

**BUSINESS
RESPONSIBILITY
& SUSTAINABILITY
REPORT**

ANNEXURE 'C'

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L65921DL1992PLC120483
2.	Name of the Entity	Paisalo Digital Limited
3.	Year of Incorporation	1992
4.	Registered office address	CSC Pocket-52, CR Park Near Police Station, New Delhi, Delhi-110019
5.	Corporate address	Paisalo House, 74, Gandhi Nagar, NH-2, Agra-282003
6.	E-mail	delhi@paisalo.in
7.	Telephone	+91 11 43518888
8.	Website	www.paisalo.in
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	1.National Stock Exchange of India (NSE) 2.BSE Limited (BSE)
11.	Paid-up Capital	INR 898.10 Million
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name and designation of the person- Manendra Singh Chief Compliance Officer & Company Secretary Contact details- +91 11 43518888 Email ID-cs@paisalo.in
13.	Reporting boundary Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Disclosures made in this report are on a standalone basis.
14.	Name of assurance provider	Paisalo has not engaged with any third party for obtaining external assurance
15.	Type of assurance obtained	Not Applicable

II. Products/services

1. Details of business activities (accounting for 90% of the entity's turnover):

SL. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the Entity (FY 2023-24)
1.	Financial Services	The company being a Non-Banking Financial Institution is engaged in providing loans for supporting business', small and medium enterprises and the purchase of vehicles.	100%

Corporate Loan	MSME & SME	VEHICLE
Paisalo offers small business Income Generation Loans to support business enterprises and income enhancement activities of the clients like purchasing seeds, fodder, cattle, etc.	Paisalo offers customizable MSME, SME and Commercial loans based on the borrower's profiles.	Paisalo offers asset base funding (E vehicles & Used Car) to credit deprived section of the society with best price and services in rural semi urban cities servicing the financial need of real BHARAT.

2. Products/Services sold by the entity (accounting for 90% of the entity's Turnover) (need to collect)

SL. No.	Product/Service	NIC Code	% Of Total Turnover Contributed
1.	Small Income Generation Loans	65923	27.52
2.	MSME and SME Commercial Loans		68.51
3.	Vehicle Loans		3.97

III. Operations

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

Location	Number of operational locations	Number of offices#	Total
National	*Not applicable	279 (2,455 touch points**)	279 (2,455 touch points**)
International		Nil	Nil

*PAISALO and its subsidiaries provides financial services and does not undertake any manufacturing activity.

#Includes all the branches, registered and head offices as of March 31, 2024.

**Total geographic footprint stood at to 2455 touch points (279 Branches + 973 Business Correspondent CSPs +1203 Distribution Points) across 21 states.

4. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	21*
International (No. of Countries)	0

* Total geographic footprint stood at 2455 touch points* (279 Branches + 973 Business Correspondent CSPs +1203 Distribution Points) across 21 states

b. What is the contribution of exports as a percentage of the total turnover of the entity? (Please check the response)

Paisalo is a Non-Banking Financial Company (NBFC) that offers financial services to underserved individuals in India. The company focuses solely on the domestic market and does not export its products or services internationally.

c. A brief on types of customers

During the year, the Company acquired over 8.18 lakh new customers and accordingly the total customer base is around 43 lakh as of March 31, 2024. Supported by the given trends Paisalo has been focusing on customer

experience transformation and creating growth avenues. Paisalo understands that the bottom most layer of the society need the most amount of financial strengthening through employment and income generation loans. Paisalo mainly focuses on income generation loans that includes priority sector lending and corporate loans for working capital. Paisalo's small ticket size loans basically aim to provide financial assistance to the weaker sections of society to make them self-independent and to earn them a livelihood.

IV. Employees

5. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

SL. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	2,409	2,332	96.80%	77	3.20%
2.	Other than Permanent(E)	0	0	0	0	0
3.	Total employees (D + E)	2,409	2,332	96.80%	77	3.20%
Workers						
4	Permanent (F)	The Company does not employ any 'workers'.				
5	Other than Permanent (G)					
6	Total employees (F + G)					

b. Differently abled Employees:

SL. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	1	1	100%	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	1	1	100%	0	0

c. Differently abled Workers:

SL. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Workers						
1.	Permanent (D)	The company does not employ any 'workers'.				
2.	Other than Permanent (E)					
3.	Total workers (D+E)					

6. Participation/Inclusion/Representation of women

Category	Total	No. and percentage of Females	
	(A)	No. (B)	% (B/A)
Board of Directors	9	1	11.11%
Key Management Personnel (KMP)*	5	0	0%

*Key Management Personnel are as defined under Section 2(51) of the Companies Act, 2013 and includes Managing Director and Executive Directors also.

7. Turnover rate for permanent employees and workers

Category	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	27.23%	1.22%	28.45%	49.23%	0.38%	49.61%	31.42%	0%	31.42%
Permanent Workers*	The Company does not employ any 'workers'								

Note: Total Turnover rate= (Total employees departed/Average number of employees) *100

V. Holding, Subsidiary and Associate Companies (including joint ventures)**8. (a) Names of holding / subsidiary / associate companies / joint ventures**

SL. No.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether holding/Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Nupur Finvest Private Limited	Subsidiary Company	100%	No

Note: Nupur Finvest Private Limited (NFPL) was incorporated in 1995 and is registered with RBI in 2008 as a non-deposit taking NBFC. It is wholly owned subsidiary of Paisalo Digital Limited (PDL). NFPL lending business primarily focused on two major segments: i) Small Finance Division, ii) SME Loan Division.

VI. CSR Details**9. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) –**

SL. No.	Particulars	Details
1	Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
2	Turnover (FY 2023-24) in Mn	INR 6050.43
3	Net worth (FY 2023-24) in Mn	INR 13,210.58

VII. Transparency and Disclosures Compliances**10. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

The Company has identified its external and internal stakeholders through stakeholder mapping and periodic stakeholder engagement exercises. The Company has implemented a grievance redressal mechanism and customer feedback form to address grievances from external and internal stakeholders.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Investors (other than shareholders)	Yes	0	0	Nil	0	0	Nil
Shareholders	Yes	0	0	Nil	0	0	Nil
Employees	Yes	0	0	Nil	0	0	Nil
Customers	Yes	10	0	Nil	0	0	Nil
Government and Regulators	Yes	0	0	Nil	0	0	Nil

Value Chain Partners	Yes	0	0	Nil	0	0	Nil
Communities	Yes	0	0	Nil	0	0	Nil
Other (please specify)	No	0	0	Nil	0	0	Nil

- Investors (Other than Shareholders) means Debenture holders of the Company.
- As a principle, in line with policies, practices and processes, Paisalo engages with its stakeholders and strives to redress their grievance in a just, fair and equitable manner and if warranted takes corrective measures. There are certain policies which are internal documents and are not accessible to public, in addition to the policies available on Company's website at <https://paisalo.in/home/investorrelation>, regarding conduct with stakeholders, including grievance mechanisms.

