

04.09.2023

SEC: COORD: 134

Manager, Listing Department, National Stock Exchange of India Limited Exchange Plaza, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051. Scrip Symbol - ITDC (EQ)	Manager, Department of Corporate Services, BSE Limited, Mumbai Floor 25, P.J. Towers, Dalal Street Mumbai- 400 001 Scrip code : 532189
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Sub: Business Responsibility and Sustainability Report for the Financial Year 2022-23.

Sir/Madam,

It is hereby informed that in terms of the requirement of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-23.

Please take note of the above information on record.

Thanking you,

For **India Tourism Development Corporation Ltd.**

VIRENDRA
KUMAR JAIN
Digitally signed by
VIRENDRA KUMAR
JAIN
Date: 2023.09.04
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V.K. Jain
Company Secretary

Business Responsibility & Sustainability Report

Section A: General Disclosures

I. Details of the listed entity

1. Corporate Identification Number (CIN) of the Company: L74899DL1965GOI004363
2. Name of the Company: India Tourism Development Corporation Limited
3. Year of Incorporation : 1965
4. Registered Office: SCOPE Complex, Core-8, 7, Lodi Road, New Delhi-110003, India
5. Corporate Office : SCOPE Complex, Core-8, 7, Lodi Road, New Delhi-110003, India
6. Telephone : 011-24360249
7. E-mail id: vkjain@itdc.co.in
8. Website: www.itdc.co.in
9. Financial year reported: 2022-23
10. Name of the Stock Exchange where shares are listed : BSE and NSE
11. Paid Up Capital: Rs. 85.77 crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report : Mr. V. K. Jain, Company Secretary, Telephone : 011-24360249 Email : vkjain@itdc.co.in
13. Reporting Boundary : Disclosures in the report are made on standalone basis (i.e. for the entity ITDC only)

II. Product/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	Hotels & Catering Units	As per network of services given in the Annual Report (Appendix)	68.65
2	Tours & Travels	- Do -	13.72
3	Event Management	- Do -	11.15
4	Duty Free Shops at Seaports	- Do -	3.49
5	Infrastructure projects/ Sound & Light Shows	- Do -	2.99
6	Ashok Institute of Hospitality & Tourism Management	Do -	0.84

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	Hotel Services	55101	68.65
2	Tours & Travels	79120	13.72
3	Event Management	8230	11.15

III. Operations :

16. Number of locations where plants and/or operations/offices of the entity are situated: As per Network of Service given in the Annual Report (Appendix)
17. Markets served by the entity:
 - a. Number of locations : As per Network of Service given in the Annual Report (Appendix)
 - b. What is the contribution of exports as a percentage of the total turnover of the entity? : NIL
 - c. A brief on types of customers : Individuals, Corporates, State Governments, Central Government, PSUs, Government Bodies, FITs, Business Travelers, Groups, MICE etc.

IV. Employees :

18. Details as at the end of Financial Year 2022-23:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	513	435	85	78	15
2.	Other than Permanent (E) (Direct Contract)	25	20	80	5	20
3.	Total employees (D + E)	538	455	85	83	15
WORKERS*						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

All ITDC manpower is categorized as 'Employees' and none as workers. Hence in all the sections, details sought of the 'Workers' category are 'Not Applicable' to ITDC. Further manpower services taken from the manpower agencies are not included as they are not on the rolls of ITDC.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	03	01	33%	2	67%
2.	Other than Permanent (E) (Direct Contract)	0	0	0	0	0
3.	Total employees (D + E)	03	01	33%	2	67%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

19. Participation/Inclusion/Representation of women as on 31.03.2023:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	2	33.33
Key Management Personnel	3	0	0

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate (%) in current FY) as on 31.3.2023			FY 2021-22 (Turnover rate(%) in previous FY) as on 31.3.2022			FY 2020-21(Turnover rate(%) in the year prior to the previous FY) as on 31.3.2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	0.69%	5.13%	1.36%	0.67%	0	0.55%	0.15%	0	0.12%
Direct Contract	55%	0	44%	10%	20%	12%	15%	0	12%
Permanent Workers	Not Applicable								

