sunil Kaul	3	-
3.	Mr. Nilesh S Vikamsey	3	90,000/-
4.	Ms Gita Nayyar (from 01.11.2021)	-	-
5.	Mr Sudarshan Sen (from 01.11.2021)	-	-
6.	Mr Atul Kumar Goel (from 05.05.2022)	-	-
7.	Mr. CH S.S Mallikarjuna Rao (resigned on 31.01.2022)	2	-

Leave of absence was granted to the concerned Directors who could not attend the Meeting.

### Corporate Social Responsibility Committee (CSR)

CSR Committee exercises the roles and responsibilities as per section 135 of the Companies Act, 2013 as amended. It oversees Corporate Social Responsibilities of the Company, recommend from time to time amendments to CSR Policy of the Company. It formulates annual action plan and recommend to the Board for its approval. It approves implementing agencies for the CSR activities. It oversees the functioning of Executive Committee of CSR Management.

During the year, the CSR Committee met two times on July 24, 2021 and January 12, 2022. The details of attendance at the CSR Meetings are as under;

Sr. No.	Directors	Number of Meetings attended	Sitting fee (₹)
1.	Dr Tejendra Mohan Bhasin, Chairman	2	60,000/-
2.	Mr. Ramakrishnan Chandrasekaran	2	60,000/-
3.	Mr. Sudarshan Sen	1	30,000/-
4.	Mr. Hardayal Prasad	2	-

Leave of absence was granted to the concerned Director who could not attend the Committee Meetings.

### Stakeholders Relationship Committee (SRC)

The Committee oversees the investors' grievances, investor relations, recommend to the Board raising of equity share capital and allotment of equity shares. The Committee has been delegated powers, role and responsibilities as required under section 178 of the Companies Act, 2013 and as per the Listing Regulations, as amended.

During the year, the SRC has met four times on November 23, 2021, January 25, February 04 and March 02, 2022.

Sr. No.	Directors	Number of Meetings attended	Sitting fee (₹)
1.	Mr. Sunil Kaul	4	-
2.	Mr. Hardayal Prasad	4	-
3.	Mr Atul Kumar Goel (from 05.05.2022)	-	-
4.	Mr. CH S.S. Mallikarjuna Rao (resigned on 31.01.2022)	2	-
5.	Mr. Ashwani Kumar Gupta, Chairman (ceased on 11.05.2022)	4	1,20,000/-
6.	Ms. Gita Nayyar, Chairperson (w.e.f. 30.05.2022)	-	-

The status of shareholders' complaints during Financial Year 2021-22, is mentioned below:

Complaints received during the year (in Nos.)	Complaints resolved during the year (in Nos.)	Complaints pending at the end of the year (in Nos.)
-	-	-

However, the Company has received few requests for revalidation of dividend warrants and physical copy of annual report. The same has been taken into consideration and closed.

### Risk Management Committee

The Board has approved Risk Management Policies of the Company. The Committee oversee and reviews various aspects of risk management and review the major risk exposures of the Company. It assists the Board in determining the nature and extent of the significant risks, including credit risk, liquidity and funding risk, market risk, product risk and reputational risk. It oversees the guidelines, policies and processes for monitoring and mitigating such risks. The Committee has been delegated powers, roles, and responsibilities as per the Listing Regulation, as amended.

The Committee has met four times during the year on May 20, August 25, December 15, 2021, and February 14, 2022.

Sr. No.	Directors	Number of Meetings attended	Sitting fee (₹)
1.	Dr Tejendra Mohan Bhasin, Chairman	4	1,20,000/-
2.	Mr. Sunil Kaul	4	-
3.	Mr. Neeraj Madan Vyas	4	1,20,000/-
4.	Mr. Hardayal Prasad	4	-
5.	Mr. Rajneesh Karnatak (resigned on 21.10.2021)	2	-



### Credit Committee (CCB)

It reviews and formulates credit policy parameters for loans to various segments, review the feedback mechanism to policy to improve and to maximize risk/ return matrix. The CCB reviews the credit performance and collection effectiveness of the loan portfolio. The Board has also delegated powers to sanction loans to the Committee.

During the year, the CCB had met thirteen times on April 01, May 26, June 11, August 18, August 31, September 21, September 29, October 28, December 14, 2021, February 22, February 26, March 07 and March 25, 2022. The details of attendance at the CCB Meetings are as under;

Sr. No.	Directors	Number of Meetings attended	Sitting fee (₹)
1.	Mr. Neeraj Madan Vyas, Chairman	13	3,90,000/-
2.	Mr. Hardayal Prasad	13	-
3.	Mr. Ashwani Kumar Gupta (ceased on 11.05.2022)	13	3,90,000/-
4.	Mr. Kapil Modi (w.e.f. 30.05.2022)	-	-

### IT Strategy Committee

The Committee approves IT strategy, IT policy documents, BCP, cyber security and IT security. It guides the management to put in place an effective strategic planning process. It ascertains that the Management has implemented processes and practices to ensure that the IT delivers value to the business, that the IT investments represent a balance of risks and benefits and IT budget. It monitors the method the management uses to determine the IT resources needed to achieve strategic goals and provide high level direction for sourcing and use of IT resources. It monitors IT risks and controls.

During the year, the IT Strategy Committee had met two times on October 07, 2021 and February 04, 2022. The details of attendance at the IT Committee Meetings are as under;

Sr. No.	Directors/Members	Number of Meetings attended	Sitting fee (₹)
1.	Mr. Ramakrishnan Chandrasekaran, Chairman	2	60,000/-
2.	Mr. Kapil Modi	2	-
3.	Mr. Hardayal Prasad	2	-
4.	Mr. Nitant Desai, (CTO, ceased on 31.03.2022)	-	-

### KEY MANAGERIAL PERSONNEL

Pursuant to the provisions of Section 203 of the Companies Act, 2013 read with Rules made thereunder, following are the Key Managerial Personnel of the Company:

- Mr. Hardayal Prasad, Managing Director & CEO
- Mr. Sanjay Jain, Company Secretary and Head Compliance
- Mr. Kaushal Mithani, Chief Financial Officer w.e.f. April 08, 2022

Mr Kapish Jain, ceased to be Chief Financial Officer w.e.f. April 07, 2022.

### MEETING OF INDEPENDENT DIRECTORS

The Independent Directors met on June 10, 2021 and April 04, 2022. On April 04, 2022, the Independent Directors met without the presence of Non-Independent Directors. The Independent Directors have evaluated the performance of Chairperson of the Board, Non-Independent Directors and of the Board during the year and quality of Board performance, timeliness of flow of information with the Board.

### REMUNERATION OF DIRECTORS

#### Non-Executive Directors

Independent Directors and Non-Executive Non-Nominee Directors are paid sitting fees and commission on net profits as approved by the Shareholders of the Company. During the year under review, the sitting fees payable to Independent Directors for attending meetings of the Board of Directors of the Company was ₹50,000 per Board Meeting. The sitting fees for attending the meetings of Committees of Board was ₹30,000 per meeting. The Commission payable to all the independent directors is restricted to 0.25% of the net profits of the Company.

Details of sitting fees and commission paid during Financial Year 2021-22 is provided in the Form MGT-7 which is placed on the website of the Company.

S. No.	Name	Sitting Fees paid		Commission paid*	Total
		Board Meetings	Committee Meetings		
1	Mr. Ramakrishnan Chandrasekaran	9,00,000	2,40,000	15,00,000	26,40,000
2	Mr. Nilesh S Vikamsey	9,50,000	4,50,000	15,00,000	29,00,000
3	Dr Tejendra Mohan Bhasin	10,00,000	5,40,000	15,00,000	30,40,000
4	Mr. Sudarshan Sen	9,50,000	3,60,000	7,50,000	20,60,000
5	Ms Gita Nayyar	9,00,000	30,000	-	9,30,000
6	Mr. Ashwani Kumar Gupta	10,00,000	5,40,000	15,00,000	30,40,000
7	Mr. Neeraj Madan Vyas	10,00,000	5,10,000	-	15,10,000
		<b>67,00,000</b>	<b>26,70,000</b>	<b>67,50,000</b>	<b>1,61,20,000</b>

\*On the profits of FY21, Commission for FY22 will be paid to the directors after the financial statements are adopted by the members at the ensuing AGM. Commission is payable to these directors on a proportionate basis, depending on their tenure as directors of the Company.

No ESOPs has been granted to Non-Executive Directors and Independent Directors

### MANAGING DIRECTOR & CEO

Mr. Hardayal Prasad is the Managing Director and CEO of the Company for a period of three years, with effect from August 10, 2020. The appointment may be terminated by either party with or without cause by giving 90 days notice period.

The remuneration of the Managing Director & CEO is recommended by the Nomination & Remuneration Committee and approved by the Board. The key objective of the remuneration is to ensure that it is aligned to the overall performance of the Company. The remuneration package of the Managing Director & CEO comprises of salary, performance linked variable pay and usual perquisites as per Company's HR policy approved by the Board. In addition, he is entitled to ESOPs. The Managing Director & CEO of the Company has not received any commission from the subsidiaries of the Company.

Details of remuneration paid/payable to the Managing Director during the year under review is provided in Form MGT-7.

Sl. No.	Particulars of remuneration	Total amount (₹)
		Mr. Hardayal Prasad
1	Gross Salary	-
a)	Salary (as per provisions contained in section 17(1) of the Income tax Act, 1961)	1,85,74,627
b)	Value of perquisites under section 17(2) of the Income tax Act, 1961	1,43,743
c)	Profits in lieu of salary under section 17(3) of the Income tax Act, 1961	
2	Stock Option	
3	Sweat Equity	
4	Commission as % of profit	
5	Performance Bonus	1,04,37,575
	<b>Total</b>	<b>2,91,55,945</b>

Name	Grant Date	Options Granted	Vesting Period	No. of options exercised
Mr. Hardayal Prasad	August 19, 2020	5,50,000	The ESOPs shall vest 10% in Year 1, 20% in Year 2, 30% in Year 3 and 40% in Year 4.  On expiry of his existing tenure of 3 (three) years as Managing Director and CEO, in case his tenure is not extended by the Board for any reason other than "cause", the unvested options of year 4 (40%) would vest within a month of the date the Board/ Company intimates in writing, its intention of not extending/ renewing the term.	NA

## BOARD EVALUATION

The Board's evaluation process has been adopted by the Company in terms of the Companies Act, 2013 and the circular issued by the SEBI. It applies to all the Directors of the Company. Its main objective is to ensure effective and efficient Board operations towards corporate goals and objectives, to identify ways to improve Board member's functioning and to assess the balance of skills, knowledge and experience on the Board.

The Board evaluation process involve, evaluation of the whole Board, which is to be done by all the Members of the Board; evaluation of the Committees of the Board, which is to be done by all the Members of the respective Committee; and evaluation of the individual which is carried out by the Nomination and Remuneration Committee.

The Board Evaluation Process is a questionnaire based assessment, which has set broad parameters for evaluation of the Board, Committee of the Board and Board Members. The NRC takes feedback from the Directors through structured questionnaires.

The Independent Directors review the performance of the Non-Executive Directors, the Chairman and the whole Board.

Chairman of the Nomination and Remuneration Committee, shared the feedback received on board evaluation with members of the committee, board and other independent directors at their respective meetings.

## INVESTOR GRIEVANCES

In accordance with the Listing Regulations, the Board has appointed Mr. Sanjay Jain, Company Secretary, as the Compliance Officer of the Company.

During the year, the Company has not received any complaints from the investors. The Company has received few requests for physical copy of Annual Reports and revalidation of dividend warrants which has been taken into consideration and closed.

## SUBSIDIARY COMPANIES

The Company has two wholly owned subsidiaries, "PHFL Home Loan and Services Limited" and 'PEHEL Foundation'. PHFL Home Loans was incorporated on August 22, 2017. The Company is a distribution arm for PNB Housing, offering doorstep services to the prospective customers.

Peהל Foundation is a wholly owned subsidiary of PNB Housing Finance Limited incorporated on October 14, 2019. It is incorporated as a CSR Foundation of the Company with the main objective to implement projects, programmes and such other activities as specified in Schedule VII of Companies Act, 2013, as may be necessary under CSR Policy of PNB Housing Finance Limited and/or its group companies and/or other donors/companies in terms of Section 135 of the Companies Act, 2013.

The subsidiaries are not material subsidiary within the meaning of the Listing Regulations. The Company has formulated a policy for determining material subsidiary, which is available on Company's website at <https://www.pnbhousing.com/investor-relations/corporate-governance/>.

## EMPLOYEE STOCK OPTION SCHEME (ESOS)/ RESTRICTED STOCK UNIT SCHEME

The disclosures as required under SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021 as amended, have been placed on the website of the Company at <https://www.pnbhousing.com/investorrelations/updates-events/>.





## PROCEEDS FROM PRIVATE PLACEMENT OF DEBT ISSUES

During the year, the Company has raised ₹455 crore of secured NCDs through private placements in 2 series. As specified in the respective offer documents, the funds were utilised for onward lending.

## TRANSACTIONS WITH NON-EXECUTIVE DIRECTORS

The Non-Executive Directors of the Company do not have any pecuniary relationship or transactions with the Company.

None of the Directors are related to each other.

