



MUFIN GREEN FINANCE LIMITED

Formerly known as APM Finvest Ltd.

To,
BSE Limited
P. J. Towers, Dalal Street,
Fort, Mumbai – 400 001

To,
National Stock Exchange of India Limited
Exchange Plaza, Bandra - Kurla Complex,
Bandra (East), Mumbai - 400 051

Ref: BSE Scrip Code 542774

Ref: MUFIN

Sub: Submission of Business Responsibility and Sustainability Report for FY 2023-24

Dear Sir,

Dear Sir/Madam,

Pursuant to the SEBI Circular SEBI/HO/CFD/CMD2/P/CIR/2021/562 dated May 10, 2021 we hereby submit the Business Responsibility and Sustainability Report for FY 2023-24.

The copy of the aforesaid Report is attached herewith for your perusal and is also available on the website of the Company at www.mufingreenfinance.com.

This is for your information and record.

Thanking you,

For Mufin Green Finance Limited

Mayank Pratap Singh
Company Secretary

Date: 06.09.2024

Place: Delhi

CIN : L65990RJ2016PLC054921



011-42610483



www.mufingreenfinance.com



connect@mufingreenfinance.com

Corporate office : 202, 2nd Floor, Best Sky Tower, Netaji Subhash Place, Pitampura, New Delhi -110034

Registered Office : SP-147, RIICO Industrial Area, Bhiwadi, Distt. Alwar, Rajasthan-301019

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING FORMAT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L65990RJ2016PLC054921
2	Name of the Listed Entity	Mufin Green Finance Limited
3	Year of incorporation	2016
4	Registered office address	SP-147, RIICO Industrial Area, Bhiwadi, Rajasthan-301019
5	Corporate address	201, 2nd Floor, Best Sky Tower, Netaji Subhash Place, Delhi-110034
6	E-mail	compliance@mufinfinance.com
7	Telephone	011-43094300
8	Website	www.mufingreenfinance.com
9	Financial year for which reporting is being done	FY-2023-24
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and Bombay Stock Exchange (BSE)
11	Paid-up Capital	₹ 16,21,05,172
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mayank Pratap Singh Telephone Number- 011-43094300 Email: compliance@mufinfinance.com
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).	The disclosures made in this report are on a standalone basis.
	Name of Assurance Provider	NA
	Type of Assurance obtained	NA

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	Other Financial activities	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 activities	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	0	1	1
International	0	0	0

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	19
International (No. of Countries)	0

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

Company is not engaged in any exporting activities.

c. A brief on types of customers

We primarily serve two types of customers i.e. retail and wholesale. Our majority of the customers are individuals belonging to Tier-2 and Tier-3 cities and wholesale customers includes fleet operators and entities involved in the business of Electric Vehicles.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	481	421	87.5 %	60	12.5%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	481	421	87.5 %	60	12.5%

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)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	-	-	-	-	-

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	06	01	16.67 %
Key Management Personnel	03	01	33.33 %

20. Turnover rate for permanent employees and workers

	FY 23-24 (Turnover rate in current FY)			FY 22-23 (Turnover rate in previous FY)			FY 21-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	38%	34%	37%	38%	33%	37%	NA	NA	NA
Permanent Workers	-	-	-	-	-	-	-	-	-

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	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	Hindon Mercantile Limited	Holding	54.44	No
2	Mufin Green Leasing Private Limited	Subsidiary	100	No
3	Mufin Green Infra Limited	Subsidiary	65	No

VI. CSR Details

22.

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **YES**
- (ii) Turnover (in Rs.): 97,79,69,883
- (iii) Net worth (in Rs.): 244,09,95,535

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)	FY 2023-24			FY 2022-23		
		No. of complaints filed during the year	No. 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	Yes	-	-	-	-	-	-
Investors (other than shareholders)	Yes	-	-	-	-	-	-
Shareholders	Yes	7	-	-	1	-	-
Employees and workers	Yes	-	-	-	-	-	-
Customers	Yes	-	-	-	-	-	-
Value Chain Partners	Yes	-	-	-	-	-	-