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	Pondicherry Ashok Hotel Corporation Limited	Subsidiary	51%	No (Company is under disinvestment process)
2	Ranchi Ashok Bihar Hotel Corporation Limited	Subsidiary	51%	No (Operations of the Hotel is closed and company is under disinvestment process)
3	Punjab Ashok Hotel Company Limited	Subsidiary	51%	No (Hotel Project is incomplete and the company is under disinvestment process)
4	Utkal Ashok Hotel Corporation Limited	Subsidiary	98%	No (Operations of the hotel is closed since 2004 and the company is under disinvestment process.)

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes, Please see Annexure III of the Board's Report)
- (ii) Turnover (in Rs.) 305.33 crore (F.Y. 2021-22)
- (iii) Net worth (in Rs.) 316.83 crore (F.Y. 2021-22)

VII. Transparency and Disclosure Compliances

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

No complaints have been received from the shareholders during the financial year 2022-23. Being a public sector company, ITDC is governed

under Central Public Grievance Redress and Monitoring System (CPGRAMS). During 2022-23, 38 grievances were received from different stakeholders including employees, suppliers and others. No Grievance is pending as on 31.03.2023. Status on receipt and disposal of complaints is placed before the Board on quarterly basis.

Corporation has six verticals. Head of each vertical is responsible for satisfactory resolution of all complaints pertaining to the vertical. Resolution of complaints are also monitored at the top Management/Functional Director level. Resolution of complaints is also monitored by the Administrative Ministry i.e. Ministry of Tourism.

Any grievance under the Business Responsibility Policy is to be disposed off by the concerned HoD with the concurrence/approval of BR Head.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY Current Financial Year			FY Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	In the CSR Committee meeting and in the Board Meeting held on 27.05.2020, it was decided that in case of disasters/calamity, the CSR Committee and the Board may take up the CSR activity to support the people, Government, Government and Non-Government organization in the disaster management activity. The CSR policy is displayed on ITDC's website at www.itdc.co.in/investorcorner . No complaint in this regard was received in the current year 2022-23 and in the previous year 2021-22.						
Investors (other than shareholders)	On approval of quarterly financial results, press release is issued on behalf of the company as well as the results are published in the newspapers. Material disclosures whenever required are made. No complaints have been received from the investors during FY 2021-22 and 2022-23.						
Shareholders	No complaints have been received from the shareholders during 2021-22 and 2022-23. Status of complaints is placed on ITDC Board on quarterly basis and a return to that effect is filed with the BSE and NSE on quarterly basis. Status is also placed before the Stakeholders Relationship Committee of the Board. The Investor Redress Mechanism is addressed in SEBI Circular No. SEBI/HO/OIAE/IGRD/CIR/2018/58 issued on March 26, 2018 which encourages investors to file complaints electronically using SEBI Complaints Redress System (SCORE). During 2021-22 and 2022-23, no complaints have been received on SCORE.						
Employees and workers	The Company has in place a Whistle Blower Policy (displayed on www.itdc.co.in/investorcorner) with the purpose to provide employees a foundation for acting as whistleblowers. It strives to safeguard employees who desire to voice issues with anomalies in the company. No whistleblower complaints have been received during 2021-22 and 2022-23.						