## SHAREHOLDING OF DIRECTORS

The details of shareholding of Directors are disclosed in MGT-7 form available on the website of the Company at <https://www.pnbhousing.com/investor-relations/annual-reports/>. Ms. Gita Nayyar holds 5,814 equity shares of the Company.

## PREVENTION OF INSIDER TRADING

The Board has adopted a Code of Practices & Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPSI) and Share Dealing Code for Prevention of Insider Trading in terms of SEBI (Prevention of Insider Trading) Regulations, 2015. The Code has been amended in compliance with the provisions of SEBI (Prevention of Insider Trading) Regulations, (Amendments), 2018.

The Code ensures that the employees deal in the shares of the Company only at a time when any price sensitive information that could be known to the employee is also known to the public at large. This Code is applicable to designated employees, their immediate relatives and Directors of the Company.

## CODE OF CONDUCT

The Board has laid down a Code of Conduct for all the Board Members and designated employees of the Company. The Code of Conduct is posted on the website of the Company. For the year under review, all Directors and members of Management have affirmed their adherence to the provisions of the Code.

## VIGIL MECHANISM AND WHISTLE BLOWER POLICY

The Board has approved the vigil mechanism and whistle blower policy of the Company, which provides a framework to promote a responsible and secure whistle blowing. It protects employees wishing to raise concern about serious irregularities within the Company. The Audit Committee oversees the vigil mechanism and employees have access to the Audit Committee. The Policy is placed on the website of the Company at <https://www.pnbhousing.com/investorrelations/corporate-governance/>.

## RISK MANAGEMENT

The Company has implemented a comprehensive Enterprise Risk Management Policy along with functional level risk management policies covering the following policies;

The "Integrated Risk Management" (IRM) policy provides broad direction to all activities, associated with risk management including credit, market and operational risk management and other risks. It defines the governance model and fixes the role and responsibility of each constituent of risk management framework.

The credit risk management policy facilitates the Company to take appropriate risks to achieve its business objectives within the acceptable level of risk tolerance. The Credit Risk policy sets out the principles, standards and approach for credit risk management at the Company level and details a comprehensive framework to identify, assess, measure, monitor, control and report credit risks in a timely and efficient manner.

The Assets Liability Management Policy provides for liquidity management, management of interest rate risk and other objectives such as a return on average assets, return on average equity, tier 1 leverage ratio, total risk-based capital ratio and NIM on average interest earning assets.

The objective of Market Risk Policy is to assist in maximizing the risk adjusted rate of return by providing inputs regarding market risk profile and portfolio performance, establish the guidelines to manage the market risks identified, to ensure risks are measured and monitored and to establish limit framework and ensure that positions taken are within the approved risk tolerance limits.

The Stress Testing policy defines different types of stress tests such as, Regular and Ad-hoc stress tests in scenarios for liquidity, market, credit and operational risks.

The objective of IT policy is to maximize IT value and promote the most productive usage of IT products and services. The objective of Information Security policy is to ensure that appropriate measures are put in place to protect corporate information and IT systems, services & equipment.

The Company provided all the possible services to its customers during pandemic. None of the risks faced by the Company threaten its existence. The Company has in place the board level Risk Management Committee. The terms of reference and the composition forms part of the Report. The Company has also in place the designated Chief Risk Officer in compliance of the RBI Master Directions. The Risk Management Committee reviews various risks faced by the Company and also monitor the measures undertaken to mitigate the same.

## INTERNAL GUIDELINES ON CORPORATE GOVERNANCE

During the year under review, the Company has adhered to the internal Guidelines on Corporate Governance adopted in accordance with the clause 55 of the Chapter IX of the - Corporate Governance of RBI Directions, which, inter-alia, defines the legal, contractual and social responsibilities of the Company towards its various stakeholders and lays down the Corporate Governance practices of the Company. The said Policy is available on the website of the Company and can be accessed at <https://www.pnbhousing.com/investor-relations/corporate-governance/>.



## GENERAL PROCEDURE FOR POSTAL BALLOT

The detailed procedure mentioned in the postal ballot notice, scrutinizer report, voting results are available on the website of the Company.

## TOTAL FEES PAID TO STATUTORY AUDITORS BY COMPANY AND ITS SUBSIDIARY FOR ALL THE SERVICES DURING FINANCIAL YEAR 2021-22

During the year, Statutory Auditors received a total remuneration of ₹0.84 crore from the Company and its subsidiaries. The remuneration pertains to fees for audit, internal financial control reporting, limited reviews, tax audits, taxation services, certifications and other matters and reimbursement of expenses.

## INTERNAL FINANCIAL CONTROL

The Company has an Internal Audit Department to conduct audit of functional areas and operations of the Company, the adequacy of compliance with policies, procedures, statutory and regulatory requirements. The Internal Audit Department monitors and evaluates the efficacy and adequacy of internal control system in the Company, its compliance with operating systems, accounting procedures and policies at all locations of the Company.

Significant audit observations and corrective actions thereon are presented to the Audit Committee every quarter. The Audit Committee reviews and evaluates adequacy and effectiveness of the Company's internal control environment and monitors the implementation of audit recommendations.

The Audit Committee and Board of Directors have approved a documented framework for the internal financial control to be followed by the Company and such policies and procedures adopted by the Company for ensuring the orderly and efficient conduct of its business, including adherence to Company's policies, safeguarding of its assets, prevention and detection of frauds and errors, accuracy and completeness of the accounting records and timely preparation of reliable financial information and disclosures.

## General Meetings

Six special resolutions were passed at the previous four General Meetings as detailed below:

S.No	Particulars of General Meetings	Venue, location and time	Number of Special resolutions	Nature of resolutions
1.	AGM - July 29, 2019	03.00 PM. at India Habitat Centre, Lodhi Road, New Delhi	2	Re-appointment of Mr. Shital Kumar Jain (DIN 00047474) as an Independent Director for a second term of 1 (One) year To borrow funds and issue of bonds/ non-convertible debentures and other debt securities
2	AGM - August 05, 2020	Through Video Conferencing (VC)/ Other Audio Visual Means (OAVM)	1	To borrow funds and issue of bonds/ non-convertible debentures and other debt securities.
3	AGM - September 03, 2021	Through Video Conferencing (VC)/ Other Audio Visual Means (OAVM)	1	To borrow funds and issue of bonds/ non-convertible debentures and other debt securities.
4	EGM - June 22, 2021	Through Video Conferencing (VC)/ Other Audio Visual Means (OAVM)	2	Re-appointment of Mr. Ramakrishnan Chandrasekaran (DIN 00580842) as an Independent Director for a second term of 5 (five) years Re-appointment of Mr. Nilesh S Vikamsey (DIN 00031213) as an Independent Director for a second term of 5 (five) years

## DISCLOSURES

### Related Party Transactions

The Policy on Related Party Transactions as approved by the Board is available on the Company's website at <https://www.pnbhousing.com/investor-relations/corporate-governance/>.

There were no material transactions with related parties that may have potential conflict with the interest of the Company. Details of related party transactions entered into by the Company in the ordinary course of its business and at arm's length are included in the notes forming part of the financial statements. There were no financial or commercial transactions by the senior management with the Company where they have personal interests that may have a potential conflict with the interests of the Company at large. During the year, the Company has obtained credit facility viz. term loans, overdraft, and entered into securitization of loans to Punjab National Bank. All the transactions were in the ordinary course of business and at arm's length.

The Company has taken approval from the shareholders for entering into various banking and other transactions with Punjab National Bank in the ordinary course of business. The relevant extracts from Related Party Transaction Policy is given in a separate annexure. For full details please refer our website [www.pnbhousing.com](http://www.pnbhousing.com)

### Accounting Standards / Treatment

The Company has adopted Indian Accounting Standards ('Ind AS') notified under Section 133 of the Companies Act 2013 ('the Act') read with the Companies (Indian Accounting Standards) Rules, 2015 from April 01, 2018 and the effective date of such transition is April 01, 2017. Such transition has been carried out from the erstwhile Accounting Standards notified under the Act, read with relevant rules issued thereunder and guidelines which were issued by the National Housing Bank ('NHB') (Collectively referred to as 'the Previous GAAP').

### Management Discussion and Analysis Report

The Management Discussion and Analysis Report forms part of the Directors' Report.



During the year, the Company has passed the following matters through Postal Ballot pursuant to Section 110 of the Companies Act, 2013 read with Rule 22 of the Companies (Management and Administration) Rules, 2014; General Circular Nos 14/2020, 17/2020, 33/2020, 39/2020, 10/2021 and 20/2021 issued by the Ministry of Corporate Affairs (“MCA”) dated April 08, 2020, April 13, 2020, September 28, 2020, December 31, 2020, June 23, 2021 and December 08, 2021 respectively, (“MCA Circulars”), for seeking the consent of Shareholders for approval.

- a. On March 09, 2022 for appointment of Mr Binod Kumar as Non-Executive Nominee Director. As per the Scrutinizer’s Report, the resolution was approved as embodied in the Postal Ballot Notice with the requisite majority as on the last date of e-voting and receipt of postal ballot forms on April 08, 2022.
- b. On April 13, 2022 for approval of related party transactions with Punjab National Bank and PNB Gilts Limited. As per the Scrutinizer’s Report, the resolution was approved as embodied in the Postal Ballot Notice with the requisite majority as on the last date of e-voting and receipt of postal ballot forms i.e. on May 18, 2022.

The Company had appointed Dr. S. Chandrasekaran (Membership No. FCS 1644, CP No. 715) failing him Mr. Rupesh Agarwal (Membership No. ACS 16302, CP No. 5673), failing him Mr. Shashikant Tiwari (Membership No, FCS 11919, CP. No. 13050), Partners of M/s Chandrasekaran Associates, Company Secretaries, New Delhi as the Scrutinizer for conducting the e-voting process in a fair and transparent manner. Accordingly, the above Postal Ballot(s) were conducted by the scrutinizer and a report was submitted.

Details of voting pattern and scrutinizer’s report is placed on the website of the company [www.pnbhousing.com](http://www.pnbhousing.com).

As of now, no special resolution is proposed to be conducted through postal ballot.

### DEMATERIALIZATION OF SHARES

All the shares of the Company are available for trading with National Securities Depository Ltd. (NSDL) and with Central Depository Services (India) Limited (CDSL). The ISIN allotted to Company’s equity shares is INE572E01012. As at March 31, 2022 except 7 shares, remaining equity shares of the Company are held in dematerialized form.

The Company has paid the listing fees for the year 2021-22 as per the Listing Regulations to the respective stock exchanges.

### INVESTOR RELATIONS

The Company has 1,19,187 shareholders as on March 31, 2022. The main source of information for the shareholders is the Annual Report that includes, the Directors’ Report, the shareholders’ information and the audited financial results. The Annual Report has information on Report of Directors on Corporate Governance and Management Discussion and Analysis Report.

The Company has an evolved investor relations program. The Company information is available on the website under Investor Relations section. The shareholders are also intimated through the press, email and Company’s website, [www.pnbhousing.com](http://www.pnbhousing.com) about the quarterly performance and financial results of the Company. Shareholders will get an opportunity to attend the Annual General Meeting where the business outlook will be presented and Company’s operations can be discussed. In addition, the Corporate Office as well as the Registrar’s Office (RTA), serves as a contact point for shareholders.

Since listing, along with the financial results, other information as per the listing regulations such as Annual Report and Shareholding Pattern, are being uploaded on BSE website under “BSE Listing Centre” and on NSE website under “NSE Electronic Application Processing System (NEAPS)”. Post listing, the presentation on quarterly results and performance of the Company is placed on the website of the Company and furnished to stock exchanges for the benefit of the investors.

The quarterly, half yearly and annual financial results of the Company are published in leading newspapers and are communicated to the stock exchanges as per the provisions of the Listing Regulations, as amended and uploaded on Company’s website. In addition, the Company also publishes quarterly Investor deck, which is placed on the website of the Company.

The Ministry of Corporate Affairs (MCA) and the Companies Act, 2013, has taken a “Green Initiative” in corporate governance by allowing paperless compliances by the Companies through electronic mode. The Listing Regulations and the Companies Act, 2013 permits companies to send soft copies of the annual report to all those shareholders who have registered their e-mail addresses with the Company/ Depository participant. Accordingly, the annual report for Financial Year 2021-22, notice for AGM etc., are being sent in electronic mode to shareholders who have registered their e-mail addresses with the Company/ depository participants. As per circular no. SEBI/HO/CFD/CMD2/CIR/P/2022/62 dated May 13, 2022 the Company will not be sending annual report in physical form.

The annual report also contains a section on ‘Shareholders’ Information’ which inter alia provides information relating to the AGM date, time and venue, shareholding pattern, distribution of shareholding, top shareholders, the monthly high and low quotations of the equity share during the year and other corporate governance information as required under the Listing Regulations and amendments thereto. The Board has appointed CFO as Chief Investor Relations Officer of the Company.

### MEANS OF COMMUNICATION

In accordance with the Listing Regulations, the quarterly/ half-yearly/annual results are submitted to the National Stock Exchange of India Limited and BSE Limited and published in leading business newspapers.

The official press releases are posted on Company’s website [www.pnbhousing.com](http://www.pnbhousing.com). Company’s website has helped to keep the investors updated on material developments

about the Company such as; Board profile, press release, financial results, annual reports, shareholding pattern, stock information, announcements, investor presentations etc.