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

SL. No.	Material issues identified	Indicate Risk/ Opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
1	Financial Inclusion	Opportunity	<p>Non-Banking Financial Companies (NBFCs) have been at the forefront of financial inclusion in the Country, lending to underserved segments such as small businesses and rural households. NBFCs have played an important role in deepening access to formal credit and promoting inclusive growth. NBFCs have reached out to rural, semi-urban and metro areas, where access to formal credit is often limited.</p> <p>The expertise that NBFCs provide is underwriting risk with the nuanced ability to assess income and repayment capability over the tenor of the loan. Furthermore, NBFCs address the gap between the Banks and the consumers by offering low-ticket loan amounts tailored product with less paperwork to suit the relevant needs of the customer.</p>	Nil	<p>Positive- Paisalo is engaged in the business of providing convenient and easy loans to the financially excluded at the bottom of India's economic pyramid. Experience in serving more than 4 million customers and use of modern technology viz. in-house proprietary digital platform uses data AI and ML gives edge to the Company to touch the lives of unbanked underserved population of the country with a huge early mover advantage in "Co-Lending" Paisalo giving its services through 2000+ touch points in 21 states of the Country and continuously increasing its footprints in other geographical areas of the Country.</p>
2	Climate Change	Opportunity	<p>Climate change is a global collective action problem. India with more than 17% of the global population has contributed only about 4% of the global cumulative greenhouse gas emissions between 1850 and 2019. Reports from various sources, including Intergovernmental Panel on Climate Change, highlight that the challenges faced</p>	Nil	<p>Positive- Paisalo through its lending product specifically designed to promote financial inclusion by providing financing solutions for Electric Vehicles, which reduces air pollution considerably and reduce overall carbon footprints. To achieve Sustainable Development Goals, Government is</p>

			<p>due to global warming are mainly due to cumulative historical and current greenhouse gas emissions of the developed countries. Even though, we are not part of the problem, India is part of the solution and is doing more than its fair share.</p> <p>India is a Party to the United Nations Framework Convention on Climate Change, its Kyoto Protocol and Paris Agreement. Under the Paris Agreement in 2015, India had submitted its Nationally Determined Contribution (NDC) balancing the concerns and priorities of climate change. Government of India is implementing several programmes and schemes including the National Action Plan on Climate Change (NAPCC) which comprises missions in specific areas of solar energy, energy efficiency, water, sustainable agriculture, Himalayan ecosystem, sustainable habitat, green India and strategic knowledge for climate change.</p>		<p>promoting use of Electric Vehicles that shall promote customers to avail Paisalo services.</p>
3	Customer Support and Satisfaction	Risk	<p>Without customer satisfaction Non-Banking Finance Companies cannot survive in their business. Hence, customer satisfaction is essential for NBFCs. An unsatisfactory Customer experience may pose a risk to business continuity, while a positive customer experience can ensure enhanced profits and brand reputation.</p>	<p>To mitigate this kind of risk, we at Paisalo have mechanisms to collect feedback from the Customers about the financial products of the Company and its services, on regular intervals and focus on prompt issue resolution. We provide adequate training to our staff to provide better service to our customers and for ensuring customer satisfaction. We also tried to provide tailored product to satisfy the need of the Customers.</p>	Negative

4	Data Security and Privacy	Risk	The Company has huge personal data related to its borrowers. The data breach through any form or mode may be a cause of regulatory action, financial loss, loss of reputation and loss of customer trust.	To mitigate data security and privacy risks, the Company has implemented several measures such as strict access controls, encryption of sensitive data, regular security audits. In addition to that the Company has framed a well-defined information security and data privacy policy and provides training to its employee on data handling practices.	Negative
5	Regulatory Compliance	Risk	Evolving consumer awareness demands easy access to nutritional information through clear labelling practices to help them make informed food choices.	Regulatory compliance can be broadly defined as the adherence to laws, regulations and guidelines created by Government and Regulator applicable to Corporates, it helps to ensure that they are operating within the legal boundaries. Non-compliance of applicable regulatory compliance can result in significant financial and reputational consequences for the corporate.	Negative
6	Employee Upskilling	Opportunity	Emphasizing and catalyzing on employee potential can foster both professional and personal growth. It also helps employees view themselves as a valuable asset and highlights the company's priority towards employee welfare.	Nil	Positive- Paisalo provides its employees trainings on continuous basis covering various aspects of the business. Some of these topics include risk management, operational controls, reconciliation of accounts and compliance with various regulatory requirements. The company also conducts a one-week induction program for new joiners providing them on the job training and explaining them the functionalities of the entire business and various lines of services.

7	Local Employment Generation	Opportunity	Ensures that employment generation is inclusive and benefits all the segments of local population which also provides economic benefits to the community.	Nil	Positive- Paisalo strives to be a pioneer in rural employment generation and support livelihoods. Currently, more than 50% of the company's workforce belong to the rural geographies.
8	Regulatory Compliance	Risk	Adherence to regulatory compliance is crucial for companies, as it ensures their operations conform to the laws and ethical standards. Failure to comply can result in significant consequences, both financially and reputationally and can result in the loss of brand credibility and consumer trust.	Paisalo ensures that it adheres to regulatory compliance by implementing comprehensive programs such as policies, procedures and required controls. It conducts periodical internal audits to ensure compliance and identify areas of improvement.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

The Company has put in place structures, policies and processes conforming to below mentioned National Guidelines on Responsible Business Conduct (NGRBC) Principles:

SL. No.	Principle Description	Reference of Paisalo Policies /Procedure/Standard/Assessment
1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.	<ul style="list-style-type: none"> • Anti-bribery policy and Anti-corruption policy (ABAC) • Whistle blower policy • Nomination and Remuneration Policy • Grievance Redressal Policy
2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	<ul style="list-style-type: none"> • Business Continuity & Disaster Management plan • Grievance Redressal Policy
3	Businesses should promote the well-being of all employees.	<ul style="list-style-type: none"> • Freedom of Association and Collective Bargaining • Equal Opportunity policy • Diversity and Inclusion Policy • Policy on Board Diversity • Nomination and Remuneration Policy • Grievance Redressal Policy
4	Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.	<ul style="list-style-type: none"> • Stakeholder Engagement Policy • Grievance Redressal Policy
5	Businesses should respect and promote human rights.	<ul style="list-style-type: none"> • Human Rights Policy • Grievance Redressal Policy
6	Businesses should respect, protect and make efforts to restore the environment.	<ul style="list-style-type: none"> • Environmental Policy • Product Stewardship Policy • Policy on Sustainable Supply chain and Responsible sourcing • Business Continuity & Disaster Management plan • Grievance Redressal Policy
7	Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner	<ul style="list-style-type: none"> • Stakeholder Engagement Policy • Grievance Redressal Policy
8	Businesses should support inclusive growth and equitable development	<ul style="list-style-type: none"> • Corporate Social Responsibility Policy • Grievance Redressal Policy
9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	<ul style="list-style-type: none"> • Customer Care Policy or Mechanism • Information and cyber-security and data privacy Policy • Grievance Redressal Policy