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	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.	Customer Experience	Risk	Given that MGFL provides financial products and services to thousands of customers, any undesirable customer experience could result in loss of customers or even reputational loss.	Listening to customers and driving continuous transformation to provide them a frictionless experience is what MGFL has always strived for. Ethics, transparency, and accountability are deeply ingrained and practiced in daily operations, including in dealing with customers.	<u>Negative</u> Loss of reputation can result in loss of customer thereby adversely impacting businesses of MGFL.
2.	Financial Inclusion	Opportunity	The reach of financial products and services is still shallow in India, especially in the mass segment and semi-urban / rural parts of India.	MGFL's customer reach is achieved through dealer networks, adaptation of innovative technology solutions to provide a seamless customer journey through its digital platforms and customized product offering. MGFL has a customer base of more than 21000 unbanked customers in FY2023 and 40,000 in FY2024.	<u>Positive</u> MGFL has created deep distribution in Tier-2 and 3 cities across the country thereby taking financial solutions closer to the society.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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)	Yes								
b. Has the policy been approved by the Board? (Yes/No)	Yes								
c. Web Link of the Policies, if available	https://mufingreenfinance.com/investor-zone/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	The Company strives to influence its partners in the value chain to participate in the responsible and sustainable business conduct depending upon their means and resources.								
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.	All policies have been developed based on industry practices, as per the regulatory requirements and through appropriate consultation with relevant stakeholders.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Environment restoration - migration to electric vehicles, solar installations etc.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Company has served 19 states for financing electric vehicles across the country.								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	I am pleased to present the BRS report of Mufin Green Finance Limited, committed to drive positive change in the society and environment. The range of solutions offered by the company includes Electric Vehicle and Infrastructure Finance. The company recognises that it has the dual responsibility of ensuring sustainable finance and protect the environment in its day-to-day activities. Additionally, the company has transitioned itself to digital processes to reduce paper wastage. Water-saving measures have also been adopted to optimise the usage of water. MGFL is fully dedicated to promote Environmental, Social and Governance (ESG) practices. The company has incorporated ESG principles into its operations and are committed in creating a sustainable future for all.								

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Kapil Garg Designation- Managing Director	
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.	Yes The Company has an executive level ESG Committee consisting of senior management personnel of the Company to monitor various aspects of social, environmental and governance responsibilities of the Company.	
10. Details of review of NGBRCs of 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)
	P1 P2 P3 P4 P5 P6 P7 P8 P9	P1 P2 P3 P4 P5 P6 P7 P8 P9
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/ respective committees and placed before the BoD 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.	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: Not applicable as all principles are covered by respective policies.		

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	On an ongoing basis, the Company carries out familiarization programs for its directors, as required under the SEBI Listing Regulations and on an ongoing basis keep the Directors and KMPs abreast on matters relating to the industry, business models, risk metrics, mitigation and management, governing regulations, ESG, information technology including cyber security, their roles, rights and responsibilities and major developments and updates on the Company, etc.		100%
Key Managerial Personnel			
Employees other than BoD and KMPs	MGFL invests significant time and resources in the training and development of its employees, to help them stay ahead of latest trends and technology. Further, for certain relevant topics periodical awareness programs are carried out through emails, posters / banners (physical and digital) and other modes of internal communication. Such training / awareness programs are on array of topics, such as Code of Conduct, Ethics, Cyber Security, Data Privacy, ESG Awareness, Fraud Prevention, Functional Trainings, Health and Safety, Insider Trading, Prevention of Sexual Harassment, Skill Upgradation, etc.		100%

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

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institution	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL				
Settlement					

Compounding				
	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				

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
NIL	NIL

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.

Yes - The Anti-Bribery and Anti-Corruption (ABAC) Policy of Mufin emphasizes a zero-tolerance approach to bribery and corruption, ensuring that all business activities are conducted with integrity, fairness, and professionalism. The policy applies to all individuals associated with the company and provides guidance on identifying and managing bribery and corruption risks. It also outlines the responsibilities of the Board, Audit Committee, and Compliance Officer in monitoring and enforcing compliance, as well as the procedures for reporting and investigating any violations.

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

	FY2023-24	FY2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil

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

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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 MGFL during the year under review.

Leadership Indicators

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

MGFL strives to influence its value chain partners to participate in the responsible and sustainable business conduct depending upon their means and resources. MGFL carries out awareness / training programmes for its value chain partners (especially agents and other intermediaries), depending on the business needs, stakeholder feedback and regulatory requirements covering various topics.