The Company has conducted Earning's Calls post announcement of quarterly/half-Yearly/ annual results, which were well attended by the analysts/ investors and the transcripts were uploaded on Company's website.

### **CERTIFICATION OF FINANCIAL REPORTING AND INTERNAL CONTROLS / (CEO/CFO CERTIFICATE)**

In accordance with the Listing Regulations, as amended, Mr. Hardayal Prasad, Managing Director & CEO and Mr. Kaushal Mithani, CFO of the Company, have inter alia, certified and confirmed to the Board about the correctness of the financial statements, adequacy of internal control measures and matters to be reported to the Audit Committee.

### **NON-MANDATORY REQUIREMENTS**

The Company is moving towards a regime of unqualified financial statements. The Company shall endeavour to adopt the non-mandatory requirements, as and when necessary.

### **COMPLIANCE**

The Company has complied with the mandatory requirements as stipulated under Regulation 17 to 27, 46, 34(3) and 53 of the Listing Regulations. The Company has submitted the quarterly compliance status report to the stock exchanges within the prescribed time limit. The Company has also received a certificate from the Practising Company Secretary confirming that none of the Directors have been debarred or disqualified. During the year under review, the Company has not raised any funds through Preferential Allotment or Qualified Institutions Placement as specified under the Listing Regulations.

### **STRICTURES AND PENALTIES**

During the year, BSE Limited and National Stock Exchange of India Limited have levied a penalty of ₹ 2.70 lakh each plus GST each for delay in appointment of woman director. The National Housing Bank has imposed a monetary penalty of ₹0.80 lakh plus GST on the Company, details are disclosed in the notes to the financial statement.

### **SECRETARIAL STANDARDS**

The Company has complied with the applicable provisions of Secretarial Standards issued by The Institute of Company Secretaries of India.

### **DECLARATION ON CODE OF CONDUCT**

I confirm that for the year under review Directors and Senior Management have affirmed compliance with the Code of Conduct of Board of Directors and Senior Management.

New Delhi

**Managing Director & CEO**

Date: June 14, 2022

## **EXTRACTS FROM POLICY ON RELATED PARTY TRANSACTIONS**

### **POLICY ON RELATED PARTY TRANSACTIONS**

#### **I. INTRODUCTION**

PNB Housing Finance Limited ('the Company') is a public limited company incorporated on November 1, 1988 under the Companies Act, 1956 (Corporate Identity Number L65922DL1988PLC033856). The Company is registered as a Housing Finance Company with the National Housing Bank (NHB) under the NHB Act, 1987.

The SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations") and Master Direction – Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 requires a Company to adopt a policy on materiality of Related Party Transactions and on dealing with Related Party Transactions.

In view of the above, the Board of Directors ("Board") of the Company has adopted the Policy on Related Party Transactions ("Policy").

#### **II. OBJECTIVE OF THE POLICY**

The objective of this Policy is to set out:

- i. Materiality of Related Party Transactions;
- ii. Manner of dealing with the transactions between the Company and its Related Parties and other Related Party Transactions, as may be required, in accordance with the Companies Act, 2013, Regulation 23 of the SEBI Listing Regulations and any other statute, law, standards, regulations relating to Related Party Transactions; and
- iii. Laying down the guiding principles and mechanism to ensure proper approval, disclosure and reporting of transactions as applicable in the best interest of the Company

#### **III. DEFINITIONS**

- i. 'Act' means the Companies Act, 2013, as amended from time to time.
- ii. 'Arm's Length Transaction' means a transaction between the Company and its Related Party(ies) that is conducted as if they are unrelated, so that there is no conflict of interest.
- iii. 'Audit Committee' means Audit Committee of Board of Directors of the Company constituted under provisions of the Act and SEBI Listing Regulations.
- iv. 'Board of Directors' or 'Board' means Board of Directors of the Company as constituted from time to time.
- v. 'Company' means PNB Housing Finance Limited.



- vi. 'Compliance Officer' may be a Company Secretary of the Company or any other person as may be authorized by the Board for this purpose.
- vii. "Material modification" shall mean any modification made in the terms and conditions of any ongoing or proposed Related Party Transaction, as originally approved which, individually or taken together with previous modifications during a financial year, results in variation in the value of the Related Party Transaction, as tabulated in the Annexure (except for the specified transactions covered as per the Act) or has significant impact on the nature, tenure, exposure, as may be determined by the Audit Committee from time to time

Provided that a modification shall be material, if by such modification, the terms of the contract cease to be arms' length.

Provided further that the following shall not be considered as material modification -

- modifications which may be mandated pursuant to change in law;
- modifications pursuant to and in accordance with the terms of the approved transaction/contract apart from the above defined material modification;
- modifications resulting from change in constitution of either of the parties pursuant to schemes of arrangement (e.g. merger, amalgamation, demerger, etc.) approved by appropriate authority;
- modifications which are purely technical and do not result in substantive change or alteration of rights, interests, and obligations of any of the parties;
- modifications uniformly affected for similar transactions with unrelated parties;

viii. **'Material Related Party Transaction'**

A. Under the SEBI Listing Regulations:

- a. means transaction with a Related Party if the transaction(s) to be entered into individually or taken together with previous transactions during a financial year, exceeds ₹ 1,000 crore or ten percent of the annual consolidated turnover of the Company as per the last audited financial statements of the Company, whichever is less.
- b. a transaction involving payments made to a Related Party with respect to brand usage or royalty shall also be considered material if the transaction(s) to be entered into individually or taken together with previous transactions during a financial year, exceed five percent of the annual consolidated turnover of the Company as per the last audited financial statements of the Company.

B. Under the Act:

means transactions as defined under Section 188(1) of the Act with Related Parties as defined under Section 2(76) of the Act where the aggregate value of the transaction/ transactions to be entered into individually or taken together with previous transactions during a financial year, exceeds the limits as prescribed under the Act from time to time. Rule 15 of Companies (Meeting of Board and its Power) Rules, 2014 prescribes the specified transactions and threshold limits as tabulated below:

Prescribed transaction categories	Threshold Limits
Sale, purchase or supply of any goods or material (directly or through an agent)	Amounting to 10 per cent or more of turnover of the Company
Selling or otherwise disposing of, or buying, property of any kind (directly or through an agent)	Amounting to 10 per cent or more of net worth of the Company
Leasing of property of any kind	Amounting 10 per cent or more of turnover of the Company
Availing or rendering of any services (directly or through an agent)	Amounting to 10 per cent or more of turnover of the Company
Appointment to any office or place of profit in the company, subsidiary company or associate company	Remuneration exceeding ₹ 2.5 lacs per month of the Company
Underwriting the subscription of any securities or derivatives of the company	Remuneration exceeding one per cent of net worth of the Company

- ix. 'Related Party(ies)' shall have the same meaning as defined under the Act, SEBI Listing Regulations and Indian Accounting Standards (Ind AS) including all amendments and modifications thereof from time to time.

Further, as per SEBI Listing regulation:

- (a) any person or entity forming a part of the promoter or promoter group of the listed entity; or
- (b) any person or any entity, holding equity shares:
- (i) of twenty per cent or more; or
- (ii) of ten per cent or more, with effect from April 1, 2023;

in the listed entity either directly or on a beneficial interest basis as provided under section 89 of the Companies Act, 2013, at any time, during the immediate preceding financial year; shall be deemed to be a related party.

- x. **'Related Party Transaction'** means a transaction involving transfer of resources, services or obligations between:
  - (i) the Company or any of its subsidiaries on one hand and a related party of the listed entity or any of its subsidiaries on the other hand with effect from April 1, 2022; or
  - (ii) the Company or any of its subsidiaries on one hand, and any other person or entity on the other hand, the purpose and effect of which is to benefit a related party of the listed entity or any of its subsidiaries, with effect from April 1, 2023;

whether a price is charged or not.

A transaction with a Related Party shall be construed to include a single transaction or a group of transactions in a contract.

- xi. **'SEBI Listing Regulations'** mean the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 including any amendments thereof.
- xii. **"Specified Transaction"** means the transaction which has been specified in Section 188 of the Act.
- xiii. **'Stock Exchange'** means the stock exchange where equity shares of the Company are listed.
- xiv. **'Turnover'** Turnover or Net Worth shall be on the basis of the Audited Financial Statement of the preceding Financial year.

Unless the contrary is apparent from context, words and expressions used and not defined in this Policy shall have the same meaning as contained in the Act read with rules made thereunder, the SEBI Listing Regulations or any other cognate statute.

#### IV. MANNER OF DEALING WITH RELATED PARTY TRANSACTION

##### IV.1. Identification of Related Parties and Related Party Transactions:

- i. Every Director and/or Key Managerial Personnel of the Company shall disclose to the Compliance Officer in form MBP-1, at the time of his appointment, in beginning of every financial year and wherever there is any changes in the disclosures so made, about all persons, entities, firms, or other organizations in which he/ she is interested along with unique identification number/ PAN, whether directly or indirectly. including details of relatives etc.
- ii. The Chief Financial Officer shall maintain a complete list of Related Parties, and update the same as and when any change is necessitated. The list shall be disseminated to all business functionaries for their ready reference while undertaking any transaction.

- iii. Besides, the Chief Financial Officer shall also maintain a list of Related Parties of its subsidiaries, which may be sourced from respective subsidiaries on a periodic (quarterly) basis or as and when needed. Adequate systems must be in place to ensure that the RPTs in which the Company is not a party, but the subsidiary is a party, shall be brought to the information of the Company in a timely manner, for necessary approvals, wherever required.
- iv. The Chief Financial Officer will be responsible for providing prior notice to the Compliance Officer of any potential Related Party Transaction. He will also be responsible for providing additional information about the transaction that may be required, for placing before the Audit Committee, the Board or shareholders, as the case may be.
- v. The suggested details and list of records and supporting documents which are required to be provided to the Audit Committee, Board and shareholders of the Company for the proposed Related Party Transaction are provided in Annexure II to this Policy.
- vi. If required, the Company may refer any potential Related Party Transaction to any external legal consultant/ expert for obtaining his/ her opinion on any legal/ regulatory issues involved in the potential Related Party Transaction and the outcome or opinion of such exercise shall be brought to the notice of the Audit Committee. The Audit Committee shall have the right to obtain external professional advice in relation to related party transactions.

##### IV.2. Approval Mechanism for Related Party Transaction

###### IV.2.1. Approval by the Audit Committee

All Related Party Transactions and Material Modification(s) thereto shall require prior approval of the Audit Committee irrespective of whether such transactions are in the ordinary course of business and/or at arm's length or not.

Prior approval of the Audit Committee of the listed entity shall also be required in case of a related party transaction to which the subsidiary of the Company is a party but the Company is not a party, if the value of such transaction whether entered into individually or taken together with previous transactions during a financial year exceeds 10% of annual consolidated turnover (w.e.f. April 1, 2023, 10% of the annual standalone turnover, as per the last audited financial statements of the subsidiary), as per the last audited financial statements of the Company;

However, such prior approval shall not be required for (i) a related party transaction wherein Regulation 23 is applicable to such subsidiary, since in that case prior approval of the audit committee of the subsidiary will be obtained; and (ii) such other transactions which may be exempted under the Listing Regulations, from time to time.





Approval of the Audit Committee shall not be required for any transaction which has been entered into by the Company with its wholly owned subsidiary or transactions entered into between two wholly-owned subsidiaries of the Company, whose accounts are consolidated with the Company and placed before the General Meeting for approval. However, approval shall be required in case of Specified Transaction between the Company and its wholly owned subsidiary company.

Transactions for which prior approval has been accorded by the Audit Committee, should be placed for review by the Audit Committee at such intervals, as may be decided by the Audit Committee, but least on an annual basis.

Only those members of the Audit Committee who are independent directors, shall approve Related Party Transactions. Any member of the Audit Committee who has a potential interest in any Related Party Transaction will recuse himself and abstain from discussion and voting on the approval of the Related Party Transaction.

#### **Omnibus approval of Related Party Transactions:**

In the case of repetitive transactions which are in the normal course of business of the Company, the Audit Committee may grant omnibus approval keeping in mind repetitiveness and justification for the need for the omnibus approval.

While granting omnibus approval, the Audit Committee shall satisfy itself on the need for omnibus approval for transactions of repetitive nature and such approval shall be in the interest of the Company.

#### **Criteria for making the omnibus approval:**

- i. The Audit Committee shall, after obtaining approval of the Board of Directors, specify the criteria for making the omnibus approval which shall inter alia include the following, namely:
  - a) maximum value of the transactions, in aggregate, which can be allowed under the omnibus route in a year;
  - b) the maximum value per transaction which can be allowed;
  - c) extent and manner of disclosures to be made to the Audit Committee at the time of seeking omnibus approval;
  - d) review, at such intervals as the Audit Committee may deem fit, Related Party Transaction entered into by the Company pursuant to each of the omnibus approval made;
  - e) Transactions which cannot be subject to the omnibus approval by the Audit Committee.
- ii. The omnibus approval granted by the Audit Committee shall indicate the following:-

- a. name of the Related Party(ies);
- b. nature and duration of the transaction;
- c. maximum amount of transaction that can be entered into;
- d. the indicative base price or current contracted price and the formula for variation in the price, if any; and
- e. any other information relevant or important for the Audit Committee to take a decision on the proposed transaction:

- iii. Where need of the Related Party Transaction cannot be foreseen and above details are not available, the Audit Committee may grant omnibus approval subject to the value per transaction shall not exceed by Rs.1,00,00,000/- (Rupees One Crore Only).
- iv. The Audit Committee shall review, at least on a quarterly basis, the details of Related Party Transactions entered into by the Company pursuant to each of the omnibus approvals given.
- v. The omnibus approval provided by the Audit Committee shall be valid for a period not exceeding one financial year and shall require fresh approval after the expiry of such financial year.
- vi. Such omnibus approval shall not be made by the Audit Committee for the transactions in respect of selling or disposing of the undertaking of the Company.