Disclosure Questions	P1 Business Ethics	P2 Product Responsibility	P3 Wellbeing of Employees	P4 Stakeholders Engagement	P5 Human Rights	P6 Environment	P7 Responsible Advocacy	P8 Inclusive Growth	P9 Customer Value
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y Read with note i	Y	Y	Y	Y Read with note ii	Y Read with note ii	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	www.paisalo.in#								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes. The Company has translated the policies and imbibed the same into procedures and practices of the Company, as applicable.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
	The company does not have any policies extending to its value chain partners. However, the Company ensures that its partners in the value chain participate in responsible and sustainable business conduct depending upon their means and resources. For this purpose, the Board of Paisalo has approved Fair Practice Code, Whistle Blower Policy, etc. enabling /requiring participation of value chain partners.								
4. Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle.	All policies have been developed based on industry practices, as per the regulatory requirements.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>We don't have mandated targets, commitments, or evaluation process for assessing advancement towards achieving all the principles of the National Guidelines on Responsible Business Conduct (NGRBC). We have started our journey of building our policies and developing various processes. Once all if this is in place, we will inculcate ESG objectives and targets in our upcoming reporting periods. We recognise the need to align our ESG efforts with our business goals and in this regard, we endeavour for:</p> <ul style="list-style-type: none"> • Environment restoration – plantation, migration to electric vehicles, including develop more financial products for e-vehicle finance segment, water conservation. • Opening of additional branches in rural and backward areas. • Gender Equality- development of our income generation financial products, designed to create employment for women customers at rural areas. 								
6. Performance of the entity against specific commitments, goals and targets along with reasons in case the same are not met.	Paisalo aims to provide updates on the company's performance in the upcoming years. We will communicate our achievements, financial results and strategic advancements as and when we progress towards our future goals.								
Governance, leadership and oversight									
<p>7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)</p> <p>Dear Stakeholders,</p> <p>I am pleased to present the BRSR report for Paisalo Digital Limited (Paisalo), being a systemically important Non-Banking Finance Company, we do our business in a responsible and sustainable manner. We always endeavour to identify key ESG issues and have identified Ethical Business Conduct, Efficient and Transparent Customer Service, Corporate Governance, Risk Management, engagement with Communities and Environmental Footprint to be some of the most important issues.</p> <p>Our range of credit solutions includes small income generation loan, customizable MSME, SME and Commercial loans, E-vehicle loans and Corporate loans for working capital requirements. We recognise that we have the dual responsibility of ensuring sustainable finance and protect the environment in our day-to-day activities. To that end, as a corporate entity, we, with the aim of creating self-employment, eco-friendly environment & efficient transportation across India, stepped up and entered the EV financing industry in 2022. Paisalo has always supported and fulfilled the dreams of the underserved section of the society by providing them financial solutions. The focus is to improve the living of the groups of people living in rural or semi-urban areas and support the government of India in making mode of transportation completely green by 2030.</p>									

Additionally, we have transitioned to digital processes to reduce paper wastage and embraced energy-efficient lighting fixtures and gadgets to conserve energy. Water-saving measures such as water harvesting to minimize water wastage.

At Paisalo, we understand the significance of social responsibility. Regarding this we have undertaken initiatives to support education, healthcare and skill development for underprivileged sections of society through our CSR scheme.

We, believe that the Corporate Governance is based on creating and sustaining a deep relationship of trust and transparency with all stakeholders. We consider our stakeholders as partners in our journey forward and we are committed to ensure their wellbeing, despite business challenges and economic volatilities.

Our Corporate Governance norms reflect our commitment to compliance to regulatory requirements as there exists a fundamental link with the organization of business, corporate responsibility and shareholders' wealth maximization and realize the significance of sound governance practices to the long-term growth of the organization. We have imbibed the good corporate practices in our business as we built it for the long haul. It is an optimum combination of policies, process and practices, which governs the affairs of a Company in pursuant of its business goal. Our Corporate Governance is based on the principles of integrity, fairness, equity, transparency, accountability and commitment to values. We adhere to established policies and frameworks that guide ethical decision-making in all our engagements. Our commitment to employee welfare is unwavering, as we provide comprehensive benefits. We also conduct skill development workshops to encourage the professional growth of our employees.

At PAISALO, we are very conscious that accelerated growth in our businesses cannot come at the cost of deteriorating environment, social inequality or unfaithful governance.

How we do our business is as important as what we do. With sustainable and responsible growth being the future of business growth, we are making the necessary changes to embrace all or some parts of ESG in the upcoming years. Our ESG reflects our responsibility to Environment, Shareholders and the Communities in which we operate.

Thank you for your continued support and partnership.

Sincerely,

Sunil Agarwal

Paisalo Digital Limited Director and CEO

<p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies</p>	<p>Name - Mr. Sunil Agarwal Designation - Managing Director and CEO DIN -00006991</p>
<p>9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.</p>	<p>No. However, the Company's business responsibility performance is reviewed by the Board of Directors on an annual basis. In addition, the Risk Management Committee also assesses risks pertaining to certain principles of Business Responsibility as identified by the Chief Risk Officer of the Corporation.</p>
<p>10. Details of Review of NGRBCs by the Company:</p>	
<p>Subject for Review</p>	<p>Indicate whether review was undertaken by Director/ Committee of the Board/Any other Committee</p>
	<p>Frequency (Annually/Half yearly/Quarterly Any other- please specify)</p>
<p>Performance against above policies and follow up action</p>	<p>P 1 P 2 P 3 P 4 P 5 P 6 P 7 P 8 P 9 P 1 P 2 P 3 P 4 P 5 P 6 P 7 P 8 P 9</p> <p>All the Company policies are reviewed for efficacy and necessary changes periodically or on a need basis by department heads, business heads, senior management personnel and placed before the Board of Directors as and when required</p>
<p>Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances</p>	<p>The Company is in compliance with the extant regulations, as applicable.</p>
<p>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.</p>	<p>P 1 P 2 P 3 P 4 P 5 P 6 P 7 P 8 P 9</p> <p>No, Paisalo does not carry out evaluation through external agency.</p>

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:									
Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1. The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
2. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
3. The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
4. It is planned to be done in the next financial year (Yes/No)									
5. Any other reason (please specify)									

*Some policies of the Company are internal documents and are not accessible to the public. These policies have been formally communicated to the concerned employees of the Company.

