

**2022-2023**

**Business Responsibility  
& Sustainability Report**

**PAISALO  
DIGITAL  
LIMITED**



## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

### PREFACE

The Ministry of Corporate Affairs (MCA), Government of India, released a set of guidelines in 2011 called the National Voluntary Guidelines on the Social, Environmental and Economic Responsibilities of Business (NVGs). This was expected to provide guidance to businesses on what constitutes responsible business conduct. In order to align the NVGs with the Sustainable Development Goals (SDGs) and the 'Respect' pillar of the United Nations Guiding Principles (UNGP) the process of revision of NVGs was started in 2015. After, revision and updation, the new principles are called the National Guidelines on Responsible Business Conduct (NGRBC) was released by MCA in 2019.

### NGRBC PROVIDES FOLLOWING NINE THEMATIC PILLARS OF BUSINESS RESPONSIBILITY WHICH ARE CALLED PRINCIPLES:

<b>Principle 1:</b> Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.	<b>Principle 2:</b> Businesses should provide goods and services in a manner that is sustainable and safe.	<b>Principle 3:</b> Businesses should respect and promote the well-being of all employees, including those in their value chains.
<b>Principle 4:</b> Businesses should respect the interests of and be responsive to all its stakeholders.	<b>Principle 5:</b> Businesses should respect and promote human rights.	<b>Principle 6:</b> Businesses should respect and make efforts to protect and restore the environment.
<b>Principle 7:</b> Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	<b>Principle 8:</b> Businesses should promote inclusive growth and equitable development.	<b>Principle 9:</b> Businesses should engage with and provide value to their consumers in a responsible manner.

Pursuant to the National Guidelines on Responsible Business Conduct, the Securities and Exchange Board of India (SEBI), from FY2023, has mandated India's top 1,000 listed entities based on market capitalisation on BSE Ltd. (BSE) and National Stock Exchange of India Ltd. (NSE), to submit a Business Responsibility and Sustainability Report (BRSR/ Report) in line with the National Guidelines on Responsible Business Conduct.

'Paisalo Digital Limited' (Paisalo/'the Company') presents its BRSR for FY2022-23 (earlier known as 'Business Responsibility Report') in line with the NGRBCs and BRSR requirements under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended (the "SEBI (LODR) Regulations, 2015").

This report covers the Company's response to the questions on the practices and performance undertaken by it towards sustainability as a business imperative.

In this regard following is the Report of our Company for FY 2022-23 based on the format suggested by SEBI.

## ABOUT PAISALO

The three word ancient Sanskrit phrase re-produces the motto and philosophy of Paisalo Digital Limited's meaning.

### अर्थ: समाजस्य न्यासः

### WEALTH – WORLDLY THINGS – SOCIETY TRUST

Thus, Wealth owned by Paisalo Digital Limited is Trust property of Society

Paisalo Digital Limited, an Investment and Credit Non-Deposit Taking Systemically Important Middle Layer Non-Banking Financial Company. PAISALO's humble beginning dates back to 1992 when it started its finance business from a small office, now it has pan India presence through 1052 touch points (220 Branches + 432 Business Correspondent CSPs +400 Distribution Points) across 18 states and primarily focusing on financing of self-employed borrowers, a segment which is still untapped/ unserved, driven by rising affluence, aspiration and favorable demographics.

The Company has cumulatively served more than 1.5 million satisfied customers. While remaining focused on growth, Company consistently maintains high asset quality level and continues to build the institution on the strong pillars of ethics, values and corporate governance.