#### **IV.2.2. Approval by the Board**

- i. Related Party Transaction shall require Board approval in the following cases:
  - a. If the Related Party Transaction is not in the ordinary course of business or not at Arm's Length Basis; or
  - b. the Audit Committee determines that a Related Party Transaction should be brought before the Board; or
  - c. the Board in any case elects to review any Related Party Transaction suo moto; or
  - d. the Related Party Transaction needs to be approved by the Board under any law for the time being in force.
- ii. Approval of the Board of Directors shall not be required for the transaction entered into by the Company with its wholly owned subsidiary or with any other party, if such transaction is in the ordinary course of business and on an arm's length basis.



- iii. The considerations set forth above in case of Audit Committee shall also apply to the Board's review and approval of the proposed Related Party Transaction with such modification as may be necessary or appropriate under the circumstances.
- iv. Any member of the Board who has a potential interest in any Related Party Transaction will recuse himself and abstain from discussion and voting on the approval of the Related Party Transaction.

#### IV.2.3. Approval by the Members

Unless exempted under the Act/SEBI Listing Regulations., as the case may be, all Material Related Party Transactions and subsequent Material Modifications shall require prior approval of the shareholders by way of an ordinary resolution. No Related Party(ies) shall vote to approve such resolutions whether the person/entity is a related party to the particular transaction or not.

Approval of the members shall not be required for any transaction which has been entered into by the Company with its wholly owned subsidiary or transactions entered into between two wholly-owned subsidiaries of the Company, whose accounts are consolidated with the Company and placed before the General Meeting for approval.

Type of RPT	Approving body		
	Audit Committee	Board	Shareholders
Material RPTs	●		●
Material modifications in RPTs, where RPT is material	●		●
Material modifications in RPTs, where RPT is not material	●		
Not in ordinary course / arm's length & not material	●	●	
Not in ordinary course / arm's length & material	●	●	●

#### IV.3. Consideration by the Audit Committee/ Board in approving the proposed transactions

The Audit Committee/ Board shall take into account all relevant facts and circumstances including the terms of the transaction, purpose of the transaction, benefits to the Company and benefit to the Related Party and any other relevant matters.

The Audit Committee/ Board shall, inter-alia, consider the following factors to the extent relevant to the transaction:

- i. Whether the terms of the Related Party Transaction are in the ordinary course of the Company's business and are on an arm's length basis;

- ii. Whether there are any compelling business reasons for the Company to enter into the Related Party Transaction and the nature of alternative transactions, if any;
- iii. Whether the Related Party Transaction includes any potential reputational risks that may arise as a result of or in connection with the proposed transaction; and
- iv. Whether the Related Party Transaction would affect the independence or present a conflict of interest for any Director or Key Managerial Personnel of the Company.

#### V. RELATED PARTY TRANSACTIONS NOT PREVIOUSLY APPROVED

In the event of any Director, Key Managerial Personnel or any other employee becoming aware of any Related Party Transaction(s) that the transaction has been omitted to be approved by the Audit Committee/ Board/ Members, as the case may be, or is in deviation of this Policy, such person shall promptly inform to the Chief Financial Officer/Compliance Officer about such transaction and such transaction shall be placed before the Audit Committee, Board or Members, as may be required in accordance with this Policy for review and approval. The Audit Committee, Board or Members, as the case may be, shall consider all relevant facts and circumstances and may decide necessary actions as it may consider appropriate including ratification, revision, or termination of such transaction in accordance with the provisions of the Act/Listing Regulations.

#### VI. DISCLOSURES AND REPORTING

The Company shall make all disclosures and reporting in accordance with the provisions of applicable laws, including the following -

- i. As required under section 188 of the Act read with the Rules made thereunder, all the Specified Transactions with related party(ies) as defined under the Act, which are not on arm's length basis or are material in nature, shall be disclosed in the Board's Report of the Company.
- ii. The Annual Report shall contain Related Party disclosure in accordance with all applicable laws, including accounting standards and RBI Master Directions.
- iii. The Compliance Officer shall also make necessary entries in the Register of Contracts or Arrangement required to be maintained under the Act.



- iv. Details of all Material Related Party Transactions with its Related Parties and 'Loans and advances in the nature of loans to firms/companies in which directors are interested by name and amount shall be disclosed in the quarterly compliance report on corporate governance as per the provisions of SEBI Listing Regulations.
  - v. The Company shall submit within 15 days from the date of publication of its standalone and consolidated financial results for the half year (and on the date of publication of its standalone and consolidated financial results, w.e.f. April 1, 2023), disclosures of Related Party Transactions on a consolidated basis, in the format specified in the SEBI Listing Regulations as amended from time to time and publish the same on its website.
  - vi. The Company shall disclose the Policy on dealing with Related Party Transactions on its website and also in the Annual Report, in accordance with RBI Master Directions
- Acceptance of fixed deposits by the Company at the terms uniformly applicable/offered to all shareholders/public, subject to disclosure of the same along with the disclosure of Related Party Transactions every six months to the stock exchange(s), in the format as specified by the Board
  - such other exclusions and exemptions as may be provided under the Act/ SEBI Listing Regulations, or other applicable laws from time to time.

### VIII. POLICY REVIEW AND DISSEMINATION

This Policy shall be reviewed annually by the Board or at earlier intervals as deemed necessary. Consequent upon any change in the SEBI Listing Regulations/Act or any other applicable law/ regulatory guidelines, if any, such change to the extent applicable to the Company, shall be deemed to be a part of this Policy.

The Company shall upload this Policy on its website and a web link of the same will be provided in the Annual Report.

### VII. NON APPLICABILITY

Notwithstanding anything contained anywhere else in this Policy, following shall be exempted from the purview of this Policy:

- The issue of specified securities on a preferential basis, subject to compliance of the requirements under the Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018;
- The following corporate actions by the listed entity which are uniformly applicable/offered to all shareholders in proportion to their shareholding:
  - payment of dividend;
  - subdivision or consolidation of securities;
  - issuance of securities by way of rights issue or a bonus issue; and
  - buy-back of securities;

### IX. INTERPRETATION

Any ambiguities, interpretative issues, difficulties will be resolved by the Board of Directors of the Company in line with the broad intent of this Policy read with the applicable provisions of the Act, rules made thereunder, and the SEBI Listing Regulations.

In the event of any conflict between the provisions of this Policy and the Act or the SEBI Listing Regulations or any other statutory enactments or rules, the provisions of the SEBI Listing Regulations the Act or statutory enactments, rules made thereunder shall prevail over to this Policy and the part(s) so repugnant shall be deemed to be severed from the Policy and the rest of the Policy shall remain in force.

**Annexure I**  
**Material Modification on type of Related Party Transactions**

Type of transaction	Variation in the value of transaction (%)	Variation in the nature	Variation in tenure (%)	Variation in exposure
Loans raised - External commercial borrowings - Non-Convertible debentures - Commercial Paper - Term Loans/ working capital loans/ Overdraft/ cash credit - Fees / charges in relation to above	10	Secured converted to unsecured or vice versa	10	Likely to exceed the thresholds prescribed by the regulator or the underlying policy approved by the Board / Committee governing the policy.
Interest expense on the loan raised	NA	Secured converted to unsecured or vice versa	10	Likely to exceed the thresholds prescribed by the regulator or the underlying policy approved by the Board / Committee governing the policy.
Fixed deposit made	10	Premature withdrawal / Variation in the basis of computation of deposit rates	NA	Likely to exceed the thresholds prescribed by the regulator or the underlying policy approved by the Board / Committee governing the policy.
Fixed deposit accepted	10	Variation in the basis of computation of deposit rates	NA	Likely to exceed the thresholds prescribed by the regulator or the underlying policy approved by the Board / Committee governing the policy.
Interest income / expense on fixed deposit made / accepted	NA	NA	NA	Likely to exceed the thresholds prescribed by the regulator or the underlying policy approved by the Board / Committee governing the policy.
Assignment of loan including the servicing fees earned in relation to the assignment	10	NA	NA	Likely to exceed the thresholds prescribed by the regulator or the underlying policy approved by the Board / Committee governing the policy.
Routine banking transactions in the current account maintained with bank in line with bank mandate (including collection or disbursement of loans and incidental bank charges)	NA	NA	NA	NA
Sale / purchase of government securities	10	NA	NA	Likely to exceed the thresholds prescribed by the regulator or the underlying policy approved by the Board / Committee governing the policy.
Rent, maintenance and other fees/ charges	10	NA	NA	Likely to exceed the thresholds prescribed by the regulator or the underlying policy approved by the Board / Committee governing the policy.
Remuneration, sitting fees, commission etc. to Key Managerial / Management Personnel	NA	NA	NA	The underlying policy approved by the Board / Committee governing the policy.
Donation for CSR	NA	NA	NA	The underlying policy approved by the Board / Committee governing the policy.



## Annexure II

### INFORMATION TO BE PROVIDED IN RELATION TO THE PROPOSED RELATED PARTY TRANSACTION (TO THE EXTENT RELEVANT TO THE TRANSACTION)

- i. Name, PAN of the Related Party and nature of relationship;
- ii. Nature and duration of the contract/transaction and particulars thereof;
- iii. Material terms of the contract or arrangement or transaction including the value, if any;
- iv. In case of existing or approved contracts, transactions, details of proposed variations to the duration, current price/ value and / or material terms of the contract or arrangement including a justification to the proposed variations;
- v. Any advance paid / received or to be paid / received for the contract or arrangement, if any;
- vi. Manner of determining the pricing and other commercial terms, whether or not included as part of contract;
- vii. Copy of the draft MOU, agreement, contract, purchase order or correspondence etc. if any.
- viii. Applicable statutory provisions, if any;
- ix. Valuation reports in case of sale or purchase or leasing/ renting of capital assets or securities; if any.
- x. Justification as to the arm's length nature of the proposed transaction;
- xi. Declaration whether the transaction is in the ordinary course of business;
- xii. Any other information prescribed under applicable regulation or relevant for the Committee / Board to take a decision on the proposed transaction.

## ANNEXURE TO DIRECTORS' REPORT - 4

### GENERAL SHAREHOLDERS' INFORMATION

Pursuant to Point 9 of para C of Schedule V of SEBI  
(Listing Obligations and Disclosure Requirements) Regulations, 2015

34<sup>th</sup> Annual General Meeting

Date: July 26, 2022

Day: Tuesday

Time: 03.00 P.M.

Venue: Audio Video Means

### FINANCIAL YEAR

The Company follows Financial Year starting from April 1<sup>st</sup> of every year and ending on March 31<sup>st</sup> of the following year.

### DIVIDEND PAYMENT

The Board of Directors of Company have not declared any dividend for the Financial Year 2021-22.

### LISTING ON STOCK EXCHANGE

Equity Shares of PNB Housing Finance Limited is listed on the below mentioned Stock Exchanges.

Stock Exchange	National Stock Exchange of India Limited (NSE)	BSE Limited (BSE)
Address	Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra(E) Mumbai - 400 051	Phiroze Jeejeebhoy Towers Dalal Street Mumbai- 400001
Telephone number	+91 22 2659 8100/114	+91 22 2272 1233/34
Website	www.nseindia.com	www.bseindia.com
Scrip Code	PNBHOUSING	540173

The NCDs and Commercial Papers of PNB Housing are listed on National Stock Exchange.