Notes:

- i. The core business area is to provide financial services and hence this principle has limited applicability. However, we strive to comply with all the applicable regulations in respect of our operations.
- ii. We comply with applicable environmental regulations in respect of our office premises. We along with our employees take initiative to reduce consumption of energy and also make continuous efforts to ensure that there is an optimum utilisation of the available resources with minimum or no wastage at all.
- iii. The Company and/or its subsidiary entities are the members of various industry associations, through which they provide various suggestions with respect to healthy development of the financial market.
- iv. Policies and processes are subject to internal audit and internal reviews from time to time.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

- I. Principle 1: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (BoD) Key Managerial Personnel (KMP)	The Company carries out training programs for its Directors, as required under the SEBI Listing Regulations and on an ongoing basis to keep the Directors and KMPs well informed on matters relating to the industry, business models and risks associated with the business of the Company and its mitigation and management, governing regulations, information technology including cyber security, their roles, rights and responsibilities and major developments and updates on the Company, etc. Declaration and affirmation to the Code of Conduct by all the Directors and Senior Management's is communicated to all Stakeholders by the Managing Director, through the Annual Report.		100%
Employees other than BoD and KMPs	Employees of the company undergo various training programmes throughout the year. Training helps the employees update their knowledge and awareness regarding changes and modifications in technology, techniques, regulations and norms. Existing Employees under-go periodical training programmes to make them familiar with the latest developments in KYC, Cyber Crimes and Securities, Data Security, Fraud prevention, code of conduct and work ethics etc. All new employees undergo continuous on the job training to help them understand the procedures and operational guidelines specific to Paisalo.		100%
Workers	Not Applicable, as Paisalo does not employ any workers.		

Note: Paisalo is in the process of developing ESMS (Environment and Social Management System). All the trainings and awareness programs will be undertaken by the company as part of implementation of ESMS from the following year onwards.

2. Details of fines/penalties/punishment/ award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle*	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	There have been no cases leading to any penalty/fine, settlement or compounding fee for Paisalo in FY 2024				
Settlement					
Compounding fee					
Non-monetary					
	NGRBC Principle*	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the case		Has an appeal been preferred? (Yes/No)
Imprisonment	There have been no cases leading to any Imprisonment or Punishment for Paisalo in FY 2024				
Punishment					

*For penalty/fine/settlement imposed/ levied other than NGRBC Principle please refer Corporate Governance Report which forms part of Annual Report 2024

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

Case details	Name of the regulatory/enforcement agencies/judicial institution
Not applicable	

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

Our Policies, Code of Conduct, Fair Practice Code and Ethics applies to all Directors, officers and employees of the Company and informs our approach to sustainability and how we conduct ourselves day-to-day-with each other, our customers, our shareholders, our employees, our neighbouring communities and our customers. The purpose of which is to protect and enhance the Company's reputation for integrity and fair dealing by setting forth standards for employees' behaviour within the Company and outside. The employees of the Company are encouraged to ensure transparency in their conduct with stakeholders. As part of the Code, the employees of the Company can also report genuine concerns about any unethical behaviour, financial irregularities including fraud or suspected fraud through the Whistle Blower Policy. The Company's Code for prevention of insider trading ensures that the employees do not handle unpublished price sensitive information in an unethical manner. The Codes conforms to the Company's values of ethics and transparency by following a practice of timely disclosure of important information. The policies and codes are available at Company's website in Investor Relation section at <https://paisalo.in/home/investorrelation>.

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

Case details	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	Not Applicable	Not Applicable

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

Case details	FY 2023-24	FY 2022-23
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	0

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

No corrective action was pursued pertaining to the above parameters during the year under review as there were no cases of corruption or conflict of interest.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	25	21

9. Openness of business

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

As Paisalo operates within the financial services industry and does not engage in the trading of goods, details regarding the concentration of purchases and sales with trading houses, dealers and related parties, as well as loans, advances and investments with related parties, are not applicable.

Leadership Indicators

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

Paisalo is in the process of developing ESMS (Environment and Social Management System). All the trainings and awareness programs will be undertaken by the company as part of implementation of ESMS from the following year onwards.

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

Yes. The Company has processes in place to prevent conflict of interests. According to the Company's Code of Conduct the Directors and Senior Management shall avoid any personal or financial dealings with the company except to the extent allowed under the extant laws and they shall always avoid conflict of interests while dealing with the company and its employees, vendors and in case of any conflicts of interest, they shall bring the same to the notice of the company as soon as possible.

II. Principle 2: Businesses should provide goods and services in a manner that is Sustainable and Safe

Essential Indicators

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

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	Not Applicable	Not Applicable	Not Applicable
Capex	0	0	0

As a method of promoting the Government of India's twin objectives of 'Digital India' and 'Financial Inclusion' and continuously make a capital expenditure in specific technologies Paisalo uses Artificial Intelligence and Machine Learning to provide smart and easy loans.

Paisalo is a NBFC indulged in financial activities, operations of the Company is technology driven and frequent updation in technology is required to keep pace with the market. For this Paisalo has invested INR 21.80 million on IT Infrastructure modernisation in FY 2024. Adoption of digital platforms not only brings in increased efficiency of operations but also ensures substantially reduced consumption of paper contributing to Sustainability.

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

As Paisalo is involved in the business of financial products and services. the company does not consume significant raw materials or produce tangible goods. Our focus is on financing and addressing the needs of individuals. Consequently, we do not maintain records or have a policy in place for sustainable sourcing currently.

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

Not Applicable

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

Paisalo, as a financial services provider, does not generate any hazardous or other types of waste typically associated with its products or services, thus having no waste to reclaim. However, we are committed to sustainability and actively encourage our staff to use resources efficiently, particularly by reusing paper whenever possible across all company offices.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Extended Producer Responsibility (EPR) does not directly apply to Paisalo's activities, as the company operates within the financial services sector. Consequently, we are not subject to EPR regulations.

Leadership Indicators

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

As the company operates in the financial services sector, it does not necessitate LCA.

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

The nature of Paisalo's business, being involved in financial services sector, has no significant social or environmental concerns and/or risks.

3. **Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry)**

Not applicable.

5. **Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled and safely disposed of.**

Not applicable.

6. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.
Not applicable.

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities*	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Permanent Employees											
Male	2,332	1,802	77.27%	2,332	100%	NA	NA	2,332	100%	Nil	Nil
Female	77	57	74.03%	77	100%	77	100%	NA	NA	Nil	Nil
Total	2,409	1,859	77.17%	2,409	100%	77	100%	2,332	100%	Nil	Nil
Other than Permanent Employees											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

*The Maternity Leave benefit has been extended to all female employees of the Company.

