Business Responsibility Report

SECTION A: GENERAL INFORMATION ABOUT THE COMPANYTHE MEMBERS OF

1.	Corporate Identity Number (CIN) of the Company	L99999MH2000PLC129113
2.	Name of the Company	SBI Life Insurance Company Limited
3.	Registered address	Natraj M.V. Road & Western Express Highway Junction, Andheri (East), Mumbai – 400069
4.	Website	www.sbilife.co.in
5.	E-mail id	nimesh.maniyar@sbilife.co.in
6.	Financial Year reported	2018-19
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	65110
8.	List three key products/services that the Company manufactures/ provides (as in balance sheet)	The Company offers a wide range of 33 individual and 9 group products across categories like savings, protection, retirement, pension, health, etc.
9.	Total number of locations where business activity is undertaken by the Company	The Company has Pan-India presences though a vast network of 908 offices as on March 31, 2019. Additionally we have distribution touch points through several tie-ups comprising of 93 partners and 1,23,613 Mitras i.e. individual agents.
	(a) Number of International Locations (Provide details of major 5)	The Company has obtained regulatory approvals for opening a Foreign branch office in the Kingdom of Bahrain and shall be starting operations of the Foreign branch.
	(b) Number of National Locations	The Company has pan-India presences though a vast network of 908 offices as on March 31, 2019.
10.	Markets served by the Company – Local/State/National/International	The Company serves customer across India and we are in receipt of regulatory approvals for opening of office in Kingdom of Bahrain.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1.	Paid up Capital (INR)	₹ 1,000 Cr
2.	Total Turnover (INR)	₹32,989.4 Cr
3.	Total profit after taxes (INR)	₹ 1326.8 Cr
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	₹ 18.96 Cr or approximately 2% of the average net profit of last three years has been spent towards CSR activities in FY 2018-19.
5.	List of activities in which expenditure in 4 above has been incurred:-	The CSR efforts of the company have been focused majorly on providing education to the economically disadvantaged children, supporting preventive healthcare and wellness, rural development and environmental upgrade. The company continues to remain focused on improving the quality of life and serving communities through CSR. The budget for the Company's CSR spend for FY 2018-19 was ₹ 18.41 Cr , which was equivalent to 2% of average net profit of last 3 years computed in accordance with Section 135 of the Companies Act, 2013. The actual spend for CSR was ₹ 18.96 cr. Details of the Company's CSR activities are provided in the 'Corporate Social Responsibility' section of the Annual Report for FY 2018-19.

SECTION C: OTHER DETAILS

1. **Does the Company have any Subsidiary Company/ Companies?**
   No

2. **Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)**
   Not applicable

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3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

No

Section D: Business Responsibility (BR) Information

1. Details of Director/Directors responsible for BR

a) Details of the Director/Directors responsible for implementation of the BR policy/policies

1. DIN Number - 08075972

2. Name - Mr. Sanjeev Nautiyal

3. Designation - Managing Director and Chief Executive Officer

b) Details of the BR head

No.	Particulars	Details
1	DIN Number (if applicable)	NA
2	Name	Mr. Sangramjit Sarangi
3	Designation	Chief Financial Officer
4	Telephone number	022-6191 0281
5	e-mail id	sangramjit.sarangi@sbilife.co.in

2. Principle-wise (as per NVGs) BR Policy/policies

a) Details of compliance (Reply in Y/N)

No.	Questions	P1	P2	P3	P4	P5	P6*	P7*	P8	P9
1	Do you have a policy/ policies for....	Y	Y	Y	Y	Y	N	N	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	-	-	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	-	-	Y	Y
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	-	-	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	-	-	Y	Y
6	Indicate the link for the policy to be viewed online?	Y	Y	Y	Y	Y	-	-	Y	Y
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	-		Y	Y
8	Does the company have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	-	-	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	-	-	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	-	-	Y	Y

*P6 – The aspects under this principle are not substantially relevant to the Company given the nature of business. The Company constantly endeavor to undertake innovative initiatives to protect the environment. The Company is committed to keeping its environmental footprints as small as possible and has taken proactive steps to reduce direct impact of its operations on the environment.

*P7 - In taking public policy positions, the Company has not advocated/lobbied through any association.