# 31

Years of operation

# ₹ 34,928

Million (AUM)

# 1052

Touch Points

# 40.34%

CAR

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity L65921DL1992PLC12O483
2. Name of the Listed Entity Paisalo Digital Limited
3. Year of incorporation 1992
4. Registered/Corporate office address CSC Pocket-52, CR Park Near Police Station New Delhi, Delhi-110019
5. Head office address Paisalo House, 74, Gandhi Nagar, NH-2, Agra-282003
6. E-mail [cs@paisalo.in](mailto:cs@paisalo.in)
7. Telephone +91 11 43518888
8. Website [www.paisalo.in](http://www.paisalo.in)
9. Financial year for which reporting is being done April 1, 2022 – March 31, 2023
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 449.02 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 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). Standalone Basis

### II. Products/services

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Financial Services	The Company is primarily engaged in the finance business	100 %

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Non-Banking Finance Company engaged in lending and allied activity	65923	100%

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not applicable*	220 <sup>#</sup>	220
International		Nil	Nil

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

<sup>#</sup>Includes all the branches, registered and head offices as at March 31, 2023. Total geographic footprint stood at to 1052 touch points (220 Branches + 432 Business Correspondent CSPs +400 Distribution Points) across 18 states

17. Markets served by the entity:

<b>a.</b>	<b>Number of locations</b>	
	Locations	Number
	National (No. of States)	18*
	International (No. of Countries)	Nil
	* Total geographic footprint stood at 1052 touch points* (220 Branches + 432 Business Correspondent CSPs +400 Distribution Points) across 18 states	
<b>b.</b>	What is the contribution of exports as a percentage of the total turnover of the entity? Nil	
<b>c.</b>	<p>A brief on types of customers: Paisalo focuses on continuous innovation to transform customer experience and create growth opportunities. Total Customer outreach as on March 31, 2023 stood at 15,05,297. During the year, the Company acquired over 1.10 lakh new customers.</p> <p>In the pyramid of development the bottom most layer needs to be strengthened through financial inclusion by serving the financing needs through employment and income generation loans to the economically weaker section. Paisalo mainly focused on income generation loans which includes priority sector lending, corporate loans for working capital.</p> <p>Company's small ticket size loans basically aims to provide financial assistance to weaker section of society to make them self-independent and to earn their livelihood.</p>	

IV. Employees

18. Details as at the end of Financial Year:

<b>a.</b>	<b>Employees (including differently abled)*:</b>					
S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1650	1586	96.12	64	3.88
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	1650	1586	96.12	64	3.88
<b>WORKERS</b>						
1.	Permanent (D)	The Company does not have any 'worker'.				
2.	Other than Permanent (E)					
3.	Total employees (D + E)					
*Note: Provided details with respect to permanent employees only						
<b>b.</b>	<b>Differently abled Employees and workers*:</b>					
S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	1	1	100.00	0	0.00
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D+E)	1	1	100.00	0	0.00
<b>DIFFERENTLY ABLED WORKERS</b>						
1.	Permanent (D)	The Company does not have any 'worker'.				
2.	Other than Permanent (E)					
3.	Total differently abled workers (D + E)					
*Note: Provided details with respect to permanent employees only						

19. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	1	10
Key Management Personnel*	5	0	0

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

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

	FY- 2023 (Turnover rate in current FY) (%)			FY-2022 (Turnover rate in previous FY) (%)			FY-2021 (Turnover rate in the year prior to the previous FY) (%)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	49.23	0.38	49.61	31.42	0.00	31.42	35.86	0	35.86
Permanent Workers	The Company does not have any 'worker'.								

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures:

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

VI. CSR Details

22.	(i)	Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No)	Yes
	(ii)	Turnover FY 2023 (INR in Million)	4205.37
	(iii)	Net worth FY 2023 (INR in Million)	11,609.99

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy <sup>2</sup> )	FY 2023 Current Financial Year			FY 2022 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Investors(Other than Shareholders) <sup>1</sup>	Yes	0	0	-	0	0	-
Shareholders	Yes	0	0	-	1	0	-
Customers	Yes	6	0	-	8	0	-
Government and Regulators	Yes	0	0	-	0	0	-
Value Chain Partners	Yes	0	0	-	0	0	-
Employees	Yes	0	0	-	0	0	-
Communities	Paisalo has not instituted a dedicated structure for a formal local community grievance.	0	0	-	0	0	-
Other (please specify)	-	0	0	-	0	0	-

1. Investors (Other than Shareholders) means Debenture holders of the Company.  
2. 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/investor relation](https://paisalo.in/home/investor%20relation), regarding conduct with stakeholders, including grievance mechanisms.