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY Current Financial Year			FY 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
	<p>The Corporation has constituted mandatory Internal Complaints Committees (ICCs) under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. During 2021-22, three complaints were received out of which one complaint is pending at the end of the year. During 2022-23, no complaint was received.</p> <p>Further during 2021-22, 26 grievances under CPGRAMS and during 2022-23, 21 grievance under CPGRAMS of ex-employees received and resolved. No grievance is pending.</p>						
Customers	<p>ITDC is dealing with Travel Agents/Tour Operators/online Travel Portals which mentions guest review scores which in turn helps the customers in better buying decision . Besides that hotels are also taking direct feedback from its customers as part of CRM to improve its services. Customers also give their feedback on travel portals like makemytrip.com etc. Based on the feedback suitable steps are taken by the Company.</p> <p>During 2021-22, one grievance under CPGRAMS from the Customers and during 2022-23, six grievances under CPGRAMS from the customers received and resolved. No grievance is pending as on date.</p>						
Value chain partners	<p>Procurement of goods and services are done as per approved policies including procurement from GeM and SMEs. As per Government policy, procurement is being made from GeM subject to availability/from Central Procurement Portal as per requirement.</p> <p>During the financial year 2022-23, the Corporation has procured 70.72% (previous year 64.26%) of total procurement of goods and services from Micro and Small Enterprises (SMEs) against the prescribed target of 25% as per the procurement policy of Govt. of India. The procurement from SMEs owned by SC/ST entrepreneurs is 0.03% while procurement from SMEs owned by Women Entrepreneurs is 1.53%. Further all tenders contained a clause for exemption of tender fee and EMD for SMEs. Tenders also have the clause for due preference to SMEs as per Gol guidelines. Continuous Vendor Registration for SMEs is allowed through our websites and Vendor Development Programmes are conducted at regular intervals for the SMEs.</p> <p>During 2021-22, one grievance under CPGRAMS was received and resolved. No grievance is pending as on date.</p>						
Others	<p>During 2021-22, eight grievance under CPGRAMS and during 2022-23, nine grievances under CPGRAMS were received and resolved. No grievance is pending.</p>						

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Loss of Chain Advantage	Risk	Due to disinvestment/ divestment policy of the Govt., Hotels are being disinvested/ divested.	Focus on other verticals. ITDC appointed M/s Deloitte to advise business plan in the core areas. Report submitted is under consideration	Not assessed.
2	Dependence on Govt. Business	Risk	Maximum clients especially in Events, Engineering Divisions are government/ government controlled entities.	Efforts are being made to fetch private business as well	Not assessed

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)
3	MoF directive for Govt. Departments to buy Airtickets from ITDC, Balmer & Lawrie and IRCTC	Opportunity	MoF circular dated 16th June, 2022	N.A.	Not assessed

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	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 (Policies are available in website www.itdc.co.in under icon 'Investor Corner' , 'RTI' and 'About us' and Intranet Portal of ITDC	Code of Business Conduct & Ethics for Board Members and Senior Management Whistle Blower Policy Fraud Prevention Policy CDA Rules								
	P1	Manuals/Policies								
	P2	Recruitment Promotion and Seniority Rules CDA Rules								
	P3	CSR Policy Dividend Distribution Policy Policy on materiality of Related Party Transactions Policy on determination of materiality of events or disclosures								
	P4	HR Policies related General Condition of service, General Service Conduct Rule, Promotion, CDA Rules, Leave Travel Concession, Medical are available on our Intranet.								
	P5	CSR and Sustainability Policy								
	P6	-								
	P7	Reservation Policy Procurement Policy								
	P8	Different verticals follow Vision and Mission statements of ITDC								
	P9 (Available in Annual Report)	Different verticals follow Vision and Mission statements of ITDC								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y