3. **Governance related to BR**

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

The company is aware of its Business Responsibilities and shall review and assess initiatives periodically.

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

The Company has published the link of BR report in its Annual report for FY 2018-19. The hyperlink for viewing the report is https://www.sbilife.co.in/en/about-us/investor-relations/annual-reports

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?**

The Company is committed to the best practises in the areas of Corporate Governance and it committed to acting professionally, fairly and with integrity in all its dealings.

The Company has a well defined Code of Conduct which lays down principles for every employee to act in accordance with the highest standards of personal and professional integrity, honesty, ethical and legal conduct. The Code is applicable to all Directors, Senior Management and employees of the Company.

The Company through its Whistle Blower Policy (Vigil Mechanism Policy) encourages and enable directors, employees to raise serious concerns, grievances about any unacceptable practice or any event of misconduct, irregularities, governance weaknesses, financial reporting issues within the Company.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

We have a dedicated client relationship team which takes every care to resolve customer complaints/grievances within stipulated timelines. Further, in order to ensure fair and unbiased resolution of grievances of the policyholders/claimants regarding claim settlement, the company formed a Claims Review Committee. Exhibiting the commitment of the Company to provide a fair resolution to the claimants' grievances in a transparent manner. The Claims Review Committee comprises of key members of top management and a Retired High Court Justice.

Total 4659 customer complaints were received during the FY 2018-19. All these complaints have been satisfactorily resolved.

Additionally, the Company has also setup an Investor Grievance mechanism to respond to investor grievances in a timely and appropriate manner. The investor grievances are reviewed by the Board through 'Stakeholders Relationship Committee'. Total 192 Shareholders complaints were received during FY 2018-19, and all these have been satisfactorily resolved.

Principle 2

1. **List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/ or opportunities.**

Our bouquet of products span across Protection, Savings and Investment, Retirement, Women, Children and Health categories catering to various needs of the customers across segments. Additionally, we offer Micro-insurance products like SBI Life- Shakti and SBI Life- Grameen Super Suraksha to cater to Company's Rural and Social Sector Obligations.

Protection business is one area where there has been a lot of focus in the recent years. This helps to take care of the protection needs of the population by selling products like SBI Life- Saral Shield, SBI Life- Smart Shield, SBI Life- eShield, SBI Life- Sampoorn Cancer Suraksha and SBI Life- Poorna Suraksha.

Government of India had introduced "Pradhan Mantri Jeevan Jyoti Bima Yojana" (PMJJBY)" scheme as a low premium insurance scheme to widen penetration of insurance in India. During the year the Company has covered over 67 lakh members under this scheme.

Further, with growing focus of digitization, numbers of internet users, growing penetration of smart phones, etc. we have launched innovative products that can be easily accessed through digital media. We have developed a digital platform to provide an entirely paperless new policy issuance and servicing process to our customers. This platform has also been extended to our partners and Mitras. This has not only helped us in improving customer convenience and it internal efficiencies but has also had a positive impact on the environment.

2. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):**

a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

Not applicable considering the nature of business of the Company.

b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

Not applicable

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3. **Does the company have procedures in place for sustainable sourcing (including transportation)?**
Not applicable considering the nature of business of the Company.

   a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

   Not applicable

4. **Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?**
Not applicable considering the nature of business of the Company.

   a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

   Not applicable

5. **Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**
As our Company is not a manufacturing Company, this point is not applicable.

Principle 3

1. **Please indicate the Total number of employees.**
As on March 31, 2019 our total employee count was14961. Additionally we 123613 individual agents associated with us who are distributing insurance on our behalf.

2. **Please indicate the Total number of employees hired on temporary/contractual/casual basis.**
As on March 31, 2019 total count of contractual workers was 444

3. **Please indicate the Number of permanent women employees.**
As on March 31, 2019, we had 2,328 permanent women employees.

4. **Please indicate the Number of permanent employees with disabilities**
We are an equal opportunity employer and treat all our employees at par, thus we do not specifically track number of disabled employees. Based on income tax declarations received from employees for claiming tax deduction for self disability, the Company has 10 such employees.

5. **Do you have an employee association that is recognized by management.**
The Company does not have any employee association.