**24. Overview of the entity's material responsible business conduct issues:**

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

S. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Financial Inclusion	Opportunity	<p>Non-Banking Financial Companies (NBFCs) have been at the forefront of financial inclusion in the Country, lending to underserved segment such as small business and rural households. NBFCs 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>	-	<p><b>Positive-</b> Paisalo is engaged in the business of providing convenient and easy loans to the financially excluded at bottom of India's economic pyramid. Experience to serve more than 1.5 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 unserved population of the country with a huge early mover advantage in "Co-Lending" Paisalo giving its services through 1000 touch points in 18 state of the Country and continuously increasing its footprints 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</p>	-	<p><b>Positive-</b> Paisalo through its lending product specifically designed to promote financial inclusion by providing financing solutions for Electric Vehicles, which reduces air pollution considerable and reduce overall carbon foot prints. To achieve Sustainable Development Goals,</p>

			<p>Change, highlight that the challenges faced 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. 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>Government is promoting use of Electric Vehicles that shall promote customers to avail Paisalo services.</p>
3	Customer Support and Satisfaction	Risk	<p>Without the customer satisfaction sector of 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 has mechanism 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 customer and for ensuring customer satisfaction. We also tries to provide tailored product to satisfied the need of the Costumers.</p>	<b>Negative</b>

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 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 measures such as strict access controls, encryption of sensitive data, regular security audits.  In addition to that Company has framed a well defined information security and data privacy policy and provide training to its employee on data handling practices.	<b>Negative</b>
5	Regulatory Compliance	Risk	Regulatory compliance can be broadly defined as the adherence to laws, regulations, and guidelines created by Government and Regulator applicable to Corporates it help 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.	To mitigate this risk, we have a professional team to look after the compliance of applicable laws, rules, regulations, guidelines issued by the Regulators. The team ensure adherence to all applicable laws and regulations, maintain accurate documentation, conduct regular internal audits	<b>Negative</b>

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURE

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

Disclosure Questions			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 iii	Y	Y
	b.	Has the policy been approved by the Board? (Yes/No)	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
			However, the Company endeavour to ensure that its partners in the value chain to participate in the 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, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and 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.	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 are in our initial stage of ESG adoption, we intend to specify our objectives and targets in the upcoming reporting period. We recognise the need to align our ESG efforts with our business goals and in this regard we endeavour for: <ul style="list-style-type: none"> <li>• Environment restoration - plantation, migration to electric vehicles, including develop more financial products for e-vehicle finance segment, water conservation.</li> <li>• Opening of additional branches in rural and backward areas.</li> <li>• Gender Equality- development of our income generation financial products, designed to create employment for women customers at rural areas.</li> </ul>								
6.		Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	We are committed to providing performance updates in the forthcoming years. In future, we intend to communicate our achievements, financial results, and strategic advancements.								

	Governance, leadership and oversight
7.	<p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</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 &amp; efficient transportation across India, stepped up and entered the EV financing industry in 2022. PDL 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> <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.</p> <p>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.</p> <p>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.</p> <p>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 organisation. 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.</p> <p>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.</p> <p>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.</p> <p>Thank you for your continued support and partnership.</p> <p>Sincerely,  Sunil Agarwal  Managing Director and CEO  Paisalo Digital Limited</p>

8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name Mr. Sunil Agarwal Designation Managing Director and CEO DIN OOOO6991									
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.	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 BR as identified by the Chief Risk Officer of the Corporation.									
10.	Details of Review of NGRBCs by the Company:										
Subject for Review		Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									
		Frequency (Annually/ Half yearly/Quarterly/ Any other – please specify)									
Performance against above policies and follow up action		As a practice, all the policies of the Company are reviewed 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. During this assessment, the efficacy of these policies is also reviewed and necessary changes to policies and procedures are implemented.									
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances		The Company is in compliance with the extant regulations, as applicable.									
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No Evaluation is a continuous process and is done internally.									
12.	If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:										
Questions		<table border="1"> <tr> <td>P 1</td><td>P 2</td><td>P 3</td><td>P 4</td><td>P 5</td><td>P 6</td><td>P 7</td><td>P 8</td><td>P 9</td> </tr> </table>	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			
The entity does not consider the Principles material to its business (Yes/No)		Not Applicable									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)											
The entity does not have the financial or/human and technical resources available for the task (Yes/No)											
It is planned to be done in the next financial year (Yes/No)											
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.											
<b>Notes:</b>											
i. The core business area is to provide financial services and hence this principle has limited applicability. We, however strive to comply with all the applicable regulations in respect of our operations.											
ii. Considering that we operate in financial services sector, Principle-6 is not applicable to us. We, however 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 utilization 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**