**The Paternity Leave benefit has been extended to all male employees of the Company.

***We do not have any provisions of Day care facilities for Employees.

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	%(B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Permanent Employees											
Male	Not Applicable as Paisalo does not employ any workers.										
Female											
Total											
Other than Permanent Employees											
Male	Not Applicable as Paisalo does not employ any workers.										
Female											
Total											

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

	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the company	0.11%	0.02%

Note: We aim to establish an Environmental and Social Management System (ESMS) to guide our policies from top management to lower-level employees, ensuring an ideal procedure.

2. Details of retirement benefits.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	71.44%	0	Yes	76.77%	0	Yes
Gratuity	100%	0	Yes	100%	0	Yes
ESI	77.17%	0	Yes	93.23%	0	Yes

Note: PF, Gratuity and ESI are as per the prevailing norms governed by the relevant Act.

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

Paisalo premises/offices are accessible to differently abled employees and various measures are in place to ease their accessibility to services.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, The Policy is available internally to all the employees of the Company. Paisalo recognizes the values of a diverse workforce and is committed to providing equal opportunities in employment and creating an inclusive workplace and work culture in which all employees and workers are treated with respect & dignity. (<https://paisalo.in/>)

5. Return to work and Retention rates of permanent employees and workers that took parental leave:

Gender	Permanent employees		Permanent workers*	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	Not Applicable	
Female	100%	100%		
Total	100%	100%		

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

Permanent workers	Not Applicable
Other than permanent workers	Not Applicable
Permanent employee	Yes. Paisalo enables employees to work without fear of prejudice, gender discrimination and harassment. It has zero tolerance towards any non-compliance of these principles. Paisalo has these policies the likes of which include 'Code of Conduct', 'Whistle blower policy/vigil mechanism' and 'Policy on Sexual Harassment for Women at Workplace' serving as grievance mechanisms for its employees to report or raise their concerns confidentially, anonymously and without fear of any retaliation. Paisalo strives to create a fair, open and transparent culture where employees can openly present their views and transparently communicates its policies and practices such as plans, compensation, performance metrics, performance pay grids and calculation, career enhancements, compliance and other processes.
Other than permanent employee	Not Applicable

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

Category	FY 2023-24			FY 2022-23		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	None of Paisalo's Employees are part of any Employee Union or Association.					
Male						
Female						
Total Permanent Workers	Not Applicable					
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent Employees										
Male	2,332	0	0	1910	81.91%	1,586	0	0	1,298	81.84%
Female	77	0	0	52	67.53%	64	0	0	41	64.06%
Total	2,409	0	0	1,962	81.44%	1,650	0	0	1339	81.15%
Permanent Workers										
Male	Not Applicable									
Female										
Total										

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

Category	FY 2023-24			FY 2022-23		
	Current Financial Year			Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Permanent Employees						
Male	Performance appraisal of the eligible employees is conducted during the year.					
Female						
Total						
Permanent Workers						
Male	Not Applicable					
Female						
Total						

10. Health and safety management system:**a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, what is the coverage of such a system?**

Paisalo is committed to providing a safe and healthy workplace by minimizing the risk of accidents, injury and exposure to health risks and it complies with applicable laws and regulations with respect to safety at workplace.

Paisalo trains its employees on safety protocols and conducts periodic trainings on fire safety and evacuation drills for its employees. Various facilities available at Paisalo's registered head offices and branch premises such as proper ventilation, branch hygiene & sanitation, emergency exits, first aid box, etc. ensure that the employees' safety is taken well care of in the office environment. Although the Company is engaged in the financial sector and has no occupational health and safety hazards directly associated with its business operations, Paisalo sends periodic internal communication and alerts to employees and conducts awareness sessions on health and safety related aspects such as to always wear a helmet, eat healthy, drink enough water, stay on the move, choose to use the stairs, etc.

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

Paisalo is in the process of developing ESMS (Environment and Social Management System). All the trainings and awareness programs will be undertaken by the company as part of implementation of ESMS from the following year onwards.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.
Same as above.

d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?

Yes, Paisalo provides its employees with a broad range of non-occupational insurance options, including group term insurance, health insurance and accidental insurance policies.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	0	0
	Worker	Not Applicable	Not Applicable
Total recordable work-related injuries	Employee	0	0
	Worker	Not Applicable	Not Applicable
No. of fatalities	Employee	0	0
	Worker	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employee	0	0
	Worker	Not Applicable	Not Applicable

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

Company has proper arrangement for fire extinguishers, ventilation and safe & purified drinking water at its offices.

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

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	Not Applicable	0	0	Not Applicable
Health & Safety	0	0	Not Applicable	0	0	Not Applicable

14. Assessments for the year:

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

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

No corrective actions related to health and safety parameters were necessary during the year under review, as no safety-related incidents occurred.

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

(A) Yes. The company, regardless of whether death occurred during work or otherwise, covers all its employees with a life Insurance cover of Rs.10 lacs each.

(B) No, since the company has no workers, the same is not applicable in our case.

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

A robust accounts department at our Agra office headed by CFO is available at the company. All statutory liabilities are earmarked. Timely deposit of statutory dues like TDS / EPF / ESI contributions for employees and others are done by the company. The system has two stage monitoring to avoid any omissions. There have not been any penal actions against the company in the past.

3. Provide the number of employees / workers having suffered high consequence work related injury/ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employee	0	0	0	0
Worker	Not Applicable, as the company does not have any workers.			

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

Yes, the company does provide counselling to exiting staff and suggestions for alternative options of re-employment.

5. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	100%

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

No corrective actions related to the above mentioned parameters were necessitated by the Company during the year under review.

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

Essential Indicators

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

The company defines its key stakeholders as those who are significantly impacted by the company's operations, or those who can significantly impact the company's activities. This includes employees, shareholders, investors, customers, channel partners, regulators, lenders and Society. Paisalo understands the impact of its policies, decisions, products & services and associated operations on its stakeholders. In line with its policies, practices and processes, Company engages with its stakeholders and strives to resolve differences with them in a just, fair, equitable and consistent manner and if warranted takes corrective measures.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually Half yearly/Quarterly/ others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholder & Investor	No	Multiple channels- physical and digital including quarterly investor presentations, press releases and communications through Stock Exchanges etc.	Annual/Quarterly Need based	To inform about the performance, major developments and other relevant updates regarding the Company.
Vulnerable Customer	Yes	Multiple channels- physical and digital including in-person meetings SMS, email and Website	Need based	To inform about the new financial products, change in interest rate, if any and servicing throughout the lifecycle of product and address queries/grievances that the customer may have.
Customer	No	Multiple channels - physical and digital including SMS, email, Website and in person meeting	Need based	To inform about the new financial products, change in interest rates, if any and servicing throughout the lifecycle of product and addressing queries/grievances that the customer may have.
Government and Regulators	No	Multiple channels physical and digital through Email, Physical letter	Need based	To update on various compliances and to seek approvals or clarifications.