### LISTING FEES

The Company confirms payment of Annual Listing fees of NSE and BSE for Financial year 2022-23

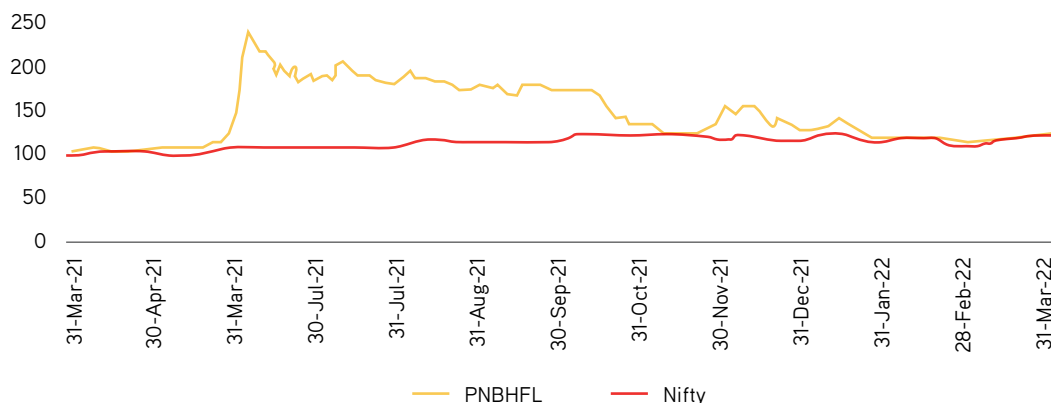
### STOCK MARKET PRICE DATA

Month	NSE			BSE			Price in ₹
	High	Low	Total Equity Volume	High	Low	Total Equity Volume	
Apr-21	408.00	350.00	34,67,583	407.65	350.00	3,50,860	
May-21	525.65	357.50	1,13,28,519	525.20	356.90	7,02,446	
Jun-21	925.00	630.75	1,78,88,001	924.00	630.20	12,64,867	
Jul-21	784.40	665.00	17,51,269	794.00	665.00	1,68,216	
Aug-21	753.70	615.00	12,54,840	756.45	618.15	2,03,779	
Sep-21	675.95	615.00	17,88,349	675.15	607.10	1,51,528	
Oct-21	660.00	479.00	45,86,791	660.00	479.15	4,64,727	
Nov-21	550.75	443.10	45,81,238	550.95	443.30	7,81,446	
Dec-21	602.50	480.00	90,28,685	602.05	480.00	9,98,446	
Jan-22	533.70	400.10	85,73,003	534.15	403.00	10,65,835	
Feb-22	467.00	378.20	84,81,852	466.55	379.00	8,62,441	
Mar-22	435.00	370.00	79,66,835	437.00	370.10	7,84,361	

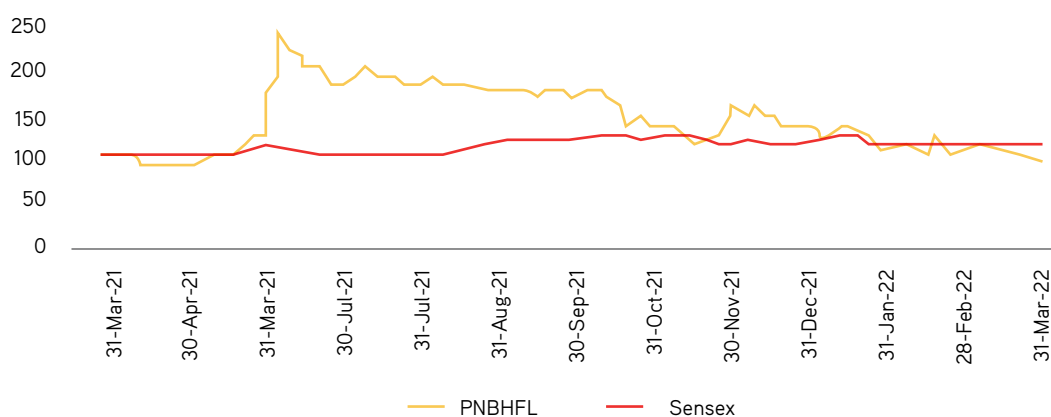
The source for table above is www.nseindia.com for NSE quotes and www.bseindia.com for BSE quotes.



## PNBHFL vs Nifty



## PNBHFL vs Sensex



## REGISTRAR AND TRANSFER AGENTS

Link Intime India Private Limited is the Registrar and Transfer Agents for Equity and Debt securities of the Company. Their contact details are as below:

Link Intime India Pvt. Ltd  
 C 101, 247 Park,  
 L.B.S. Marg, Vikhroli (West),  
 Mumbai - 400083

## SHARE TRANSFER SYSTEM

All the equity shares of the Company are held in dematerialized form except 7 shares which are in held in physical form. The shares are electronically traded in the Depository. The Registrar and Transfer Agent receives a weekly report from the Depository about the details of beneficiary and update their records.



## DISTRIBUTION OF SHAREHOLDING AS ON MARCH 31, 2022

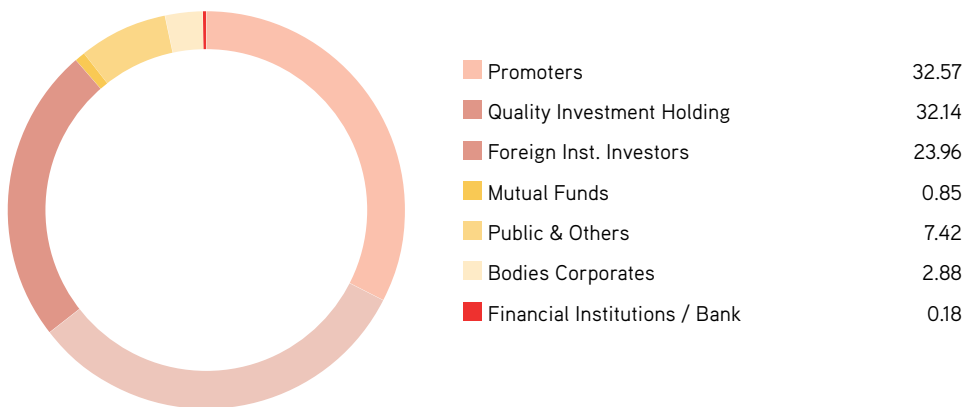
Sr.no.	Shareholding of Nominal Value (₹)			No. of Share Holders	% of Total	Share Amount (₹)	% of Total Share Amount
1	1	to	5000	1,17,876	97.19	5,62,13,210	3.33
2	5001	to	10000	1,764	1.45	1,38,31,470	0.82
3	10001	to	20000	741	0.61	1,11,28,640	0.66
4	20001	to	30000	284	0.23	71,43,760	0.42
5	30001	to	40000	128	0.11	45,71,240	0.27
6	40001	to	50000	104	0.08	48,77,230	0.29
7	50001	to	100000	173	0.14	1,25,76,130	0.74
8	100001	to	*****	213	0.17	1,57,56,43,870	93.45
	<b>Total</b>			<b>1,21,283</b>	<b>100.00</b>	<b>1,68,59,85,550</b>	<b>100.00</b>

Face Value (₹) : 10

NSDL Data as of : March 31, 2022

CDSL Data as of : March 31, 2022

## Shareholding Pattern as on March 31, 2022 (% Shareholding)



## DEMATERIALIZATION OF SHARES AND LIQUIDITY

Equity Shares of the Company are traded under compulsory dematerialized mode and are available for trading with both the depositories i.e. NSDL and CDSL.

The Company obtains half yearly certificate of compliance with the share transfer formalities as required under Regulation 40(9) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 from a Company Secretary in practice and files the copy of the certificate with the Stock Exchanges.



## OUTSTANDING CONVERTIBLE INVESTMENTS

The Company does not have any outstanding convertible instruments as on March 31, 2022.

## COMMODITY PRICE RISK OR FOREIGN EXCHANGE RISK AND HEDGING ACTIVITIES

During Financial Year 2021-22, the Company has managed the foreign exchange risk by hedging the entire principal on its foreign currency borrowings. The foreign currency and interest rate risk on the borrowings have been actively hedged through a combination of forward contracts, principal only swaps, interest rate swaps and / or cross currency swaps.

## SUSPENSION OF SECURITIES

The securities of the Company are never suspended from trading since its listing.

## PLANT LOCATIONS

PNB Housing Finance Limited is engaged in providing housing loans. There is no plant location as such.

## ADDRESS FOR CORRESPONDENCE

### Registered and Head Office:

9<sup>th</sup> Floor, Antriksh Bhavan,

22 Kasturba Gandhi Marg,

New Delhi 110001

Phone Number : 1800 120 8800 (011-23555206)

Email Address: [loans@pnbhousing.com](mailto:loans@pnbhousing.com) (investor.services@pnbhousing.com)

## CREDIT RATING

Ratings assigned by Credit Rating Agencies and migration of rating during the year:

Instrument	Rating Agency	Latest Ratings Assigned	Migration during the year	Rating as on April 01, 2021
Fixed Deposit	CRISIL Limited	FAA+ (Outlook-Negative)	No change	FAA+ (Outlook-Negative)
	CARE Ratings Limited	AA (Outlook- Stable)	No change	AA (Outlook- Stable)
Non-Convertible Debentures	CRISIL Limited	AA (Outlook- Negative)	No change	AA (Outlook- Negative)
	ICRA Limited	AA (Outlook- Stable)*	Outlook changed from Negative to Stable	AA (Outlook- Negative)
	India Ratings Limited	AA (Outlook- Negative)	No change	AA (Outlook- Negative)
	CARE Ratings Limited	AA (Outlook- Stable)	No change	AA (Outlook- Stable)
Commercial Papers	CRISIL Limited	A1+	No change	A1+
	CARE Ratings Limited	A1+	No change	A1+
Bank Loans	CRISIL Limited	AA (Outlook- Negative)	No change	AA (Outlook- Negative)
	CARE Ratings Limited	AA (Outlook- Stable)	No change	AA (Outlook- Stable)

\*ICRA revised the outlook of rating to stable from negative vide press release dated April 12, 2022.

## SECRETARIAL COMPLIANCE REPORT OF PNB HOUSING FINANCE LIMITED FOR THE YEAR ENDED MARCH 31, 2022

To  
The Board of Directors  
**PNB HOUSING FINANCE LIMITED**  
9<sup>th</sup> Floor, Antriksh Bhawan,  
22 KG Marg, New Delhi - 110001

We, M/s. Chandrasekaran Associates, have examined:

- (a) All the documents and records made available to us and explanation provided by PNB Housing Finance Limited ("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 certification, for the year ended March 31, 2022 ("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 of Capital and Disclosure Requirements) Regulations, 2018;
- (c) Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011 ("SAST Regulations");
- (d) Securities and Exchange Board of India (Buyback of Securities) Regulations, 2018; **Not Applicable during the year under review**
- (e) Securities and Exchange Board of India (Share Based Employee Benefits and Sweat Equity) Regulations, 2021 and Securities and Exchange Board of India (Share Based Employee Benefits) Regulations, 2014 prior to its repealment to the extent applicable;
- (f) Securities and Exchange Board of India (Issue and Listing of Non- Convertible Securities) Regulations, 2021 and Securities and Exchange Board of India (Issue and Listing of Debt Securities) Regulation, 2008 prior to its repealment to the extent applicable;
- (g) Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;
- (h) The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder to the extent of Regulation 76 of Securities and Exchange Board of India (Depositories and Participants) Regulations, 2018 to the extent applicable;
- (i) 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;
- (j) The Securities and Exchange Board of India (Delisting of Equity Shares) Regulations, 2021; Not Applicable during the year under review
- (k) Securities and Exchange Board of India (Investor Protection and Education Fund) Regulations, 2009;
- (l) Securities and Exchange Board of India (Debenture Trustee) Regulations, 1993 (in relation to obligations of Issuer Company) and based on the above examination, We hereby report that, during the Review Period:



- (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)	Deviations	Observations/ Remarks of the Practicing Company Secretary
1.	As per proviso to Regulation 17 (1) (a) of Listing Regulations, the Board of Directors of the listed entities shall have at least one independent woman director.	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.ef. January 05, 2021 and there was no woman director on the board of the Company as on till May 28, 2021.	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.ef. January 05, 2021 and there was no woman director on the board of the Company as on March 31, 2021 as required under 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 The Board through circulation resolution passed on May 29, 2021 appointed Ms. Gita Nayyar as an Additional Director (in the category of Independent Director) for a period of three years with effect from May 29, 2021 till May 28, 2024.  Thereafter, National Stock Exchange of India Limited and BSE Limited has imposed fine of Rs. 318,600 (including GST) each and as confirmed by the Management same has been paid by the Company. The Company has made representation to the Waiver Committee of the stock exchanges(s) and the response is awaited.
2.	As per Regulation 57(4) of Listing Regulations states that the listed entity shall provide the statement containing the details of all the non-convertible securities for which interest/dividend/ principal obligations shall be payable during the coming quarter, within five working days prior to the beginning of the quarter.	Delay in disclosures has been made by the Company under Regulation 57(4) of Listing Regulations for quarter ended December 2021.	The Company has delayed in submission of the disclosures in terms of Regulation 57(4) of Listing Regulations for the quarter ended December 2021.
3.	As per SEBI Circular No. SEBI/HO/DDHS/CIR/P/2019/115 dated October 22, 2019 and FAQs for listing of Commercial Papers states that the listed entity is required to submit a certificate confirming fulfillment of payment obligations of Commercial Paper, within 2 days of payment becoming due.	Delay filing as required under SEBI Circular No. SEBI/HO/DDHS/CIR/P/2019/115 dated October 22, 2019 and FAQs for listing of Commercial Papers.	The Company has 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.

- (b) The listed entity has maintained proper records under the provisions of the above Regulations and circulars/ guidelines issued thereunder in so far as it appears from my/our examination of those records.

(c) The following are the details of actions taken against the listed entity/ its promoters/ directors/ material subsidiaries either by SEBI or by Stock Exchanges (including under the Standard Operating Procedures issued by SEBI through various circulars) under the aforesaid Acts/ Regulations and circulars/ guidelines issued thereunder:

Sr. No.	Action taken by	Details of violation	Details of action taken E.g. fines, warning letter, debarment, etc.	Observations/ remarks of the Practicing Company Secretary, if any.
1	BSE Limited & National Stock Exchange Limited	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	BSE Limited and NSE vide letter dated August 20, 2021 have levied penalty of Rs. 318,600 (including GST) regarding non-appointment of Independent Women Director on the Board during the period starting from April 27, 2021 to May 28, 2021	The details has been mentioned in point (a) (1) above.