Disclosure Questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, Principle 1 (Integrity Pact is taken from the bidders), 5 (Acceptance for promoting human rights) and 6 (Acceptance for protection of environment) Business Responsibility Policy have also been made applicable to the Suppliers/ Contractors. Fraud Prevention Policy is also applicable to them.								
4.	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Ashok Hotel and Samrat Hotel are certified for ISO 22000:2018, ISO 14001:2015 and AITD and ACES divisions are certified for ISO 9001:2015. These certifications are renewed from time to time.								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	As per DPE guidelines, ITDC signed MoU for F.Y. 2022-23 and is available on www.itdc.co.in								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Performance Evaluation against MoU for F.Y. 2022-23 will be done by the DPE and will be placed in the website after evaluation by DPE.								
Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) Due to superannuation of Sh. Piyush Tiwari, earlier BR Head, ITDC Board in its meeting held on 08.08.2023 has appointed Sh. Lokesh Kumar Aggarwal as the BR Head.									
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Shri Piyush Tiwari, Director (Commercial & Marketing) or person holding the charge of Director (Commercial & Marketing). Presently, Sh. Lokesh Kumar Aggarwal is holding the charge of Director (Commercial & Marketing). For implementation of the policy, a committee consisting of all HoDs headed by BR Head is constituted. Minimum two meetings of the committee must be held in a financial year.								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Company has board level CSR and Sustainability Development Committee for sustainability related issues. Company Secretary is the nodal officer for CSR and Sustainability Development Committee. Composition of the CSR and Sustainability Development Committee is as under : 1. CMD/MD - Chairman 2. Director (Commercial & Marketing) - Member 3. Dr. Anju Bajpai - Member 4. Director (Finance) - Member								

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)								
Disclosure Questions	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
Performance against above policies and follow up action	For implementation and review of the policy, a committee consisting of all HoDs headed by BR Head has been constituted. Minimum two meetings of the committee are held in a financial year. During the financial year 2021-22, two meetings were held on 05.08.2021 and 22.02.2022. During 2022-23, one meeting of the Committee was held on 10.07.2022.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliance of various statutory laws, rules and regulations are placed before the Board on quarterly basis.																	
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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by various departmental and segmental heads and approved by the management or Board. An internal assessment of the working of the BR policies is done regularly. In due course, the Company may have an external assessment for the same also.								

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

Questions	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)									

Section C: Principle wise performance - Essential Indicators (Leadership Indicators being voluntary and hence not given for this Financial Year)

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

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	1	PATA Board Meeting at UAE	16.67%
Key Managerial Personnel	1	Vigilance Awareness Week 2022 “Updation of Manual on Procurement of Goods, Service Works and Consultancy etc.”	100%
Employees other than BoD and KMPs	5	PFMS Training Staff Training Training by ISTM Vigilance Awareness Week 2022 International Women’s Day	46%

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 : NIL

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: N.A.

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

Link to the Fraud Prevention Policy : <https://itdc.co.in/wp-content/uploads/2019/07/Fraud-Prevention-Policy.pdf>

ITDC is also implementing following policies/ rules to strengthen ethical conduct at all levels such as :

a) Conduct Discipline and Appeal rules: ITDC CDA Rules define the desirable and non-desirable acts and conduct for its employees. CDA rules also define the procedure for actions in the case of non-compliance/deviation from the desirable and non-desirable acts/misconduct. Web link to CDA Rules is <https://itdc.co.in/wp-content/uploads/2019/03/10.pdf>

b) Vigilance Manual/Policy/Rules: The Company has a well- structured vigilance department, aiming at better transparency, integrity and to inculcate good governance within the organization.

c) Whistle Blower and Fraud Prevention Policy: The Corporation has a Whistle Blower Policy which is posted on the website <https://itdc.co.in/wp-content/uploads/2019/07/Whistle-Blower-Policy.pdf>. Being a Central Public Sector Enterprise, the Corporation has a Vigilance Department. Chief Vigilance Officer, the Head of the Vigilance Division, is under the direct control of the Central Vigilance Commission (CVC), an independent Govt. Agency.