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

Yes, MGFL has process in place to avoid/ manage conflict of interest involving members of the board. Compliance with Company policies includes the following:-

During the term, the Director will comply with the Code of Conduct & Ethics, the Code for Prevention of Insider Trading and the Anti-Bribery policies adopted by the Company and such other policies / requirements as the Board of Directors may from time-to-time devise / specify.

Unless specifically authorised by the Company, the Director shall not disclose Company and business information to external constituents such as the media, the financial community, employees etc.

He / She will keep confidential all information received by him / her with regard to the Company and its holding and affiliate companies. This duty of confidentiality will continue to apply even after he / she has ceased to be a Director of the Company.

The weblink of code of conduct policy is as follows: <https://mufingreenfinance.com/investor-zone/>

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

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

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	NIL	NIL	NIL
Capex	NIL	NIL	NIL

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
MGFL 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 financial solutions 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 sustainably?
Refer 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.

Given the nature of the business, MGFL provides financial services to its customers and does not manufacture any products, hence we do not currently maintain records for hazardous and other waste generation. However, recycled tissue papers are used at its corporate offices.

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

Given the nature of the business, the above is not applicable.

Leadership Indicators

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

MGFL provides varied financial products and services to its customers. The broad lifecycle of these businesses has been summarised below:

Loan:

Sourcing: Mufin Green Finance Limited (formerly known as APM Finvest Limited) operates through OEM's Dealers Network, where customer walk-ins to buy a vehicle and Mufin Green Finance Relationship Officer connect with the end customer to sell the loan product to him as per his/her requirement. Presently the company is operating from 1000+ active dealership location across 19 states. Company has an excellent team of experienced relationship officers who move in the field and source business from multiple dealers in the same or nearby vicinity. Our RO's also identify the new dealership opening the near vicinity where they are operating at better efficiency in the same market.

Underwriting: The key factors considered before taking a loan decision are:

- Place of the customer – only applicants who are permanent residents of that place or are having a substantially long stay are considered or with the permanent residents as guarantor or co-borrower.
- Market credibility – feedback of the referral, FI executive and marketing executive regarding conduct of the applicant is considered for taking the lending decision.
- Guarantor details – As Guarantor is compulsory in each case
- Active Bank Account – As company disburse loan amount through account payee cheques only
- Assets of the applicant – Generally applicants with own residence and/or agriculture land are preferred.

Servicing: After granting of loan, there can be various reasons for which a customer may need servicing. Collecting instalments is one of the critical part of customer servicing. However, there can be many more instances when a customer can reach out such as requesting change in personal information, adding / changing nominees, grievance redressal etc. We believe in enhancing customer experience and have a number of digital tools where the customer can self-service or in the alternate, can also reach out at our offices, write to / call us etc.

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

None other than those identified in S. No. 24 of Section A above.

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

Given the nature of the business, MGFL provides financial services to its customers and does not manufacture any products, hence we do not currently maintain records for recycled/ reused material consumed.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Not Applicable

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

MGFL provides financial services and thus the above is not applicable.

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	242	242	100%	NA	-	-	-	242	100%	-	-
Female	60	60	100%	NA	-	60	100%	-	-	-	-
Total	302	302	100%	NA	-	60	19.86%	242	80.14%	-	-
Other than Permanent Employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

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

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	-	YES	100%	-	YES
Gratuity	100%	-	YES	100%	-	YES
ESI	100%	-	YES	100%	-	YES
Others (please specify)	NA	NA	NA	NA	NA	NA

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 premises/offices of the entity accessible to differently abled employees

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

MGFL has adopted Equal employment opportunity and non-discrimination policy in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016 and provides a framework which is committed towards the empowerment of persons with disabilities.

<https://mufingreenfinance.com/investor-zone/>

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	1	100%	-	-
Female	3	100%	-	-
Total	4	100%	-	-

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	-
Other than Permanent Workers	-
Permanent Employees	Yes, hr@mufinfinance.com
Other than Permanent Employees	-

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

MGFL employees are not part of any employee association.