**PRINCIPLE 1 BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.**

**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	% of persons in respective category covered by awareness programmes
Board of Directors	<p>The Company, on an ongoing basis, carries out familiarization programs for its directors, as required under the SEBI Listing Regulations and on an ongoing basis keep the Directors and KMPs well informed on matters relating to the industry, business models, risk associates with the business of the Company 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.</p> <p>Declaration from all the Directors and Senior Management's affirmation to the Code of Conduct for Directors and Senior Management communicated to all Stakeholders by the Managing Director, through the Annual Report.</p>		100%
Key Managerial Personnel			
Employees other than BoD and KMPs	<p>The training of employees is an ongoing process in the Paisalo where resource are deployed for updating the knowledge and awareness as regard to changes and modification in technology, techniques, regulation and norms.</p> <p>Existing Employee under-go the periodical training programmes to make them familiar with the latest development in KYC, Cyber Crimes and Securities, Data Security, Fraud prevention, code of conduct and working ethics etc. All the new employees undertake training to make them understand the practice procedure and operational guidelines specific to Paisalo. This involves on-job training on continual basis.</p>		100%
Workers	Not Applicable		

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format**

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure 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					
Settlement			Nil		
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	Nil			
Punishment				
*For penalty/fine/settlement imposed/ levied other than NGRBC Principle please refer Corporate Governance Report which forms part of Annual Report 2023				

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
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 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 Code applies to all Directors, officers and employees of the Company.

The employees of the Company are encouraged to ensure transparency in their conduct with various stakeholders. 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.

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 Code conforms to the Company's values of ethics and transparency by following a practice of timely disclosures 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

	Current Financial Year 2023	Previous Financial Year 2022
Directors	0	0
KMPs	0	0
Employees	0	0
Worker	NA	NA
Note: Based on the information available with the Company		

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

	Current Financial Year 2023		Previous Financial Year 2022	
	Number	Remarks	Number	Remarks
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 actions pertaining to above mentioned parameters was necessitated by Paisalo during the year under review.



**PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE**

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	0	0	0
Capex	0	0	0

Paisalo uses Artificial Intelligence and Machine Learning to provide smart and easy loans with a High Tech: High Touch process thereby promoting the Government of India's twin objectives of -'Digital India' and 'Financial Inclusion' and continuously make a capital expenditure in specific technologies.

Paisalo is a Non-Banking Financial Company indulge in the finance activities and operation of the Company is technology driven and frequent updation in it required to pace with the market. For this Company make invest in technologies, in financial year 2023, Paisalo has invested INR 15.84 Million on IT Infrastructure modernisations. Adoption of digital platforms not only brings in increased efficiencies of operations but also ensures substantially through reduced consumption of paper.

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

No

Paisalo provides financial products and services, and thus neither has a sizeable consumption of any raw material nor produces any tangible goods. Its activities are limited to providing finance to serve the needs of the people; hence we do not currently maintain records for sustainable sourcing.

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

Please refer note above.

- 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**

Not Applicable

Paisalo provides financial services to its customers and does not involve in the manufacturing activity, hence we do not currently maintain records for hazardous and other waste generation.

However, Paisalo always endeavour to encourage its staff to use the resource in efficient manner and wherever possible to reuse the papers at all the offices of the Company.

- 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.**

As the Company is engaged in the financial services activities the above is not applicable.

**PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS**

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

<b>% of employees covered by</b>											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	1586	1427	89.97	1586	100.00	-	-	1586	100.00	-	-
Female	64	56	87.50	64	100.00	64	100.00	-	-	-	-
<b>Total</b>	<b>1650</b>	<b>1483</b>	<b>89.88</b>	<b>1650</b>	<b>100.00</b>	<b>64</b>	<b>100.00</b>	<b>1586</b>	<b>100.00</b>	<b>-</b>	<b>-</b>
<b>Other than Permanent employees</b>											
Male	Nil										
Female											
Total											
*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.											
<b>b. Details of measures for the well-being of workers:</b>											
<b>% of workers covered by</b>											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent workers</b>											
Male	Not Applicable										
Female											
Total											
<b>Other than Permanent workers</b>											
Male	Not Applicable										
Female											
Total											

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

Benefits	FY 2023 Current Financial Year			FY 2022 Previous Financial Year		
	No. of employees covered as a % of Total employees	No. of workers covered as a % of Total employees	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 employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	76.77	0	Y	73.28	0	Y
Gratuity	100.00	0	Y	100.00	0	Y
ESI*	93.23	0	Y	87.68	0	Y
Others-please specify	-	-	N.A.	-	-	N.A.

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 supports its differently abled staff completely. Our premises/offices are accessible to differently abled employees wherever they are employed.

**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 the employees of the Company.

**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%	N.A.	N.A.
Female	100%	100%	N.A.	N.A.
Total	100%	100%	N.A.	N.A.

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	Yes. Paisalo strives to create a culture which is fair, open and transparent and where employees can openly present their views. Paisalo transparently communicates its policies and practices such as plans, compensation, performance metrics, performance pay grids and calculation, career enhancements, compliance and other processes. 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 '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 and anonymously, and without fear of any retaliation.
Other than Permanent Employees	Not Applicable

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

Category	FY 2023 (Current Financial Year)			FY 2022 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	Employees of Paisalo are currently not part of any employee association.					
- Male						
- Female						
Total Permanent Workers	Not Applicable					
- Male						
- Female						

**8. Details of training given to employees and workers:**

Category	FY 2023 (Current Financial Year)					FY 2022 (Previous Financial Year)				
	Total (A)	On Health and safety measure		On skill up gradation		Total (D)	On Health and safety measures		On Skill up gradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	1586	0	0	1298	81.84	930	0	0	307	33.01
Female	64	0	0	41	64.06	28	0	0	12	42.86
Total	1650	0	0	1339	81.15	958	0	0	319	33.30
<b>Workers</b>										
Male	Not Applicable									
Female										
Total										

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

Category	FY 2023 (Current Financial Year)			FY 2022 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Male	Performance appraisal of the eligible employee conducted during the year.					
Female						
Total						
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, the coverage such system?**

Since the Company is engaged in the financial activities, it acknowledges that there are no occupational health and safety hazards associated with the business operation. However, Paisalo is committed to provide 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 – it conducts periodic trainings on fire safety and evacuation drills for employees. We also advise our employees to use helmets while riding.

Various facilities are available at Paisalo's registered and head offices and branches premises such as proper ventilation, branch hygiene & sanitation, emergency exits, first aid box, 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?**

Since the Company is engaged in the finance business activities, hazard identification may not directly applicable.

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

No

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

No. However, Paisalo has insured its employees under 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 (Current Financial Year)	FY 2022 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	N.A.	N.A.
Total recordable work-related injuries	Employees	0	0
	Workers	N.A.	N.A.
No. of fatalities	Employees	0	0
	Workers	N.A.	N.A.
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	N.A.	N.A.

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

Company has arrangements for fire extinguishers at its offices and having proper arrangement for ventilation and safe & purified drinking water. All our employees are guided to wear helmet/seat belt while riding/driving.

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

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

**14. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third party)
Health and safety practices	0
Working Conditions	0
Paisalo strives to keep the workplace environment safe, hygienic and humane, upholding the dignity of the employees.	