Employees	No	Multiple channels – physical through letters and digital through Email, website, social media groups, digital info platforms.	Daily	To share updates about the Company, its products, regulatory compliance related requirements and health & safety related information.
Value Chain Partners	No	Multiple channels – physical and digital including in-person meetings, emails.	Frequent and need based	To further strengthen the business relationship and share updates about the Company.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental and social topics or if consultation is delegated, how feedback from such consultations is provided to the Board.

Feedback of such consultations are communicated via discussions in the board meetings, annual general meetings and special meetings.

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the input received from stakeholders on these topics were incorporated into the policies and activities of the entity.

Yes, regular stakeholder consultation has helped identify key material ESG issues.

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

Paisalo has taken up several CSR initiatives and activities for the benefit of different segments of the society, with focus on the underrepresented, poor and marginalized class.

V. Principle 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	2,409	0	0	1650	0	0
Other than permanent	0	0	0	0	0	0
Total Employees	2,409	0	0	1650	0	0
Workers						
Permanent	Not Applicable as Paisalo does not employ any workers.					
Other than permanent						
Total Workers						

Note: All employees who work for Paisalo must commit to the principles laid down in Paisalo's code of conduct and follow them which amongst other things includes principles of mutual respect, privacy, equal opportunities and non- discrimination, health, safety and environment, sexual harassment.

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

Category	FY2023-24					FY-2022-23				
	Total (A)	Equal to Minimum Wage		More than minimum Wage		Total (D)	Equal to Minimum Wage		More than minimum wage	
		No.(B)	%(B/A)	No.(C)	%(C/A)		No.(E)	%(E/D)	No.(F)	%(F/D)
Employees										
Permanent										
Male	2,332	6	0.26%	2,326	99.74%	1,586	3	0.19%	1,583	99.81%
Female	77	0	0	77	100%	64	0	0%	64	100%
Other than Permanent										
Male	0	0	0.00	0	0.00	0	0	0.00	0	0.00
Female	0	0	0.00	0	0.00	0	0	0.00	0	0.00
Total Employees	2409	6	0.25%	2403	99.75%	1650	3	0.18%	1647	99.82%
Workers										
Permanent	Not Applicable as Paisalo does not employ any workers.									
Male										
Female										
Other than Permanent										

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

Median remuneration / wages

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category (Rs. In Lakh)	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)*	8	150.00	1	0.00
Key Managerial Personnel (KMP)\$	1	15.31	0	0.00
Employees other than BoD and KMP	2327	2.70	77	2.68
Workers	Not Applicable as Paisalo does not employ any workers.			

*The remuneration of Board of Directors includes the remuneration paid to Executive Directors.

\$ Excluding 4 KMP already covered under Board of Directors.

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	3%	2%

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

Yes, Paisalo has a Whistle officer/committee that acts as a focal point responsible for addressing any issues related to human rights.

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

Paisalo has a committee to address grievances related to Human Rights issues which is well defined in the grievance

redressal policy for its employees. This along with the other mechanisms as mentioned in the vigil policy ensure grievances and concerns are confidential and can be made anonymously without fear of any retaliation. As a workplace Paisalo aims to be free from violence, harassment, intimidation and/or any other unsafe or disruptive conditions, either due to external or internal threats. Paisalo also has zero tolerance towards and prohibits all forms of slavery, coerced labour, child labour, human trafficking, violence or physical, sexual, psychological or verbal abuse. As a matter of policy, Paisalo does not hire any employee or engage with any agent or vendor against their free will.

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

Aspect	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	No complaints have been received under these categories.					
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						
Wages						
Other human rights related issues						

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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employee/workers	0	0
Complaints on POSH upheld	0	0

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

Yes. The Whistle Blower and Vigil Mechanism policies at Paisalo ensures that no harm will be caused to the whistleblower/complainant in any way for reporting in good faith any suspected or potential violation of Company's code for employees which includes aspects of discrimination and harassment. Confidentiality of the complainant is maintained to ensure that he/she is protected. The mechanism provides for adequate safeguards against victimization of Directors/employees/customers who avail this mechanism.

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

Paisalo will be implementing Human Rights Policy commitments. Even though human rights requirements are not currently included in business agreements and contracts, Paisalo values human rights and incorporates them into its business practices. Paisalo is committed to developing a Human Rights Policy to ensure that its business operations respect human rights.

10. Assessments of the year

Aspects	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0.00
Forced labour	0.00
Sexual harassment	0.00
Discrimination at workplace	0.00
Wages	0.00
Others – please specify	0.00

Note: Company is in compliance with the laws, as applicable.

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

Not Applicable

Leadership Indicators

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

Paisalo will be implementing Human Rights Policy commitments. Even though human rights requirements are not currently included in business agreements and contracts, Paisalo values human rights and incorporates them into its business practices. Paisalo is committed to developing a Human Rights Policy to ensure that its business operations respect human rights.

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

Same as above

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

Our premises/offices are accessible to differently abled visitors wherever they are visiting.

4. Details on assessment of value chain partners:

Human right	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others—please specify	0

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

No corrective actions related to above mentioned parameters was necessitated by the Company during the year under review.

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

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity:

Parameter	Unit	FY 2023-24	FY 2022-23*
From renewable sources (in gigajoules)			
Total electricity consumption (A)	GJ	0	0
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumption from renewable sources (A+B+C) (GJ)	GJ	0	0
From non-renewable sources (in gigajoules)			
Total electricity consumption (D)	GJ	7914.69	6678.72
Total fuel consumption (E)**	GJ	50586.37	22,684.22

Energy consumption sources (F) through other sources	GJ	0	0
Total energy consumed from non-renewable sources (D+E+F)	GJ	58501.06	29362.94
Total energy consumed (A+B+C+D+E+F)	GJ	58501.06	29362.94
Energy intensity per rupee of turnover (Total energy consumption/revenue from operations)	GJ/lakh (INR)	0.97	0.69
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/ Revenue from operations adjusted for PPP)	GJ/PPP unit	0.00022	0.00014
Energy intensity in terms of physical output			
Energy intensity (optional) – the relevant metric may be selected by the entity			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.
The company did not conduct any independent assessment by an external agency.