8. Details of training given to employees:

Category	FY 2023-24			FY 2022-23		
	Total (A)	On Skill Upgradation		Total (C)	On Skill Upgradation	
		No. (B)	% (B/A)		No. (D)	%(D/C)
Permanent Employees						
Male	421	100	23.75%	197	45	22.84%
Female	60	40	66.67%	34	20	58.82%
Total	481	140	29.11%	231	65	28.14%

For Health and Safety: MGFL trains its employees on safety protocols — it conducts periodic trainings on fire safety and evacuation drills for employees. Periodical awareness programs are carried out through emails, posters / banners (physical and digital) and other modes of internal communication.

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

Performance appraisal was conducted during the year for all the eligible employees as per policies.

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?

MGFL 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. MGFL has taken an initiative to frame a comprehensive policy with respect to health and safety management system. MGFL trains its employees on safety protocols — it conducts periodic trainings on fire safety and evacuation drills for employees. Various facilities are available at corporate office such as proper ventilation, 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?

Given the nature of business, this is not directly applicable. However, hazard identification is a continuous process and conducted by the identified employees.

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

Yes. The Code of Ethics provides for requisite enabling mechanism by guiding on the focal point of contact on various aspects including the principles of health and safety.

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

Yes. MGFL has insured its employees under group health insurance.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
Total recordable work-related injuries		NIL	NIL
No. of fatalities		NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)		NIL	NIL

12. Describe the measures taken by the entity to ensure a safe and healthy workplace:
Refer 10(a) above

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending Resolution at the end of the year	Remarks	Filed during the year	Pending Resolution at the end of the year	Remarks
Working Conditions	NIL	NIL	NA	NIL	NIL	NA
Health & Safety	NIL	NIL	NA	NIL	NIL	NA

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and Safety Practices	NIL
Working Conditions	NIL

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 pertaining to above mentioned parameters was necessitated by MGFL during the year under review.

Leadership Indicators

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

No

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

MGFL strives to influence its partners in the value chain to participate in the responsible and sustainable business conduct depending upon their means and resources. Having said that, there are multiple measures to ensure that statutory dues have been deducted and deposited by them which include contractual commitments, review / audit of value chain partners, seeking confirmations of compliance, etc, which depend on the nature of product/services rendered.

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

Category	No. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	NIL	NIL	NIL	NIL

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

No

5. Details on assessment of value chain partners:

	% of Value chain partners (by value of business done with such partners) that were assessed
Health and Safety Practices	MGFL expects its value chain partners to follow extant regulations, including health & safety practices and working conditions.
Working Conditions	

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

In absence of any significant risks / concerns, no corrective action plan has been necessitated.

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

Essential Indicators

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

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.

Based on the this the key stakeholders identified by the Company are its customers, investors, lenders, government, shareholders, regulators, value chain partners, employees and the society.

MGFL understands the impact of its policies, decisions, products & services and associated operations on the stakeholders. In line with its policies, practices and processes, MGFL 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. The Company also engages with relevant stakeholders for enhancing the sustainable and responsible business practices

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 and Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually / Half yearly / Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholder and Investor	No	Multiple channels – physical and digital including investor presentations, press releases and communications through stock exchanges,	Frequent and need based	To inform about the performance, major developments and other relevant updates regarding the Company.

		participation in investor conferences, etc.		
Customer	No	Multiple channels – physical and digital	Frequent and need based	Servicing throughout the lifecycle of the customer and address queries / grievances that the customer may have
Government and Regulators	No	Multiple channels – physical and digital	Need based	To provide timely recommendations/ feedback on draft policies, representations before regulators and associations for advancement and improvement of financial services industry in India.
Employees	No	Multiple channels – physical and digital	Daily	To create a thriving, safe and inclusive workplace. for its employees and providing merit-based opportunities for professional development and growth.
Value Chain Partners	No	Multiple channels – physical and digital including in-person meetings, emails, performance discussions, company policy/process communication, periodical meets/conferences, etc.	Frequent and need based	To enhance the access and understanding of relevant and financial products and services of the Company.
Society	Yes	Multiple channels – physical and digital.	Frequent and need based	To promote social welfare activities for inclusive growth, fair and equitable development and well-being of society through our business functioning

Leadership Indicators

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

The Company to the extent considered necessary and permitted by regulations, ensures transparent communication and access to relevant information about its decisions that impact relevant stakeholders, keeping in mind the need to protect confidential competitive plans and information.