Besides, the Corporation has adopted Fraud Prevention Policy as per the requirement of SEBI Regulations.

d) Code of Business Ethics & Conduct: ITDC has adopted the Code of Business Conduct & Ethics for the Board members and the Senior Management Personnel. The Corporation takes affirmation of compliance of the Code of Conduct by the Board Members and the Senior Management personnel on annual basis. Weblink to the Code is <https://itdc.co.in/wp-content/uploads/2019/07/Code-of-Business-Conduct-and-Ethics-for-Independent-Directors..pdf>

e) Compliance with provisions of Right to Information Act, 2005 : The Corporation is a Public Authority under clause (h) of Section 2 of Right to Information Act, 2005. The Corporation has taken necessary steps for the implementation of the Right to Information Act, 2005. The Corporation is in compliance with the RTI Act, 2005.

f) ITDC Redressal of Employees Grievance Procedure 2013 : The objectives of the Redressal of Grievances (RoG) Procedure is to provide an easily accessible and responsive machinery within the Corporation for settlement of grievances and to adopt measures in ITDC as would ensure expeditious settlement of grievances of staff and officers leading to increased job satisfaction, improved productivity and efficiency of the

Corporation.

Further, ITDC follows tendering process in procurement of goods and services as well as in works contracts. Integrity Pact, Fraud Prevention Policy and few clauses of Business Responsibility Policy are the integral part of tender document. ITDC as per CVC guidelines has appointed two Independent External monitors whose task is to examine all the representation/grievances/complaints received by them from the bidders or their authorized representatives related to any discrimination on account of lack of fair play in modes of procurement and bidding systems, tendering method, eligibility conditions, bid evaluation criteria, commercial terms & conditions, choice of technology/specifications etc.

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

5. Details of complaints with regard to conflict of interest: NIL

6. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest: Not Applicable

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 FY 2022-23	Previous Financial Year FY 2021-22	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	NA	NA	NA

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes)

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

All directives of the Government are being followed to the extent possible and e-route is followed within the organization.

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.

Organic solid waste converter of capacity 300 kg per day is functional. Reutilization of treated waste water is done for horticulture purposes, cooling tower/ AC plant, laundry etc. Several eco-friendly measures like STP, Rainwater

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

Category	% of employees covered by										
	Total (A)	Health Insurance *		Accident Insurance*		Maternity Benefits (All Female employees are covered under Maternity benefit Act)		Paternity Benefits (All Male employees are covered under Maternity benefit Act)		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	435	435	100	435*	100	0	0	435	100	0	0
Female	78	78	100	78*	100	78	100	0	0	0	0
Total	513	513	100	513*	100	78	100	435	100	0	0
Other than Permanent Employees**											
Male	Employees on Direct Contract (Executives) have Medical Insurance of minimum Rs. 5,00,000/- for self/dependents the premium for which is reimbursable by ITDC.										
Female											
Total											

*Reimbursement to employees done at CGHS rate for Hospitalization and for select diseases under OPD.

** Employees on Direct Contract (Executives) have Medical Insurance of minimum Rs. 5,00,000/- for self/dependents the premium for which is reimbursable by ITDC.

Harvesting System, Solar Energy etc. along with other energy conservation measures have been adopted in most of our units.

The use of plastic water bottles is being discouraged and reduced in Units. In Hyderabad House and Vigyan Bhawan, plastic bottle crusher machines are being used for recycling purposes. In large events/functions, water dispensers are being used to reduce plastic water bottles consumption.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (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. N.A.

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

b. Details of measures for the well-being of workers: N.A. (There are no workers as explained earlier)

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Total (A)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male											
Female											
Total											
Other than Permanent Workers											
Male											
Female											
Total											

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	No. of employees covered as a % of total Employees	No. of workers covered as a % of total workers (NA)	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 (NA)	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	N.A.	NA	N.A.	N.A.	NA	N.A.
Other-TA Entitlement of Retiring employees	100%	NA	N.A.	199%	NA	N.A.

3. Accessibility of workplaces

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

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. N.A.