The Company has obtained the approval of the Board to raise INR 4,000 crore through a preferential issue of equity shares and share warrants on a private placement basis, subject to the approval of shareholders and other regulatory approvals as may be required.

The Company did not submit the results of the said matter for EGM held on June 22, 2021 pursuant to SEBI communication. The Company filed an appeal before the Securities Appellate Tribunal (“SAT”) and SAT passed an interim order that the EGM would be held on June 22, 2021, however the results would not be declared and be kept in a sealed cover.

Final order was pronounced by the SAT on August 9, 2021 wherein the Presiding Officer has allowed the Company’s Appeal and quashed the SEBI Letter, while the Judicial Member has dismissed the Company’s Appeal. In view of the difference in opinion between the members of the bench, SAT has directed the interim order passed in the matter to continue until further orders and the Appeal papers to be placed before the Presiding Officer on the administrative side for appropriate orders.

SEBI filed an appeal to the Hon’ble Supreme Court of India (SC). The Company decided not to proceed with the preferential issue. Consequently, the appeal filed by the Company against the SEBI has been rendered infructuous and the shareholder approval for the preferential issue has been rendered incapable of being received. The Company filed an application before SAT, seeking permission to withdraw the Appeal. SC dismissed the appeal filed by SEBI stating that the appeal has become infructuous due to subsequent developments.

(d) The listed entity has taken the following actions to comply with the observations made in previous reports:

Sr. No.	Observations of the Practicing Company Secretary in the previous reports	Observations made in the secretarial compliance report for the year ended as follows	Actions taken by the listed entity, if any	Comments of the Practicing Company Secretary on the actions taken by the listed entity
1.	<b>Regulation 17(1)(a) of SEBI LODR, 2015:</b> There is 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 05, 2021 and there was no woman director on the board of the Company as on March 31, 2021 as required under Regulation 17 (1) (a) of Listing Regulations	March 31, 2021	The Board through circulation resolution passed on May 29, 2021 appointed Ms. Gita Nayyar as an Additional Director (in the category of Independent Director) for a period of three years with effect from May 29, 2021.	The details has been mentioned in point (a) (1) above.



Sr. No.	Observations of the Practicing Company Secretary in the previous reports	Observations made in the secretarial compliance report for the year ended as follows	Actions taken by the listed entity, if any	Comments of the Practicing Company Secretary on the actions taken by the listed entity
2.	<p><b>Regulation 57(1) of SEBI LODR, 2015:</b></p> <p>The intimation to the stock exchanges has made beyond the prescribed time regarding submission of certificate stating that timely payment of interest or principal obligation or both in respect of the non - convertible debt securities i.e. Series - XLIV, Series LI, Series VII-Tier II and Series VIII-Tier II to National Stock Exchange of India Limited.</p>	March 31, 2021	The Company has taken necessary actions to make such reporting within prescribed timeline.	We observed that during the review period, the Company has submitted requisite disclosures within prescribed timeline under regulation 57 (1) of Listing regulations. Therefore, no further comments from our side in this regard.
3	<p><b>Regulation 60(2) of SEBI LODR, 2015:</b></p> <p>The Company has made delay in intimation of record date in respect of Series XX to National Stock Exchange of India Limited.</p>	March 31, 2021	The Company has taken necessary actions to make such reporting within prescribed timeline.	We observed that during the review period, the Company has submitted requisite disclosures within prescribed timeline under regulation 60 (2) of Listing regulations. Therefore, no further comments from our side in this regard.

#### For Chandrasekaran Associates

##### Company Secretaries

FRN: P1988DE002500

Peer Review Certificate No.: 1428/2021

##### **Shashikant Tiwari**

Partner

Membership No. F11919

Certificate of Practice No. 13050

UDIN: F011919D000430568

Date: 30.05.2022

Place: Delhi

- i. Notes: Due to restricted movement amid COVID-19 pandemic, we conducted the secretarial audit by examining the Secretarial Records including Minutes, Documents, Registers and other records etc., and some of them received by way of electronic mode from the Company and could not be verified from the original records. The management has confirmed that the records submitted to us are the true and correct. This Report is limited to the Statutory Compliances on laws / regulations / guidelines listed in our report of which, the due date has been ended/expired on or before March 31, 2022 pertaining to Financial Year 2021-22.



**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 of  
PNB Housing Finance Limited  
9<sup>th</sup> Floor, Antriksh Bhawan,  
22 K G Marg, New Delhi-110001

I have examined the following documents:

- Intimation of disqualification as required under Section 164 of the Companies Act, 2013 ('the Act') read with Rule 14 of the Companies (Appointment and Qualification of Directors) Rules, 2014; and
- Disclosure of concern or interests in other entities as required under Section 184(1) of the Act read with Rule 9 of the Companies (Meetings of Board and its Powers) Rules, 2014;

as submitted by the Directors of **PNB Housing Finance Limited** having CIN L65922DL1988PLC033856 and having registered office situated at 9<sup>th</sup> Floor, Antriksh Bhawan, 22 K G Marg, New Delhi-110001 (hereinafter referred to as '**the Company**'), and other relevant registers, records, forms and returns as maintained by the Company and as produced before me 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 my opinion and to the best of my information and according to the verifications [including Directors Identification Number (DIN) status at the portal [www.mca.gov.in](http://www.mca.gov.in)] as considered necessary and explanations furnished to me by the Company & its officers, I hereby certify that none of the Directors on the Board of the Company as stated below for the Financial Year ended on March 31, 2022 have been debarred or disqualified from being appointed or continuing as Directors of companies by the Securities and Exchange Board of India, Ministry of Corporate Affairs or any other Statutory Authority.

S. No	Name of Directors	DIN	Date of appointment in Company	Date of cessation, if any
1.	Mr. Seshabhadrasrinivasa Mallikarjunarao Chamarty	07667641	20.12.2019	01.02.2022
2.	Mr. Sunil Kaul	05102910	05.03.2015	-
3.	Mr. Chandrasekaran Ramakrishnan	00580842	07.10.2015	-
4.	Mr. Nilesh Shivji Vikamsey*	00031213	22.04.2016	-
5.	Dr. Gourav Vallabh**	02972748	22.04.2016	21.04.2021
6.	Mr. Ashwani Kumar Gupta	00108678	12.05.2017	-
7.	Dr. Tejendra Mohan Bhasin	03091429	02.04.2020	-
8.	Mr. Neeraj Madan Vyas	07053788	01.09.2020	-
9.	Mr. Sudarshan Sen	03570051	01.10.2020	-
10.	Mr. Kapil Modi	07055408	01.10.2020	-
11.	Mr. Rajneesh Karnatak	08912491	19.01.2021	21.10.2021
12.	Ms. Gita Nayyar***	07128438	29.05.2021	-
13.	Mr. Binod Kumar	07361689	12.01.2022	-
14.	Mr. Hardayal Prasad	08024303	10.08.2020	-

\* Mr. Nilesh Shivji Vikamsey was re-appointed as an Independent Director for a second term of five (5) years w.e.f. April 22, 2021.

\*\* Dr. Gourav Vallabh ceased to be an Independent Director pursuant to completion of five years term on April 21, 2021

\*\*\* Ms. Gita Nayyar was appointed as an Independent Director w.e.f. May 29, 2021 for a term of three (3) years.

Mr. Atul Kumar Goel (DIN: 07266897) was appointed as Non-Executive Nominee Director with effect from April 28, 2022.

Ensuring the eligibility for the appointment / continuity of every Director on the Board is the responsibility of the management of the Company. My responsibility is to express an opinion on these based on my 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: F007241D000391011

Date: 25.05.2022  
Place: New Delhi



## CERTIFICATE ON COMPLIANCE WITH THE CONDITIONS OF CORPORATE GOVERNANCE UNDER LISTING REGULATIONS, 2015

The Members  
PNB Housing Finance Limited  
9<sup>th</sup> Floor, Antriksh Bhavan,  
22 Kasturba Gandhi Marg,  
New Delhi - 110001

We have examined all relevant records of PNB Housing Finance Limited ("**the Company**") for the purpose of certifying of all the conditions of the Corporate Governance under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 for the Financial Year ended 31 March 2022. We have obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of certification.

The compliance of the conditions of Corporate Governance is the responsibility of the management. Our examination was limited to the procedures and implementation thereof.

This certificate 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.

On the basis of our examination of the records produced explanations and information furnished, we certify that the Company has complied with the conditions of the Corporate Governance under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 except, that 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 05, 2021 and there was no woman director on the board of the Company as on March 31, 2021 as required under 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. The Board through circulation resolution passed on May 29, 2021 appointed Ms. Gita Nayyar as an Additional Director (in the category of Independent Director) for a period of three years with effect from May 29, 2021 till May 28, 2024. Thereafter, National Stock Exchange of India Limited and BSE Limited has imposed fine of ₹318,600 (including GST) each and as confirmed by the Management same has been paid by the Company. The Company has made representation to the Waiver Committee of the stock exchanges(s) and the response is awaited.

**For Chandrasekaran Associates**

Company Secretaries

FRN: P1988DE002500

Peer Review Certificate No.: 1428/2021

**Shashikant Tiwari**

Partner

Membership No. FCS 11919

Certificate of Practice No. 13050

UDIN: F011919D000491145

Date: 14 June, 2022

Place: Delhi

Note: Due to restricted movement amid COVID-19 pandemic, we conducted the secretarial audit by examining the Secretarial Records including Minutes, Documents, Registers and other records etc., and some of them received by way of electronic mode from the Company and could not be verified from the original records. The management has confirmed that the records submitted to us are the true and correct. This Report is limited to the Statutory Compliances on laws / regulations / guidelines listed in our report of which, the due date has been ended/expired on or before March 31, 2022 pertaining to Financial Year 2021-22.

**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 into 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\*:

S. 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,
	Punjab National Bank (Promoter)	a. Banking Transactions b. Loan transactions c. Credit facility d. Term deposit e. External Commercial Borrowings f. Sale and purchase of securities g. Assignment/securitization h. Fixed deposit made/ renewed i. Fixed deposit mature  (The value of transactions are disclosed in notes to accounts)	April 01, 2021 to March 31, 2022	All the transactions are in ordinary course of business and at arms' length. 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

\*All related party transactions are benchmarked for arm's length, approved by the 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.

	<b>For and on behalf of the Board</b>	
	<b>Mr. Hardayal Prasad</b>	<b>Atul Kumar Goel</b>
Date: June 14, 2022	Managing Director & CEO	Non-Executive Director
Place: New Delhi	DIN: 08024303	DIN: 07266897



## ANNUAL BUSINESS RESPONSIBILITY REPORT (FY 2021-22)

### SECTION A – GENERAL INFORMATION ABOUT THE COMPANY:

1. Corporate Identity Number (CIN) of the Company	L65922DL1988PLC033856			
2. Name of the Company	PNB Housing Finance Limited			
3. Registered office address	9 <sup>th</sup> Floor, Antriksh Bhawan, 22, K G, Marg, New Delhi-110001 Tel: 011-23445200,			
4. Website	www.pnbhousing.com			
5. E-mail id	investor.services@pnbhousing.com			
6. Financial Year Reported	April 1, 2021 to March 31, 2022			
7. Listing on Stock Exchanges	Equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)			
8. Sector(s) that the Company is engaged in (Industrial activity code-wise)	Group	Class	Sub-Class	Description
	641	6419	64192	Activities of specialized institutions granting credit for house purchases that also take deposits
9. List key products/services that the Company provides	List three key products/services that the Company manufactures/provide: 1. Housing Loans 2. Deposits 3. Non-housing Loan			
10. Total number of locations where business activity is undertaken by the Company:				
Number of International Locations	Nil			
Number of National Locations	Branches: 99, Outreach offices: 38, Hubs: 22, Corporate office: 1			
11. Markets served by the Company Local/State/National/International	National			

### SECTION B – FINANCIAL DETAILS OF THE COMPANY:

1. Paid-up Capital (₹)	₹ 168.60 crore
2. Total Turnover (₹) for the year ended March 31, 2022	₹ 6,200.73 crore (consolidated)
3. Total Profit After Tax (₹) for the year ended March 31, 2022	₹ 836.48 (consolidated)
4. Total spending on Corporate Social Responsibility (CSR) as a percentage of profit after tax	₹ 21.11 crore (which is 2% of the average net profits of the Company during the last 3 financial years, computed as per Section 198 of the Companies Act, 2013.)
5. List of activities in which CSR expenditure has been incurred	Refer to the Annual Report on CSR Activities annexed to the Directors' Report.