Engagement with stakeholders is a continuous process, as part of MGFLs business activities. Such engagement is generally driven by the responsible business functions, with senior executives also participating based on the need of the engagement. The BoD are updated on various developments arising out of such engagement and they provide their guidance / inputs on such matters.

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

Continuous engagement with stakeholders helps in aligning expectations, thereby enabling MGFL to better serve its stakeholders. The Company personnel interact with various stakeholders to understand the involvement and relevance of ESG topics, their impact and expectations from the Company. Based on such interactions, MGFL has over the last year enhanced its reporting on business responsibility and has also started certain new initiatives. The Company believes that it is still learning the evolving aspects of ESG and lays significant importance to such interactions.

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

The Company through its CSR policy has taken up at the various initiatives and activities, for the benefit of different segments of the society, with focus on the marginalized, poor, needy, deprived, and under-privileged.

Principle 5: Businesses should respect and promote human rights

Essential Indicators

- Employees who have been provided training on human rights issues and policy(ies) of the entity:

Any employee who works for MGFL must adhere to the commitment of MGFL to integrity and ensure following the principles laid down in Code of Ethics which amongst other things includes principles of mutual respect, privacy, equal opportunities and non-discrimination, health, safety and environment, sexual harassment. Our commitment to employees' rights is enshrined in the Employee Manual- which sets out what employees can reasonably expect from the company (Employee Rights) and the responsibilities and qualities that are expected from them while performing their duties (Employee Responsibilities). It also lays down the principles of equal opportunity and non-discrimination, anti-corruption and bribery, prohibition of forced and child labour, transparency, safe healthful and harassment-free workplace, amongst others. MGFL runs ESG awareness programs for its employees to create awareness on ESG initiatives (including human rights) for its employees through use of social media as well as internal communication channels-Intranets, bulletins etc.

- Details of minimum wages paid to employees, in the following format:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
<i>Male</i>	421	-	-	421	100%	197	-	-	197	100%
<i>Female</i>	60	-	-	60	100%	34	-	-	34	100%
Other than Permanent										
<i>Male</i>	-	-	-	-	-	-	-	-	-	-
<i>Female</i>	-	-	-	-	-	-	-	-	-	-

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

	Male		Female	
	Number	Median Remuneration	Number	Median Remuneration
BoD- Non-Executive Directors	5	1,35,000	1	60,000
KMPs (excluding BoD)	2	10,41,600	1	18,00,000
Employees other than BoD and KMPs	418	1,98,000	59	3,24,000

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

While MGFL aims to not have a situation that leads to any grievance; should such a situation arise, MGFL has a well-defined grievance redressal mechanism 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. MGFL regards respect for human rights as one of its fundamental and core values and strives to support, protect and promote human rights to ensure that fair and ethical business and employment practices are followed. MGFL 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, MGFL has aimed to provide reasonable safeguards for the benefit of employees at the workplace, while having due regard for their privacy and dignity. MGFL 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, MGFL does not hire any employee or engage with any agent or vendor against their free will.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending Resolution at the end of the year	Remarks	Filed during the year	Pending Resolution at the end of the year	Remarks
Sexual Harassment	NIL	NIL	NA	NIL	NIL	NA
Discrimination at Work Place	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 provided by Code of Ethics, Employee Manual, Whistle Blower and Vigil Mechanism policies. MGFL prohibits retaliation against any employee who reports in good faith any suspected or potential violation of the Code of Ethics of the Company which includes aspects of discrimination and harassment.

It is the duty of every employee to report instances of possible Code of Ethics violations that they are aware of. At MGFL, 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)

MGFL appreciates the inherent, universal, indivisible, inalienable and interdependent nature of human rights. MGFL strives to percolate these values, through its policies, at all levels in the organization.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual Harassment	MGFL is in compliance with the laws, as applicable.
Discrimination at Work Place	
Child Labour	
Forced/Involuntary Labour	
Wages	
Others- Please Specify	

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 pertaining to Question 9 was necessitated by MGFL during the year under review.

Leadership Indicators

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

There have been no significant human rights grievances / complaints warranting modification / introduction of business processes.