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

Gender	Permanent Employees		Permanent Workers (N.A.)	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	04	04		
Female	06	06		
Total	10	10		

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	N.A.
Other than Permanent Workers	N.A.
Permanent Employees	Yes, The Grievance Redressal Mechanism for ITDC employees is available on the intranet.
Other than Permanent Employees	CPGRAM, RTI

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

Category	FY as on 22-23 (Current Financial Year)			FY 21-22 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	353	Since Union elections have not been held since long, hence cannot ascertain		405	Since Union elections have not been held since long, hence cannot ascertain	
- Male	316			360		
- Female	37			45		
Total Permanent Workers	NA	NA	NA	NA	NA	NA
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill up gradation		Total (D)	On Health and safety measures		On Skill up gradation	
		No. (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	Number (F/D)
Employees										
Male	455	100	22	108	24	480	15	3	31	6
Female	83	60	72	68	82	87	48	55	22	25
Total	538	160	30	176	33	567	62	11	53	31
Workers										
Male	Not Applicable									
Female										
Total										

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	435	44	10.11	480	58	12.08
Female	78	05	6.41	87	10	11.49
Total	513	49	9.55	567	68	11.99
Workers						
Male	Not Applicable					
Female						
Total						

Departmental Promotions are held twice a year, Merit Increments and Financial Up gradations are issued to regular (Executives and Non-Executives). Employees on Direct Contract are granted Annual hike upto the maximum limit of the slab as per the policy.

10. Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? (Yes). If yes, the coverage such system?
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
- Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (NA)
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes)

Reply- For health and safety of the employees and workers robust health, Safety Management System is being followed.

- Round the clock security arrangement and emergency protocols are in place.
- Fire Fighting System in place and regular training is imparted to all the Executives, Staff and Manpower
- Health License is taken from local Municipal Authorities
- Regular medical check-up of Food Handlers
- FSSAI License is taken for food safety
- Trained staff for handling critical equipment and areas
- Un-authorized persons are not allowed in areas having machines and electrical equipment
- Safety gears are provided wherever required
- Covid vaccination camps were organized in the Delhi based hotels
- Medical check- up and IPD/OPD reimbursement facility for regular employees. ESI facility for manpower engaged through manpower agencies.

11. Details of Safety related incidents in the following format:

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

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

Reply : For ensuring a safe and healthy work place, all the statutory rules and regulations are followed.

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions						
Health & Safety						

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	(100%) Assessment are made by the respective statutory authorities from time to time.
Working Conditions	

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

ITDC Board approved the proposal to make expenditure on Fire Detection and Hydrant work of Hotel Kalinga Ashok and the tendering is in process. The application submitted by Hotel Kalinga Ashok for obtaining NoC for fire safety is pending with the authority.

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.

Stakeholders are those who are significantly impacted by the company’s operations or those who can significantly impact the company’s operations. ITDC has already mapped its stakeholders as suppliers, customers, employees, Government, Business partners, Industry and Trade Association, shareholders, Regulatory bodies, media etc. by implementing and by following various policies in this regard.

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 (Emails, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), others	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others-please specify)	Purpose and scope of engagement including key topics and concerned raised during such engagement
Suppliers	No	Advertisement, Meetings, Social Media, Website	As and when required	Pre-bid Meeting, Tender meetings, Vendor meet etc.
Customers	No	Emails, Advertisement, Social Media Website etc.	From time to time	Being in Hospitality Industry, on daily basis
Employees	No	Circulars, Website (Intranet), Social Media, Notice Board	As and when required	Meetings, circulars, office orders etc.
Government	No	Meetings, Letters, Emails, Website	As and when required	As intimated by the Government/ Ministry
Business Partners	No	Emails, Meetings, Website	As and when required	As mutually decided
Industry & Trade Association	No	Email, Seminars, Conferences, Meetings, Website, Social Media	As and when required	As intimated by the Association
Shareholders	No	Meetings, Emails, Newspaper, Website	Annually	General Meetings
Regulatory Bodies	No	Seminars, Conferences, Meetings, Website	As and when required	As intimated by these bodies

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Emails, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), others	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others-please specify)	Purpose and scope of engagement including key topics and concerned raised during such engagement
Media	No	Email, Meetings, Website	As and when required	Performance, Events etc.