## SECTION C - OTHER DETAILS:

1	Does the Company have any subsidiary company/ companies?	As on March 31, 2022, PNB Housing has two wholly owned subsidiaries, namely, PHFL Home Loans and Services Limited and PEHEL Foundation
2.	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	PHFL Home Loans and Services Limited has its own BR initiatives, however, ethos towards CSR are aligned with the PNB Housing which aims to be catalyst to enable the marginalized community to become capable and self-reliant. Further, PEHEL Foundation is a non-profit subsidiary of the Company to carry out various CSR activities of PNB Housing and PHFL Home Loans and Services Limited
3.	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	PNB Housing engages with various stakeholders (e.g. suppliers, employees, lenders, investors, community etc.) and communicates its BR initiatives to the concerned stakeholders

## SECTION D - BUSINESS RESPONSIBILITY (BR) INFORMATION:

1	Details of Director/Directors responsible for implementation of the BR policy/ policies	
a.	Details of the Director responsible for implementation of the BR policy	Name: Mr. Hardayal Prasad DIN: 08024303 Designation: Managing Director & CEO

### Company Profile

PNB Housing is a registered housing finance company with National Housing Bank. The Company was promoted by Punjab National Bank as a wholly owned subsidiary and commenced its operations on November 11, 1988. The Company came out with an IPO and got listed on the Indian stock exchanges i.e. NSE and BSE on November 07, 2016. PNB continues to be the promoter of the Company and currently holds 32.57%.

The Company is primarily engaged in the business of providing housing and non-housing loans to its retail customers. It is the 4<sup>th</sup> largest housing finance company in terms of loan assets and 3<sup>rd</sup> largest by deposits among HFCs. The underwriting of loans is performed in specialized hubs located across the country. The Company follows comprehensive underwriting process for all its loan products by using well-trained in-house teams of underwriters, technical, legal and fraud control.

The Company has a large distribution network of branches across India. As on March 31, 2022, the Company has pan India presence through 99 branches, 38 outreach locations, 22 hubs, totalling to 159 distribution/processing outlets and one registered and corporate office. The Company has no overseas branch.

The Company sources its loan business through its distribution subsidiary viz PHFL Home Loans and Services Limited as well as through outside sourcing agents (DSA). The Company publishes a Business Responsibility Report (BRR) on an annual basis. The BR report is a part of the Annual Report and is placed on the website of the Company i.e. [www.pnbhousing.com](http://www.pnbhousing.com)

The policies are internally evaluated by various department heads, business heads and the management on a continuous basis and principal wise details are available in Section E of the Report.

**2. Principle-wise as per National Voluntary Guidelines (NVGs) Business Responsibility Policies:****(a) Details of compliance (Reply in Y/N)**

P1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability- <b>YES</b>
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle - <b>YES</b>
P3	Businesses should promote the well-being of all employees - <b>YES</b>
P4	Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized- <b>YES</b>
P5	Businesses should respect and promote human rights - <b>YES</b>
P6	Businesses should respect, protect and make efforts to restore the environment - <b>YES</b>
P7	Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner - <b>YES</b>
P8	Businesses should support inclusive growth and equitable development - <b>YES</b>
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner - <b>YES</b>

**(b) If answer to the question at serial number1 against any principle, is 'No', please explain why: (Tick up to 2 options):**  
Not Applicable

**3. Governance related to BR:**

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

Annually

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

Yes. BR is available at <https://www.pnbhousing.com/investor-relations/annual-reports/>. The report is published annually.

**SECTION E: PRINCIPLE-WISE PERFORMANCE:**

**PRINCIPLE 1 Business should conduct and govern themselves with ethics, transparency and accountability:**

**Ethics (Does the policy relating to ethics, bribery and corruption cover only the company? Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs / Others?):**

The Company makes no compromise on professional ethics. The Company is transparent and compliant with the laws of the land. The Company follows zero tolerance for bribery and corruption. The Company has formulated code of conduct for its Non-Executive Directors, Executive Directors and members of Senior Management. These codes have been placed on the website of the Company. PNB Housing has put in place a policy on ethics, transparency and accountability that applies to all internal stakeholders through the Employees' Code of Conduct.

**Code of Conduct:**

The Employees' Code of Conduct, which is applicable to all its employees, enunciates principles for ethical business conduct and acceptable employee behaviour. The Code mirrors, Company's core values and covers aspects related but not limited to ethics, bribery and corruption. The Code has been made available as a part of the Employees' Handbook.

Failure to comply with the code leads to disciplinary action. All the employees have been provided with a copy of Code of Conduct. The e-copy of Code of Conduct is available on employees' platform on Company's website. There are regular training programmes for the employees on Code

of Conduct. Every new joiner is also trained on Code of Conduct and is provided with a copy.

PNB Housing has put in place a Whistle Blower Policy, which provides a neutral and unbiased forum for the Directors, Employees and Business Partners of the Company to voice their concerns in a responsible and effective manner. PNB Housing has also adopted Code of Conduct with respect to the Board of Directors and Senior Management to guide the Board members and senior management for ensuring highest ethical standards in managing the affairs of the Company.

The Company has also adopted following other codes and policies. These codes and policies have been adopted by the Company towards efficient functioning, ethical decision making, risk management, governance and transparency;

- Fair Practice Code
- Know Your Customer Policy
- Code of Conduct for DSA and Deposit Agents
- Policy on Related Party Transaction
- Insider Trading Code
- Code of Practice for Fair Disclosure of Unpublished Price Sensitive Information
- Corporate Social Responsibility Policy
- Whistle Blower Policy
- Policy for Protection of Women against Sexual Harassment
- Policy on determining materiality



The policies have been formulated in consultation with the relevant stakeholders. These policies confirm to the best practices in the industry. The policies wherever required have been approved by the Board. The Board has several Committees to oversee the functioning of various policies. The policies have been placed on the website of the Company for communication to internal and external stakeholders. The policies are internally reviewed from time to time in line with business, regulatory and statutory requirements. The Company has an internal structure to ensure implementation of the policies.

The Company has a full-fledged grievance redressal mechanism to address grievances of different stakeholders at different levels. The Business Responsibility Report forms part of annual report of the Company and is published annually. The report is also available at [www.pnbhousing.com](http://www.pnbhousing.com).

### Transparency

The Company adheres to all the applicable governmental and regulatory rules. Any breach is viewed very seriously by the management and appropriate disciplinary action is taken against the errant employee. The Board has constituted various committees such as: Audit Committee, Risk Management Committee, Credit Committee of the Board, Nomination and Remuneration Committee, Stakeholders Relationship Committee, Corporate Social Responsibility Committee and IT Strategy Committee. These Committees meet periodically to supervise, review and advice on the relevant/ respective matters. All the policies of the Company are subject to review.

### Corporate Governance

The Company follows high standards of corporate governance, ethical corporate behavior, integrity and transparency in conducting its business. Over the years, the Company has built long-term relationships with its borrowers, channel partners, depositors, agents and shareholders. The Company is committed towards highest standards of governance through transparency, accountability and integrity.

### Stakeholders' Complaints:

The Company has a large family of loan customers, depositors, shareholders, debenture holders and channel partners. The Company has put in place a mechanism for recording and redressing complaints raised by each of these stakeholders.

Customers are most important to the Company. The Company uses digital platform for enhancing customer experience, such as customer service mobile app, customer service web portal, inbound contact centre etc. All the requests and complaints received from the customers are recorded in CRM system. During the year, the Company has received over service requests from loan and deposit customers. Majority of requests were handled within the turnaround time specified by the Company. During the year, the Company had received escalations from loan and deposit customers, which were all resolved in the standard turnaround time.

The Company has Head of Customer Service to deal with day to day customer service requests and escalations. The

complaints forwarded by the regulatory and supervisory authorities are tracked separately electronically. A grievance redressal procedure recommended by National Housing Bank (NHB) is also available on Company's website. An escalation matrix for grievance received from the investors is also available on the website of the Company.

During the year, the Company has not received any complaint from the shareholder. In addition to this, the Company has received few requests for physical copy of annual report and revalidation of dividend warrants, which has been closed.

The Company places status of requests/ complaints received, redressed and outstanding from its customers and stakeholders along with the nature of complaints and their mode of redressal, to the senior management and every quarter to the Audit Committee of the Board. The Company has a robust investor outreach programme and the Investor Relations team continue its close connect with market participants across geographies. All the information viz. quarterly results, half yearly results, annual results and other material information is intimated to the stock exchanges and uploaded on the website. The information is also emailed to the market participants and shareholders.

**PRINCIPLE 2** Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle:

### Environment

The Company provides and maintains a clean, safe, and healthy work environment for employees, customers, investors and other stakeholders. The Company encourages paperless methods of conducting business to maintain environment and save cost. The Company has introduced technologies, which encourage paperless operations and customer services. The Company is in service industry and does not engage itself in any kind of manufacturing activities as per NHB/RBI regulations.

The Company conducts legal and technical assessment of properties and projects financed by it. The Company ensures that the projects directly funded by it have environmental clearances. The loan documentation has a clause mentioning that the construction would be as per the guidelines of the National Building Code. The Company on need basis also get Environment and Social Due Diligence Assessment of the projects it has funded.

As a responsible corporate citizen, Company has taken multiple initiatives towards green & sustainable environment like: adoption of Cloud Computing Technology, promoting Virtualisation, Datacentre energy optimisation, Work from home/Teleworking platform, Paperless processing, replacing physical customer correspondence with e-Communication, etc.

The Company has, through its various CSR initiatives contributed to environment protection. The Company has rationalized consumption of electricity and usage of natural resources to save energy.

The waste generated at the Company's offices is managed as per the waste disposal process.



The Company has undertaken several digitalisation initiatives in its business that brings in time and cost efficiencies for both, borrowers and depositors. The ACE digital platform launched by the Company in FY21 for its customer on-boarding, has witnessed a phenomenal growth in on-boarding of new customers and is set to be the anchor of PNB Housing's transformation journey. More than 45,000 customers have been on-boarded through this platform since its inception. The Company is further working to strengthen the platform and create Straight Through Pass (STP) journey for its customers involving zero human intervention by using automated workflows and engines.

With the ACE digital platform, it will help in digitising the entire loan origination to documentation to disbursement process. During the year, the company has implemented robotic process automation (RPA) to enhance efficiency and reduce manual intervention for regulatory reporting. During the year, 99% of EMI was collected through digital mode. For the green initiative adopted by the Shareholders, the Annual Report of the Company were sent to them by email and all meetings/communications were held through audio video means. Overall digital initiatives have helped the Company to substantially reduce its paper consumption.

### PRINCIPLE 3 Business should promote the wellbeing of all employees:

1.	Please indicate the Total number of employees as on March 31, 2022	1,425	
2.	Please indicate the Total number of employees hired on temporary/contractual/casual basis	NA	
3.	Please indicate the Number of permanent women employees	233	
4.	Please indicate the Number of permanent employees with disabilities	2	
5.	Do you have an employee association that is recognized by management	NA	
6.	What percentage of your permanent employees is members of this recognized employee association?	NA	
7.	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year		
S.No		No of complaints filed during the financial year	No of complaints pending as on end of the financial year
a.	Child labour/forced labour/involuntary labour	NA	NA
b.	Sexual harassment	1	Nil
c.	Discriminatory employment	Nil	Nil
8.	What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?		
a.	Total Number of unique employees who have been trained	1,768	
b.	Total Number of training programs conducted	845	
c.	Total Number of Learning Hours	28,558	
d.	Total Number of Learning hrs per employee	16.15	
e.	Total Number of Learning Days per employee	2.02	
f.	Permanent women employees to whom training has been imparted	No. of participants - 2,998 No. of Unique employees - 287	

During the Financial Year 2021-22, 92.76% total employees have been trained and 90.54% female employees have been trained.

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

#### 1. Has the Company mapped its internal and external stakeholders?

The Company's key stakeholders are promoters, employees, customers, business associates, investors (including shareholders), lenders, suppliers, regulatory agencies, CSR implementing agencies etc. The Company values the support of all its stakeholders and respects their interest and concerns. The Company has continuous engagement with its various stakeholders to

understand their concerns, assess their requirements and respond to their needs in an effective manner

#### 2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

The Company fully endorses and supports the government's endeavour towards its flagship scheme, Pradhan Mantri Awas Yojana. The Company is augmenting growth in lending to the affordable housing segment through Unnati.

The Company through its CSR activities has partners with outside agencies towards projects aimed

at underprivileged and marginalized sections of the society.

**3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders?**

Through our CSR initiatives, we are committed to design and implement projects that work towards socio-economic upliftment of construction workers. In FY 2021-22, the Company continued to work towards supporting its long-term initiative of providing holistic development to construction workers by supporting the skilling programmes for construction workers. We have significantly invested in initiatives related to healthcare, enabling access to formal education and water conservation. The Company upgraded the blood bank in Hyderabad in partnership with Give India by providing automated blood screening devices for children with Thalassaemia. The center will support children from underprivileged background who are suffering from Thalassaemia annually. The Company provided smokeless chulhas to rural households around Delhi NCR.

The Company is also investing in the long-term capital projects for the sustained benefit to the society. The Company supported Lotus Petal Foundation, a not-for-profit organisation for the construction of a new campus to provide education and skill development for children from less privileged backgrounds in the outskirts of Gurugram in Village Dhunela and also developed remote teaching units, directly impacting many students.

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

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

Protection of human rights and prevention of violations are fundamental under all circumstances and the Company remains committed in its efforts in this direction. The Company respects and adheres to all the human rights laws framed under the Constitution of India and all other statutes which embodies the principles of human rights such as prevention of child labour, forced labour, woman empowerment etc. The Company maintains cordial and transparent relations with all its stakeholders including its employees.