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

Not Applicable

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

As a principle the Company through Employee Manual prohibits discrimination against any person with disability in any matter related to employment. Further, MGFL has Equal Employment Opportunity and Non-Discrimination Policy which endeavours to take action to ensure that a conducive environment is provided to employee/persons with disabilities to perform their role and excel in the same. The said policy takes into consideration the requirements of Right of Person with Disabilities Act, 2016 and Transgender persons (Protection of Rights) Act 2019.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	MGFL expects and strives to influence its value chain partners to adhere to the same values, principles and business ethics upheld by MGFL in all their dealings. No specific assessment in respect of value chain partners has been carried out, other than certain elements covered in annual review of processes and controls of select sample of value chain partners by the Company.
Discrimination at Work Place	
Child Labour	
Forced/Involuntary Labour	
Wages	
Others- Please Specify	

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

No corrective actions pertaining to Question 4 was necessitated by the Company during the year under review.

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

Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
Total electricity consumption (A)	905.76 (GJ)	693.36 (GJ)
Total fuel consumption (B)	140.49 (GJ)	129.49 (GJ)
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	1046.25 (GJ)	822.85 (GJ)
Energy intensity per rupee of turnover (Total Energy Consumption/ Turnover in Rupees)	0.00	0.00
Energy Intensity (Optional)	-	-

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. - The entity has not conducted any independent assessment/ evaluation/assurance by an external agency.

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

Not Applicable

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

MGFLs usage of water is restricted to human consumption purposes only. Given that office of MGFL is present in shared premises, total freshwater consumption is not accounted. Efforts have been made to ensure that water is consumed judiciously in the office premises. Water consumption in FY2023-24 was 45.78 kiloliters.

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:

Not Applicable

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

Parameter	Unit	FY 2023-24	FY 2022-23
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)	<i>Metric tonnes of CO₂ equivalent</i>	-	-
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)	<i>Metric tonnes of CO₂ equivalent</i>	-	-
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		-	-

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. - The entity has not conducted any independent assessment/ evaluation/assurance by an external agency.

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

MGFL has undertaken various projects on environmental sustainability such as:

- Reducing paper consumption: It has been an endeavour of MGFL over last many years to keep reducing paper consumption across all its business operations.
- Environmental Policy: During the year, MGFL is committed not to extend fund through its lending business for specified lines of businesses and specific activities.
- Recycled tissue papers: Usage of recycled tissue papers at its corporate offices.

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

Parameter	FY 2023-24 (in Kg)
E-waste	248.7

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. - The entity has not conducted any independent assessment/ evaluation/assurance by an external agency.

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.

Given the nature of the business, there is no usage of hazardous and toxic chemicals by MGFL.

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:

No

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

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:

Based on the nature of business, MGFL is in compliance with applicable environmental norms.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	NA	NA
Total fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	NA	NA
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	-	-
Total fuel consumption (E)	-	-

Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	-	-

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. - The entity has not conducted any independent assessment/ evaluation/assurance by an external agency.

2. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY2-22-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. - The entity has not conducted any independent assessment/ evaluation/assurance by an external agency.

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

For each facility / plant located in areas of water stress, provide the following information:

- Name of the area
- Nature of operations
- Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		

(i) Surface water		
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. - The entity has not conducted any independent assessment/ evaluation/assurance by an external agency.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	<i>Metric tonnes of CO₂ equivalent</i>	-	-

Total Scope 3 emissions per rupee of turnover		-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. - The entity has not conducted any independent assessment/ evaluation/assurance by an external agency.

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

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

Please refer to response provided at Q. 3, 7 and 9 of the essential indicators above.

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

<https://mufingreenfinance.com/investor-zone/>

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

Given the nature of the business, there has been no adverse impact to the environment.

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

Not Applicable

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

Essential Indicators

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

None

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.

None

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

No corrective action was necessitated by the Group during the year under review

Leadership Indicators

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

MGFL keenly participates in putting forward its views on the setting of new industry standards or regulatory developments pertaining to the NBFC sector. While making recommendations, MGFL attempts to balance the interest of various stakeholders.

It maintains regular engagement with the Government agencies and regulators and stands committed to providing timely and accurate information, suggestions and recommendations, feedback on draft policies, etc. as and when required. This also enables MGFL to understand their areas of focus and concerns. MGFL engages in public and regulatory policy development process by providing suggestions on draft notifications, and interactions with various bodies / regulators on matters significant to industry and society at large. MGFL also makes recommendations to various regulators in the larger interest of the industry. All interactions with the Government and regulators are done by authorised officials of the respective company.