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: No training provided on human rights issues.

Category	FY 2022-23 (Current Financial Year)				FY 2021-22 (Previous Financial Year)					
	Total (A)	On Health and safety measures		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)
Employees										
Male	Not Applicable									
Female										
Total										
Workers										
Male	Not Applicable									
Female										
Total										

2. Details of minimum wages paid to employees and workers, in the following format: ITDC is Central Public Sector Enterprise wherein employees are paid salaries as per the pay scales prescribed by DPE.

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

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors	3	30, 44, 623	0	0
Key Managerial Personnel	2	26, 68, 492	0	0
Employees other than BoD and KMP	495	12, 36, 640	90	13, 99, 318
Workers	NA	NA	NA	NA

Note : Remuneration / Salary is of entire FY 2022-23

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)

- Being a Government Company, the Corporation is committed to provide equal employment opportunities without any discrimination on the grounds of disability, gender, caste, religion, race, state, colour etc. ITDC is committed to maintain a work environment that is free from harassment based on the above considerations.
- Being a Government company, salary paid to the employees (permanent as well as on Direct Contract) fulfils all the norms of the Minimum Wages Act.
- We have Internal Complaint Committees formed for taking up the matters related to Sexual Harassment at Workplace. Also we have a Liaison Officer nominated as SC/ST Representative.
- Corporation also has a whistle blower policy to enable employees to report malpractices such as misuse of authority, fraud or suspected fraud, violation of company's rules etc.

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

Affected person can send the grievance to the Management, Concerned HoD, Vigilance. Issues can also be raised through whistle blower mechanisms. Further being a public sector undertaking, ITDC is governed under CPGRAMS (Centralized Public Grievance Redressal Management System). ITDC is also a Public Authority under RTI Act.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0		03	01	
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/ Involuntary Labour	0	0		0	0	

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Labour	0	0		0	0	
Wages	0	0		0	0	
Other human right related issues	0	0		0	0	

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

REPLY- We have Internal Complaint Committees (ICCs) formed for taking up the matters related to Sexual Harassment at Workplace. Also we have a Liaison Officer nominated as SC/ST Representative.

Further affected person can send the grievance to the Management, Concerned HoD, Vigilance. Issues can also be raised through whistle blower mechanisms. Further being a public sector undertaking, ITDC is governed under CPGRAMS (Centralized Public Grievance Redressal and Management System). ITDC is also a Public Authority under RTI Act.

8. Do human rights requirements form part of your business agreements and contracts?

(Yes/No)

Yes, Principle 5 (i.e. Human Rights violation) is not permitted even as of now and is implied even without introducing in this Business Responsibility Policy. These are general common laws which every business organization is required to comply. Hence instead of detailed Principle 5 as mentioned in the policy, it has been mandated in the circular for compliance of Business Responsibility Policy that a suitable general clause is to be incorporated in agreement/LoI regarding promoting human rights by the suppliers/contractors.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	(100%) Assessment is done by the respective statutory authorities or entity from time to time.
Forced Labour/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Other human right related issues	

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

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

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

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Total electricity consumption (A)	116341.71 MKJ	100263.99 MKJ
Total fuel consumption (B)	30843.73 MKJ	687.08 MKJ
Energy consumption through other sources (C)	6558.8 MKJ	21758.9 MKJ
Total energy consumption (A+B+C)	153744.24 MKJ	122709.97 MKJ
Energy intensity per rupee of turnover (Total energy consumption /turnover in rupees)	0.00003 MKJ	0.00004 MKJ
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? (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. N.A.

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

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	2,48,083 (received from NDMC)	2,34,500 (received from NDMC)
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,48,083	2,34,500
Total volume of water consumption (in kilolitres)	2,48,083	2,34,500
Water intensity per rupee of turnover (Water consumed / turnover)	0.00005	0.00008
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) If yes, name of the external agency. :As per concerned DISCOMs and NDMC

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

Ans. : Yes, we use the treated STP waste water for gardening purpose.