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

Not Applicable

- 3. Provide details of the following disclosures related to water.**

Parameter	Unit	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)			
(i) Surface water	KL	0	0
(ii) Groundwater	KL	1150.36	837.99
(iii) Third party water	KL	545.33	272.37
(iv) Seawater / desalinated water	KL	0	0
(v) Others	KL	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	KL	1695.69	1110.36
Total volume of water consumption (in kilolitres)	KL	1633.30	1075.20
Water intensity per rupee of turnover (Water consumed/ turnover)	KL/lakh (INR)	0.03	0.03
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	KL/PPP Unit	0.00007	0.00006
Water intensity in terms of physical output	-	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.
No, the Company did not carry out independent assessment by an external agency.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres) *		
(i) To Surface water • No treatment • With treatment– please specify level of treatment	Considering the nature of the company's business operation, this is Not Applicable.	
(ii) To Groundwater • No treatment • With treatment– please specify level of treatment		
(iii) To Seawater • No treatment • With treatment– please specify level of treatment		
(iv) Sent to third parties • No treatment • With treatment– please specify level of treatment		
(v) Others • No treatment • With treatment– please specify level of treatment		
Total water discharged (in kilolitres)		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.
No, the Company did not carry out independent assessment by any external agency.

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

No, the Company has not implemented a mechanism for Zero Liquid Discharge.

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

Parameter	Unit	FY 2023-24	FY 2022-23
NO _x	-	0	0
SO _x	-	0	0
Particulate matter (PM 10)	-	0	0
Persistent organic pollutants (POP)	-	0	0
Volatile organic compounds (VOC)	-	0	0
Hazardous air pollutants (HAP)	-	0	0
Others – Process Emission (HCL)	-	0	0
Acid Mist	-	0	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.
No, the Company did not carry out independent assessment by any external agency.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Scope 1	Metric tons of CO2 equivalent	752.16	337.31
Scope 2	Metric tons of CO2 equivalent	0	0
Total	Metric tons ofCO2 equivalent	752.16	337.31
Total Scope 1 and Scope 2 emissions per rupee of turnover in lakhs	tc02/lakh	0.01	0.01
Total Scope 1 and Scope 2 emission intensity (optional)– the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.
No, the Company did not carry out independent assessment by any external agency.

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

No, Paisalo does not have any specific project to reduce Green House Gas emissions but Paisalo has undertaken various steps on environmental sustainability in its operational activities such as:

Reducing paper consumption and recycle/reuse of papers: It has been an endeavour of Paisalo over last many years to keep reducing paper consumption across all its business operations. Further, Paisalo also endeavours to recycle and reuse paper, wherever possible.

Design of Company's office Infrastructure to less consumption of electricity: Paisalo always endeavours to use power in a more efficient and effective manner, to extend this, the registered and head office infrastructure are designed to use direct sun light for lighting the offices premises. Electric equipment are also energy efficient/ star rated so that also saves natural resources and reduces green House Gas emission.

Ozone-friendly air conditioners: Installed ozone-friendly air conditioners manufactured with R32 refrigerant – resulting in lower carbon emissions.

Company's product a contribution to reduce Green House Gas emission: Electric Vehicles are undoubtedly a major step towards CLEAN & GREEN India and also the most innovative and efficient way of using electric energy without causing harm to the environment. Company designed its product especially to finance electric vehicles with the aim of improving the living of the groups of people in rural or semi-urban areas and support the government of India in making the mode of transportation completely green by 2030.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tons)		
Plastic waste (A)	0	0
E-waste (B)	0.06	0.05
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Food & Beverage waste (G.1)	0	0
Other Non-hazardous waste generated (H)	0	0
Total (A+B+C+D+E+F+G+H)	0.06	0.05

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

Category	FY 2023-24	FY 2022-23
(i) Recycled (Oil & Plastic)	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0.06	0.05
Total	0.06	0.05

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

Category of waste	FY 2023-24	FY 2022-23
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	0	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.
No, the Company did not carry out independent assessment by any external agency.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Paisalo being a financial services provider, considering the nature of its business, there is no hazardous or toxic waste generation. The company significantly avoids the usage of plastic bottles and disposable cutlery, cups, plates, spoons, as well as zero usage of single-use plastics. Food waste is disposed by approved authority i.e. Municipal Corporation. We have also replaced paper napkins to promote the use of reusable cotton napkins.

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

Not Applicable as Company does not have any operation/office in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required hence the company is in compliance with all the parameters stated above and no observations/fines/penalties/action have been imposed by any regulatory agencies on it.

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

Not applicable, since the company's nature of business or projects does not have an impact on the environment.

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Paisalo and its business operations (including head office and all of its branches) is in compliance with environmental norms applicable to the nature of its business.

Leadership Indicators

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

Paisalo does not conduct any of its operations in areas of water stress.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO ₂ equivalent	-	-
Total Scope 3 emissions per rupee of turnover		-	-
Total Scope 3 emission intensity (optional)- the relevant metric may be selected by the entity		-	-

Note: We strive to conduct Scope 3 emission assessment in the coming years.

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

No, the Company did not carry out independent assessment by any external agency.

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

Not Applicable.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Not Applicable.

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

Yes, Paisalo has a robust Business Continuity and Disaster Management plan in place to ensure it delivers its services to the needy and ensures minimal disruption.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Since the company operates in the financial services industry and considering the inherent nature of operations, there have been no documented/known adverse effects on environmental resources resulting from the company's activities.

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

Not Applicable.

VII. PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

The company is an affiliated member of the three chambers/associations as stated in 1 b.

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

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Finance Industry Development Council (FIDC)	National
2	National Chamber of Commerce	National
3	Delhi Hire Purchase & Leasing Companies Associations	State

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

No corrective action was necessitated by the Company during the year under review as there were no issues related to anti-competitive conduct by the company.

Leadership Indicators

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

There are no public policy positions that have been advocated by the company.

VIII. PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.

Essential Indicators

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

Not applicable

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

As the company operates in the financial services sector, it has not undertaken any projects related to rehabilitation and resettlement; therefore, this is not applicable.

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

The Company has laid down the appropriate grievance redressal mechanism within the organization to resolve disputes arising in this regard. Such a mechanism ensures that all disputes arising out of the decisions of the functionaries are heard and disposed of at least at the next higher level.

- The Board shall periodically review the compliance of the Fair Practices Code and the functioning of the grievance redressal mechanism at various levels of management.