Every customer, employee and other stakeholders are treated with dignity irrespective of his/ her position. It advocates as well as practices fair and transparent business conduct which is clearly embodied in its systems and policies. The Company has adopted guidelines and procedures, which are aimed at respecting human rights. The Company will continue to conduct its business in a manner that respects the rights and dignity of all the people, complying with all legal requirements. The employees are trained to respect human rights while doing business.

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

The Company has not received any complaint pertaining to violation of human rights from stakeholders in this regard.

**PRINCIPLE 6 Businesses should respect, protect and make efforts to restore the environment:**

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

The applicability of Policy related to Principle 6 is only for the Company. The subsidiaries have their own set of policies but work on the same ethos and values. The financial services business of the Company does not require an intensive consumption of environmental resources. However, the Company is taking necessary steps for energy conservation and environment protection. The Company has rationalised consumption of electricity and usage of natural resources to save energy through:

- Use of hardware which uses optimum energy
- Use of high star rated electronic devices

The Company has taken multiple initiatives towards green & sustainable environment viz adoption of Cloud Computing Technology, promoting Virtualisation, Datacentre energy optimisation, Work from home/ Teleworking platform etc

Environment protection has been a key part of the Company's long-term CSR initiatives. The Company promotes green environment and in minimum use of paper. The Company has adopted electronic mode of communication internally and with all the stakeholders to a very large extent. The Company uses technology that helps in environment protection. The Company uses equipment and technologies that reduces waste, consume less electricity and are energy efficient. The Company shall comply with all legal / regulatory requirements related to environment protection, management and sustainable development.

As part of CSR initiative, the Company constantly contribute towards environment protection under the project environment conservation. The Company has developed and maintained green areas as part of CSR initiative. The Company will continue to work in this direction.

The Company believe that 'Nature' is the most important customer today. It is our responsibility to conserve the rapidly depleting natural wealth of planet Earth and hence the Company make all the efforts to restore the environment.



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

The Company recognizes the risks associated with the climate change and global warming. The Company as a part of its CSR activities undertakes activities directly related to the environment such as:

- The Company, through its CSR arm, Pehel Foundation, has collaborated for a water conservation project. The project aims to develop the groundwater recharge potential of the water-stressed district. The project also focusses on building capacities of Panchayats to improve their functioning of key government services.
- CSR efforts towards COVID-19 includes:
  - Supported government hospitals.
  - Set up PSA technology based oxygen plant at a government hospital.
  - Provided ambulances as emergency pre-hospital medical care to the underprivileged.
  - Provided oxygen concentrators.
  - Supported PM Relief Fund
  - Contributed to the Prime Minister's National Relief Fund for COVID-19 emergency response.

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

Yes, the Company is aware of the direct and indirect environmental impact of its operations and considers them in decision making. The Company encourages housing projects, which are environmentally safe and secure.

The Company being an HFC is not engaged in a business concerning design of products that could raise social concerns, economic risks and/or hazardous opportunities. However, the Company, has designed its financial lending activities to ensure financial inclusion of various marginalized sections of the society; predominantly in geographies with limited presence of organized financiers.

The Company ensures financial inclusion of various marginalised sections of society through affordable housing to address the country's housing shortage thereby providing access to easy and affordable loans even in the remoter parts of the country. A significant portion of the company's loans are extended for "Priority Sector Lending" in line with the Government norms.

Further, the resurgence of second wave of COVID-19 virus during the first quarter of FY22 has taken its economic toll due to shut down in most parts of the world which had a huge impact on people and communities around the world. The Company participated in the ECLGS Scheme for MSMEs announced by the government of India for extending

the hands to revive the economy by extending credit to sectors which are hit by the COVID pandemic.

**4. Does the company have any project related to Clean Development Mechanism?**

The Company does not have any project related to Clean Development Mechanism

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

All our initiatives are towards clean technology. We use hardware in our offices, which uses optimum energy and saves in energy consumption. The Air conditioning equipment is maintained regularly thereby saving energy and costs. The Company continues to contribute towards green & sustainable environment like: adoption of Cloud Computing Technology, promoting Virtualisation, Datacentre energy optimisation, Work from home/Teleworking platform, Paperless processing, replacing physical customer correspondence with e-Communication, etc. The Company also encourages paperless process not only internally but also among the customers. Over 55% customers are on mobile app. With the use of technology, the Company has empowered its customers to use digital platforms like Homie and ACE.

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

Not Applicable

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

Nil

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

The Company recognizes that the housing and real estate industry play an important role in the Indian economy. The Company will continue to support and advocate for the development of housing and work towards promoting home ownership. The Company continues to make recommendations/ representations before various regulators, forums and associations relevant to further promote the housing industry.

**1. Whether the company is a member of any trade and chamber or association? If Yes, name only those major ones that the business deals with:**

The Company is a preferred partner of Confederation of Real Estate Developers' Associations of India (CREDAI) an apex body representing private Real Estate developers.

**2. Has the company advocated/lobbied through above associations for the advancement or improvement of public good?**

Yes, the Company worked towards public good through its initiatives of physical transformation and upgradation of infrastructure in rural, semi urban and urban locations. Details given below.

**PRINCIPLE 8 Businesses should support inclusive growth and equitable development:**

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

The Company is engaged in an important business activity, which is housing finance. It is one of the fundamental requirement of a human being and a basic need for a family. The Company is participating in Pradhan Mantri Awas Yojana (PMAY) and has partnered with the nodal agency in distribution of interest subsidy under Government's Credit Linked Subsidy Scheme (CLSS) for Financial Year 2021-22.

Company has contributed through its CSR activities, details given below.

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

As part of the CSR interventions of the Company, through our section 8 Company i.e. Pehel Foundation, we have partnered with various implementing agencies such as CREDAI CSR Foundation, SM Sehgal Foundation, Don Bosco Tech Society, Haqdarshak, Lotus

Petal Foundation, NABET, Vidya, Manjari Foundation, CSRBox Foundation (SMEC Trust), Give India, American India Foundation Trust, JK Cement Nimbahera Foundation, Niramay Charitable Trust and Spherule Foundation. With these implementing agencies, we have designed and executed various programmes on the key thematic areas such as skilling of construction workers, improving access to healthcare, ensuring education to underprivileged children, environment and water conservation and COVID-19 relief work, etc.

**3. Has the company done any impact assessment of its initiative?**

Monitoring and evaluation is a very critical part of all the programmatic interventions that the Company executes. We have detailed implementation strategies which help us evaluate the project progress at regular intervals. The implementation agencies also submit their report with details of all those beneficiaries who have benefitted from the project and also the overall implementation of the project. Additionally, each project has been allotted with a mentor from the teams within the organization based on their expertise and interest. This not only ensures employee volunteering but also creates project ownership among the employees leading to better project implementation.

The Company conducts field visit to the project site to assess the overall feasibility of the project, which is considered to be funded. We partner with various external agencies/ consultants/auditors as well to strengthen reporting and monitoring capabilities for the larger goal of effectiveness of the program implemented.

**4. What is your company's direct contribution to community development projects – Amount in ₹ and the details of the project undertaken?**

In Financial Year 2021-22, the Company has spent ₹23.21 crore (consolidated) (which is 2% of the average net profit of the preceding three financial years) on community development initiatives. Further details are in the Annual Report 2021-22 on Corporate Social Responsibility Activities.

Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
<b>PNB Housing Finance Ltd.</b>			
1	To train persons in Construction related trades such as electrician carpenter and plumber	230	100%
2	Setting up of 2 Physical Centres to train Persons in Construction related trade	360	100%
3	To provide on the Job Training to Construction Workers	500	100%
4	To enable access of Construction Workers to various entitlements and Schemes of Govt. of India	10,000	100%
5	Providing Access to e-learning in Government Schools (Hybrid Model)	2,500	100%
6	To support Construction of Skill Development Building for Underprivileged Children in Dhunela, Gurugram	17,000	100%
7	Set up Micro Enterprise of Sanitary Pad Manufacturing Unit at IMT Manesar to be operated by Persons with Disability	100	100%
8	Support operational cost of running one VIDYA School at Panchsheel Delhi	250	100%
9	To provide refurbished laptops to orphaned and underprivileged children	40	100%
10	Provide 3D Printer for Prosthetics to NIEPMD through Altem Technologies at Chennai	200	100%





S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
11	To provide automated blood screening devices for Thalassemia patients	3,000	100%
12	To set up ear and hearing clinic (audio biology lab) for underprivileged	1,000	100%
13	To strengthen infrastructure at 5 Primary Healthcare Centres (PHCs), Community Health Centres (CHCs)	2,50,000	100%
14	To provide drinking water in 2 Villages at Chittorgarh, Rajasthan	1,000	100%
15	Plantation of saplings to create Miyawaki Forest	10,000	100%
16	To install Community Drinking Water Plants at 5 locations	15,000	100%
17	To set up waste collection and composting facility	2,000	100%
18	Jal Khushhali II- A Water Conservation Project	700	100%
19	Setting up a 20 bedded ICU Facility	960	100%
20	Setting up a 50 bedded ICU Facility	2,400	100%
21	Establishing PSA Technology Based Oxygen Plant in a Government Hospital	36,600	100%
22	Provide Oxygen Concentrators for Community at Large	10	100%
23	To maintain and operate two ambulances to be used for well being of underprivileged in the Society	150	100%
24	Development of "Building Construction Excellence Finishing School" & "Painting & Decorating Excellence Center"	500	100%
25	Establishment of five Pehel Smart Anganwadi centres for improved learning, growth and health outcomes for children	250	100%
26	Establishment of three Pehel Smart Schools	1,000	100%
27	To provide smokeless chulhas to persons in rural areas around Delhi NCR	4,000	100%
28	Support girls' hostel by providing bunk beds, mattresses, pillows and bedsheets.	110	100%
29	PM Relief Fund	NA	100%
<b>PHFL Home Loans and Services Pvt. Ltd.</b>			
30	To set up IT Labs in Higher Education Institutions in Greater Mumbai Area for Accelerating Women's Transition to Workforce	750	100%
31	Set up Spice Unit for Strengthening Rural Livelihoods	38	100%
32	Set up Garment Production Unit	30	100%
33	Inclusion of Persons with Visual Impairment through Assistive Technology Devices	250	100%
34	Donation to PM Relief Fund	NA	100%

Under the CSR initiatives, the Company has impacted 3.5 lakh (consolidated) people during Financial Year 2021-22.

##### 5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community?

Yes, the Company has partnered with such implementation agencies, while extending its CSR contribution, for a regular track record. The Implementation agencies submit their report with details of all those beneficiaries who have benefitted from the project and also the overall implementation of the project. The Company conducts field visit to the project site to assess the overall feasibility of the project.

#### **PRINCIPLE 9** Businesses should engage with and provide value to their customers and consumers in a responsible manner:

Customer centric is one of the core values of the Company and has taken a number of initiatives of providing omni channel experience to the customers which integrates various modes of communication with the customers for better experience and faster resolution. Our 'customer service operations' are now ISO 9001:2015 certified. The Company has introduced non-branch/alternate channels of communication, which customers can use to interact and transact seamlessly. Through mobile application, the users can get information on loans and deposits and can avail multiple other services. Through loan application

tracker, customers can track the step by step status of loan application. The Company has been constantly investing in upgrading technology and in acquiring new technology.

The Company has started digitization of documents. Customers can get their loan documents images on various digital interfaces i.e. mobile app and the web portal. Our policies are fair and transparent at every step for the customers. The CRM system even allows on-the-job training and improvement for the relationship management team, incorporating the suggestions and feedback received from customers



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

The Company has various modes to communicate with the customers at any point of time. At the end of the year, there were 10 customer complaints pending in the system which were subsequently resolved (insignificant in percentage term). For the Financial Year 2021-22, the Company has no complaints pending in the system as on date.

**2. Does the company display product information on the product label, over and above what is mandated as per local laws?**

The Company is a housing finance company and hence this question is not applicable. However, features of housing loan schemes are disclosed to the applicant before financing. The Company also displays the information pertaining to its products at each of its branch offices across India. The details of the product attributes, relevant information on the products and services offered, fees and charges, benchmark interest rates, and other important notifications like 'Most Important Terms and Conditions', grievance redressal mechanism is available in all the offices and also available on the website of the Company.

The Company has formulated the Fair Practice Code which applies to all the Products and Services offered with an objective to promote good and fair practice by setting reasonable standards in dealing with the customers. The performance and financial highlights of the Company, which are disclosed to the stock exchange, are also available on the website of the Company.

The Company strives to ensure that transparent, correct and relevant information, pertaining to its products and services, is disseminated through its advertising material and the information displayed on the digital platforms owned by the Company. The Company encourages responsible and responsive communication towards all its stakeholders be it customers, media, investors, analysts, regulatory authorities, vendors and other stakeholders. The Company is a strong proponent of true and fair advertising and as such, discourages all kinds of means and activities that are unethical.

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

There is no such instance.

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

The Company on a continuous basis measures the advocacy and satisfaction levels of customers across various products and digital touch points. As part of this exercise, the customer's recommendation and satisfaction levels with the product and transaction experience are measured. This feedback is then analyzed and the insights from the same are implemented to improve products and processes and enhance the service quality to the customers. In addition, extensive diagnostic research in specific areas is conducted on a regular basis. The focus of the research is to identify areas of improvement in the products and services offered to the customers and define appropriate action points for improvement.