**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 above mentioned parameters was necessitated by the Company during the year under review.

## PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

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

Individual or group concerned or interested with or impacted by the activities of the businesses and vice-versa or adds value to the business chain, now or in the future are identified as key stakeholder by the Company. This inter alia includes employees, shareholders, investors, customers, channel partners, regulators, lenders and Society.

Pasialo understands the impact of its policies, decisions, products & services and associated operations on the 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 communications (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meeting, Notice of Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly / other-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.	Annually / 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 rate, if any, and servicing throughout the life cycle of product and address 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 update about the Company



## PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

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 (Current Financial Year)			FY 2022 (Previous Financial Year)		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	1650	0	0.00	958	0	0.00
Other than permanent	0	0	0.00	0	0	0.00
Total Employees	1650	0	0.00	958	0	0.00
<b>Workers</b>						
Permanent	Not Applicable					
Other than permanent						
Total Workers						
Any employee who works for Paisalo must adhere to the commitment of Paisalo to integrity and ensure following the principles laid down in code for employees 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	FY 2023 (Current Financial Year)					FY 2022 (Previous Financial Year)				
	Total (A)	Equal to Minimum wage		More than Minimum wage		Total (D)	Equal to Minimum wage		More than Minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Permanent										
Male	1586	3	0.19	1583	99.81	930	3	0.32	927	99.68
Female	64	0	0.00	64	100.00	28	1	3.57	27	96.43
<b>Other than permanent</b>										
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	1650	3	0.18	1647	99.82	958	4	0.42	954	99.58
<b>Workers</b>										
Permanent	Not Applicable									
Male										
Female										
Other than permanent										
Male										
Female										
Total Workers										

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

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category(Rs. in Lakh)	Number	Median remuneration/ salary/wages of respective category (Rs. in Lakh)
Board of Directors (BoD)*	9	150.00	1	0.00
Key Managerial Personnel (excluding BoD)#	1	12.10	0	0.00
Employees other than BoD and KMP	1581	2.70	64	2.60
Workers	Not Applicable			
*The remuneration of Board of Directors includes the remuneration paid to Executive Directors. # Excluding 4 KMP already covered under Board of Directors.				

**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

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

Paisalo believes that every workplace shall be free from violence, harassment, intimidation and/or any other unsafe or disruptive conditions, either due to external or internal threats. Accordingly, Company has aimed to provide reasonable safeguards for the benefit of employees at the workplace, while having due regard for their privacy and dignity. 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.

While Paisalo aims to not have a situation that leads to any grievance; should such a situation arise, Paisalo has a well-defined grievance redressal policy for its employees. A formal grievance mechanism is available to all employees, to report or raise their concerns confidentially and anonymously, without fear of any retaliation.

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

	FY 2023 (Current Financial Year)			FY 2022 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	NA	Nil	Nil	NA
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/ Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human rights related issues	Nil	Nil	NA	Nil	Nil	NA

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

A formal grievance mechanism is available to all employees to report or raise their concerns confidentially and anonymously, without fear of retaliation, along with mechanism to consult on ethical issues through the explicit means like Whistle Blower and Vigil Mechanism policies. Paisalo prohibits retaliation against any employee who reports in good faith any suspected or potential violation of Company's code for employees which includes aspects of discrimination and harassment.

At Paisalo sharing a possible concern about the code honestly and in good faith, even if it turns out to be unfounded – is never an excuse for any kind of retaliation.

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

No

**9. Assessments for the year:**

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

Company is in compliance with the laws, as applicable.

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

No corrective actions relating to Question 9 was required during the year under review.

## PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

### 1. Details of total energy consumption (in Gigajoules) and energy intensity, in the following format:

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Total electricity consumption (A)	6,678.72	4,683.04
Total fuel consumption (B)	22,684.22	14,049.30
Energy consumption through other sources (C)	0.00	0.00
Total energy consumption (A+B+C)	29,362.94	18,732.34
Energy intensity per rupee of turnover (Total energy consumption/turnover in lakhs)	0.69	0.53
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		
No		

### 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.

No

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

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Ground water	837.99	517.15
(iii) Third party water	272.37	127.11
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,110.36	644.26
Total volume of water consumption (in kilolitres)	1075.20	626.53
Water intensity per rupee of turnover (Water consumed / turnover in lakhs)	0.03	0.02
Water intensity (optional)–the relevant metric may be selected by the entity	-	-

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

No

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

Parameter	Please specify unit	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
NOx	NA	0	0
SOx	NA	0	0
Particulate matter (PM)	NA	0	0
Persistent organic pollutants (POP)	NA	0	0
Volatile organic compounds (VOC)	NA	0	0
Hazardous air pollutants (HAP)	NA	0	0
Others—please specify	NA	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			

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

Parameter	Unit	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Total Scope 1 emissions (Break- up of the GHG into CO <sub>2</sub> ,CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	337.31	209.19
Total Scope 2 emissions (Break- up of the GHG into CO <sub>2</sub> ,CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	0	0
Total Scope 1 and Scope 2 emissions per rupee of turnover in lakhs		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			

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

No

Paisalo does not have any specific project to reduce Green House Gas emission 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 endeavour to recycle and reuse the paper, wherever possible.

Design of Company's office Infrastructure to less consumption of electricity: Paisalo always endeavour to use power in 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 that also save natural resources and reduce green House Gas emission.

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

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 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.

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

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0	0
E-waste (B)	0	0
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0	0
Total (A+B + C + D + E + F + G+ H)	0	0
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
Category of waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
Category of waste		
(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		

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

Since Company is engaged in the financial business activities, hence there is no usages of hazardous and toxic chemicals.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

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

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Based on the nature of business, Paisalo is in compliance with applicable environmental norms.				

**PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT**

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

The Company is member of the 3 chambers/associations.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	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**

Name of authority	Brief of the case	Corrective action taken
No corrective action was necessitated by the Company during the year under review.		

**PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT**

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

Name and details of project brief	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public link domain (Yes / No)	Relevant Web link
No project was required to be assessed for their impact during the year under the regulatory requirement					

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

S No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

Paisalo has a Grievance Redressal Policy

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

	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	Not Applicable	Not Applicable
Sourced directly from within the district and neighboring districts	Not Applicable	Not Applicable
Not Applicable considering the business model of the Company.		



## PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback**  
**Company has its code for dealings with its customers complaints. Company deal with its customers in 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	Region Credit Head try to redress the complaints if the complaint is not redressed at branch level.
2	If Region Credit Head 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.
4	If the complaint partly or wholly rejected by the Company then it may deals by Internal Ombudsman.

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:-

RBI 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 two side communication policy where customer can give their response through personal communication with Company's personnel or in writing by email or letters to 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 adhere 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 (Current Financial Year)		Remarks	FY 2022 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	None	0	0	None
Advertising	0	0	None	0	0	None
Cyber-security	0	0	None	0	0	None
Delivery of essential services	0	0	None	0	0	None
Restrictive Trade Practices	0	0	None	0	0	None
Unfair Trade Practices	0	0	None	0	0	None
Other	6	0	None	8	0	None

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

	Number	Reasons for recall
Voluntary recalls	0	Not Applicable
Forced recalls	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 Information Technology Policy which interalia 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 [Data Privacy Policy](#)

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

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; penalty/ action taken by regulatory authorities on safety of products / services.



# PAISALO

EASY LOAN आसान लोन

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## PAISALO DIGITAL LIMITED

CIN : L65921DL1992PLC12O483

### Registered Office

CSC, Pocket 52, CR Park,  
Near Police Station, New  
Delhi - 110019

Phone : +91 11 4351 8888

Email : delhi@paisalo.in

### Head Office

Paisalo House, 74, Gandhi Nagar,  
NH-2, Agra-282003, India.

Phone : +91 562 402 8888

Email : agra@paisalo.in

### Mumbai Office

Unit 262, Solitaire Corporate Park  
Andheri Kurla Road Chakla, Andheri  
(E), Mumbai

Phone : +91 22 4228 8888

Email : mumbai@paisalo.in