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

No project was required to be assessed for their impact during the year under the regulatory requirement. However, MGFL uses social sector experts and independent professionals to conduct social and financial assessments of the projects. MGFL has taken Sustainable Development Goals Alignment Rating. These assessments help in early identification and mitigation of risks to the concerned projects.

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

Not Applicable

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

MGFL has various mechanisms to receive and redress grievances of various stakeholders. Details of such mechanisms and policies is detailed CSR policy disclosed on the website.

4. Input material sourced from suppliers:

Not Applicable

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Not Applicable

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies.

None

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)
(b) From which marginalised /vulnerable groups do you procure?
(c) What percentage of total procurement (by value) does it constitute?

Not Applicable

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

Not applicable

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

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

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Education		
	Education Facilities	250	100%
2.	Livelihood		
	Empowering for Employment	50	100%
3.	Animal Welfare	NA	

Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Timely and appropriate customer grievance redressal is imperative. In fact, we aim to reduce the grievances learning from our experiences, through root cause analysis. MGFL's dealings with its customers are professional, fair and transparent. MGFL has a robust customer services governance framework.

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

Transparency and fairness in dealings with customers is followed across MGFL. None of the products withhold any relevant information needed by the customers to make informed decisions.

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending Resolution at the end of the year	Remarks	Received during the year	Pending Resolution at the end of the year	Remarks
Date Privacy	NIL	NIL	NA	NIL	NIL	NA
Advertising	NIL	NIL	NA	NIL	NIL	NA
Cyber Security	NIL	NIL	NA	NIL	NIL	NA
Restrictive Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Unfair Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Others	NIL	NIL	NA	NIL	NIL	NA

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

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.

MGFL has adopted an information security framework to establish, implement, monitor and constantly improve its information security posture. We focus on privacy of customer information and data security. The Company has Data Privacy Policy in place and same is available on the website of the Company. The Company also complies with the applicable regulatory framework and guidelines (viz. RBI's Master Direction – Information Technology Framework for the NBFC Sector.

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 penalties/regulatory action has been levied or taken on the above-mentioned parameters.

Leadership Indicators

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

MGFL envisages to be an omnipresent financial company that will enable our existing and new customer to engage, transact and be serviced online to offline and vice versa. Information relating to various financial services provided by the MGFL is available on the website, <https://mufingreenfinance.com/investor-zone/>.

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

As a responsible corporate citizen, it is imperative to not just do business with customers, but also educate them and make them more aware of what could be good or bad for them, frauds, addressing their questions on financial products, etc.

The Company has a mechanism to inform customers on usage of products offered. Continuous and contextual communication across the customer lifecycle through - press releases, company website and blogs, social media campaigns, use of video content, etc. have helped us to educate and create awareness amongst our customers and society at large.

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

Tech-led seamless customer experiences have been the hallmark of our businesses. Each business is unique and so is its approach towards enhancing customer experience. But the core objectives that tie them together stay the same – simplification of processes, ease of use and quick and appropriate response. The importance of information security, cyber security and fraud controls cannot be over-emphasised in this technological age. The need for robust control over these areas find a dominant place in our information technology framework. These controls obviate disruptions and security threats endangering loss of customer data and disruption in business operations. MGFL has business continuity strategy and framework in place. Business Continuity Plan (BCP) envisages the likely disruptive events, their probability and impact on business operations which is assessed through business impact analysis. During the year, there were no major disruptions of critical services of MGFL.

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

Transparency and fairness in dealings with customers is followed across MGFL. None of the products withhold any relevant information needed by the customers to make informed decisions. MGFL through their charters, policies, etc. communicate the customer rights, company commitments, grievance redressal mechanism and ombudsman scheme, as applicable which emphasise our commitment to fair practices by maintaining transparency in products and services offered.

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

Yes. MGFL has adopted a mechanism to gauge customer experience including collections processes. The survey is conducted its outcome is given due importance in the Company's planning process.

6. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact - None
- b. Percentage of data breaches involving personally identifiable information of customers- None. MGFL has not witnessed any instances of data breaches during the year.