- Response to a complaint would be given within a maximum period of one month from the date of complaint unless the nature of complaint requires verification of voluminous facts and figures.
- Details of Branch Heads: Details of Branch Heads of the Company is the following:
 - Grievance Redressal Officer (GRO):

Name	Address	Contact No. and Email	
Mr. Anurag Sinha	CSC, Pocket 52, CR Park, Near Police Station, New Delhi-110019	Mob. No.	9837727603
		Ph.No	01143518888
		Fax No	01143518816
		Email.ID	Anurag.sinha@paisalo.in

- The Company shall display at all its branches/places where business is transacted the above details of Grievance Redressal Officer viz. contact details (Telephone/Mobile nos. as also email address) who can be approached by the public for resolution of complaints against the company.
- If the complaint/dispute is not redressed within a period of one month, the customer may appeal to the Officer- in Charge as per the below mentioned contact details:-

Officer & Designation	Address	Contact No. and Email	
The Manager, (Department of Non-Banking Supervision), Reserve Bank of India	6, Sansad Marg, RBI Building, P.B. no. 123, New Delhi-110001	Ph.No	011-23714456
		Fax No	011-23713672
		Telex.No	031-66361

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	Not Applicable	
Sourced directly within India		

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

	FY 2023-24	FY 2022-23
Rural	56%	58%
Semi-urban	29%	26%
Urban	9%	11%
Metropolitan	6%	5%

Leadership Indicators

- Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above)**
Not Applicable
- Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**
The company has undertaken various CSR activities amounting to Rs. 21.11 million for the FY23-24, covering areas such as food distribution, clothing, medical treatment, technology upgrades and free education. However, none of these projects were directly focused on designated aspirational districts as identified by government bodies.
- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)**

Paisalo belongs to the financial services sector and hence does not have any significant procurement from the suppliers comprising of marginalized or vulnerable groups.

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

As Paisalo operates in the financial services sector, it does not have significant procurement from marginalized or vulnerable groups; therefore, this is not applicable.

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

As Paisalo operates in the financial services sector and provides financial solutions to people, it does not have any suppliers; therefore, this is not applicable.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

The Company does not derive any benefits from intellectual properties owned or acquired based on traditional knowledge.

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

Not Applicable

6. Details of beneficiaries of CSR Projects:

SL. No.	CSR Projects	No. of persons benefited from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
1	Distribution of Food and clothes (Madhya Pradesh, Uttar Pradesh)	251	100
2	Aid for medical treatment (Uttar Pradesh)	40	100
3	Distribution of Educational Device (Delhi, Uttar Pradesh)	25	100
4	Aid for treatment of animals (Uttar Pradesh)	NA	NA
5	Aid to Solar drying system to mitigate the post-harvest losses of agricultural produce (Maharashtra)	20	100
6	Aid for treatment of physically disabled ("Specially Abled") peoples (Rajasthan)	15	100
7	Financial Support for Eye Surgeries of Homeless senior citizens (Delhi)	20	100
8	Financial support to upgrade the technology and parts required manufacturing of prosthesis (Uttar Pradesh)	10	NA
9	Contribution towards Eye Surgeries and Spectacles Distribution to Citizens of deprived communities (Delhi)	25	100
10	Free education of kids in poorest slums (Delhi, Uttar Pradesh & Rajasthan)	90	100
11	Sponsorship for underprivileged student's (Maharashtra)	30	100
12	Aid for development of Olympic Sports Shooting (Maharashtra)	NA	NA

IX. PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner.**Essential Indicators****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

The company has a code for dealings with its customers complaints. Company deals with its customers in a professional, fair and transparent manner.

The complaints can be raised through the following modes:

1. Customers can raise complaints/requests by calling the Call Centre/Branch/Head Office/Registered Office.
2. Customers can raise complaints/requests by sending e-mail to the designated Customer Care/Grievances mail IDs.

All the issues raised by customers through various modes such as Call centre/Branch/emails/ letters etc., are redressed by the Branches. In case of delay in redressal of complaint by the Branch, then the same is tried to be redressed in the following manner:

1	Regional Manager tries to redress the complaints if the complaint is not redressed at branch level.
2	If Regional Manager is unable to redress the complaints, then complaint is referred to Zonal Business Head for redressal.
3	If the complaint is still pending, then its goes to Grievance Redressal officer for appropriate resolution.

The Company responds to the customer within a maximum period of 30 days from the date of receipt of the complaint. If the customer has not received any response within 30 days or if the customer is not satisfied with the response, then he/she can raise a complaint with the Reserve Bank of India (RBI) either through:

- RBI CMS Portal or RBI Contact Centre as given below: - RRBI CMS Portal: <https://cms.rbi.org.in>
- RBI Contact Centre Phone Number: 14440
- RBI Postal Address: Reserve Bank of India Centralised Receipt and Processing Centre, 4th Floor, Sector 17, Chandigarh – 160017

For the customer's feedback Company has a two-sided communication policy where customers can give their response through personal communication with Company's personnel or in writing by email or letters to the Company's officers.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	100%
Recycling and/or Safe Disposal	Not Applicable

Company deals with its customers according to its Fair Practice Code and always adheres to provide all relevant information about the company's products to its customers and none of the company's products withhold any relevant information needed by the customers.

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

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	None			None
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Others	10	0		6	0	

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

Aspect	Number	Reason for Recall
Voluntary recall /Mock recall	0	Not Applicable
Forced recall	0	Not Applicable

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

Company has adopted an Information Technology Policy which inter alia included guidelines for Cyber Security, Privacy policy and Outsourcing of Information Technology. The Company has Data Privacy Policy in place and same is available on the website of the Company. The Company is compliant with ISO/IEC 27001:2013 Information security management system. The Company also complies with the applicable regulatory framework and guidelines (viz. RBI's Master Direction – Information Technology Framework for the NBFC Sector).

Privacy policy link <https://paisalo.in/>

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

No corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls and there was no penalty/ action also taken by regulatory authorities on safety of products/services.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches – There have been no instances of data breaches in the FY 2023-24
- Percentage of data breaches involving personally identifiable information of customers – NIL
- Impact, if any, of the data breaches – NIL

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

The key financial offerings of Paisalo can be found on the company's website- www.paisalo.in.

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

They provide loans like MSME Loans, Vehicle Loans and Small Income Generation Loans to underserved populations in India. The company adheres to all disclosure requirements concerning its services. To prioritize customer safety, the company proactively communicates through its website and newsletters to educate and guide customers on protecting themselves against financial frauds.

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

Although the services offered by Paisalo are not considered essential services, we ensure our consumers are continuously informed about the risks and benefits of our offerings.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief.

Yes. Paisalo ensures transparency in all aspects of its loan offerings. All the terms and conditions related to our loans are mentioned in the documents shared with the customers. Our website provides details of the different types of loans and its ticket sizes.

5. Did your entity carry out any survey about consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Paisalo always put the interest of customers at high priority in its' business conduct. The company periodically conducts various surveys to understand consumer satisfaction related to its services.

6. Provide the following information relating to data breaches:**a. Number of instances of data breaches along-with impact**

Nil, the company does not have any instances of data breaches in the current financial year.

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

Nil, the company does not have any instances of data breaches in the current financial year.

PAISALO

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