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

Parameter	Please specify unit	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
NOx	mg/Nm ³	722	
SOx	mg/Nm ³	Not detected	
Particulate matter (PM)	Mg/Nm ³	18	
Persistent organic pollutants (POP)	mg/Nm ³	-	
Volatile organic compounds (VOC)	mg/Nm ³	-	
Hazardous air pollutants (HAP)	mg/Nm ³	21	
Others Please specify			

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Not Applicable	
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent		
Total Scope 1 and Scope 2 emissions per rupee of turnover			
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? (N) If yes, name of the external agency. : N.A.

7. Does the entity have any project related to reducing Green House Gas emission? (No) If Yes, then provide details. : N.A.

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

Total Waste generated (in metric tonnes)		
	FY 2022-23	FY 2021-22
Plastic waste (A)	0.0837	0.0547
E-waste (B)	NA	NIL
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	-	-
Battery waste (E)	NA(Buyback)	NA(Buyback)
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	3.030	2.475
Total (A+B + C + D + E + F + G + H)	3.114	2.529
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste	Organic Waste	Organic Waste
(i) Recycled	5.039	1.944
(ii) Re-used		
(iii) Other recovery operations		
Total	5.039	1.944
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations	5.039 (Pls. see Point No.9)	1.944 (Pls. see Point No.9)
Total		

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. :

Organic solid waste converter of capacity 300 kg per day is functional. Reutilization of treated waste water is done for horticulture purposes, cooling tower/ AC plant, laundry etc.

Several eco-friendly measures like STP, Rainwater Harvesting System, Solar Energy etc. along with other energy conservation measures have been adopted in most of our units.

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		

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

Comments: ISO 14001:2015 certification was carried out at The Ashok Hotel in the year 2019 for the environment impact assessment was done.

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 (Yes). 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 detail 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
	Not Applicable			

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.

Please refer to reply at 1b

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	Pacific Asia Travel Association (PATA)	National and International
2	Standing Conference of Public Enterprises (SCOPE)	National
3	Indian Association of Tour Operators (IATO)	National
4	Indian Convention Promotion Bureau (ICPB)	National
5	Indian National Trust for Art and Cultural Heritage (INTACH)	National
6	Institute of Public Enterprises (IPE)	National
7	FHRAI	National
8	Hotel and Restaurant Association of North India	North India
9	International Air Transport Association (IATA)	International
10	Hotel Association of India (HAI)	National

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.

ITDC as the member of above associations/bodies, participates in various meetings conducted by them and gives its inputs.

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

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

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

Corporation has six verticals. Head of each vertical is responsible for satisfactory resolution of all complaints respecting his vertical. Resolution of complaints are also monitored at the top Management/Functional Director level. Resolution of complaints is also monitored by the

Administrative Ministry i.e. Ministry of Tourism.

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

S. No.	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	70.72%	64.25%
Sourced directly from within the district and neighbouring districts	Procurement of material is done within the country.	

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.

ITDC is dealing with Travel Agents/Tour Operators/online Travel Portals which mentions guest review scores which in turn helps the customers in better buying decision . Besides that hotels are also taking direct feedback from its customers as part of CRM to improve its services. Customers also give their feedback on travel portals like makemytrip.com etc. Based on the feedback suitable steps are taken by the Company.

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
Environment and social parameters relevant to the product	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

3. No. of Consumer Complaints in respect of the following:

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
ITDC						
Data privacy			NIL			
Advertising			NIL			

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Cyber-security	NIL					
Delivery of essential services	N.A.					
Restrictive Trade Practices	NIL					
Unfair Trade Practices	NIL					
Other (CPGRAMS)	6	0	-	1	0	-

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

	Number	Reasons for recall
Voluntary recalls	NIL	
Forced recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes) If available, provide a web-link of the policy.

<https://itdc.co.in/wp-content/uploads/2023/08/CSP.pdf>

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