6. **What percentage of your permanent employees is members of this recognized employee association?**
Not applicable

7. **Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**
The Company's recruitment policy does not permit any engagement of child labor, forced labor or involuntary labor. The Company also refrains from any discrimination on the basis of caste, creed, gender, or religion.

   The company has a policy against Sexual Harassment of Women at work place in accordance with applicable Regulations. During FY 2018-19 1 case was pending at the beginning of the year, 5 cases were investigated of which 3 cases have been disposed off.

8. **What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?**
   (a) Permanent Employees – 85.95% out of this 85.72% of employees have undergone training three or more times

   (b) Permanent Women Employees- 74.18% out of this 74.29% of women employees have undergone training three or more times.

   (c) Casual/Temporary/Contractual Employees - NIL

   (d) Employees with Disabilities – 60.00% and all of them have undergone training three or more times.

   Learning & Development designs appropriate training to all employees and segments based on the identified needs. Training is imparted through classroom modules led by an instructor, web-based e-learning and mobile app. Equal focus is laid on product, process and behavioural trainings. The new LMS platform, e-Shiksha Empowered, encourages self-paced 24 X 7 learning. In addition, Learning and Development facilitates On The Job trainings too [OTJ] in collaboration with functional departments. The details of OTJ are not captured in our learning database for obvious reasons.

   We also tie-up with reputed management institutes within and outside India, avail the services of global domain experts and professional trainers besides third party service providers to impart specialized training to employees as well as distributors.

   The Company accords prime importance to employee health and safety. All employees undergo periodic training on basic & advanced fire safety including evacuation drills. Fire evacuation drills are periodically conducted for all our offices. Further employees are also periodically sensitised on fire safety norms. The Company has tie-ups with vendors to educate and demonstrate use of fire-fighting equipment. Educative mailers are circulated to all employees

on Health, Safety & Environment (HSE), natural calamities and epidemics on a regular basis.

All new employees undergo mandatory orientation sessions. Employees at junior, middle and senior levels undergo need based training programmes including management development, leadership workshops apart from functional skills programmes on product & process knowledge. Digital knowledge repositories have also been made available to enable new hires to access key learning content on the go and on demand.

With an intention to encourage employees to acquire higher functional qualifications/certifications, the Company defined a policy to incentivize its employees for acquiring higher functional/technical qualifications.

We have an Internal Job Posting system that encourages job rotation and multi-skilling. We offer all colleagues the opportunity to take on challenging roles across a variety of functions and geographies and thereby, facilitate their career growth and success.

Principle 4

1. **Has the company mapped its internal and external stakeholders? Yes/No**
   Yes the Company has mapped its key stakeholder groups.

2. **Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.**
   A definite percentage of business is through sale of customized affordable insurance products in rural areas and to under privileged sectors in accordance with IRDAI Regulations.

   Details of the rural and social sector obligations of the Company are provided in the Directors' Report of the Company.

   The Company also has specific products catering to women segment and products for social security schemes launched by the Government. The company is also managing SBI Life - Dhanrashi scheme for Delhi Government. This scheme was announced by Delhi Government to encourage birth of girl child born and facilitate completion of their education. The scheme also provides financial support to girls who are below poverty line and annual income of parents is less than Rs 1 lakhs. As per the scheme , the government will deposit the fixed sum amount of money at various stages like , on her birth, admission in the school, admission in different standard and all the money will be given to the girl when she turns age of 18 years .

3. **Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.**
   In line with the Government's social scheme 'Pradhan Mantri Jeevan Bima Yojana' to offer insurance benefit to masses, the Company specifically designed few low premium products like SBI Life - Grameen Bima, SBI Life - Grameen Shakti and SBI Life - Grameen Super Suraksha with an aim of creating social secutiy system for masses. These products ensure financial security to the members of family in event of unfortunate death of the life assured.

   We are also tied up with Regional Rural banks, MFIs, NGOs and SHGs which help us in providing social security in rural areas and to socially vulnerable and margianlized stakeholders.

   The Company has touched over 2.35 lakh lives from the lesser privileged sections of the society, through focused interventions in education and healthcare. Overall development of 85,000 students studying across 17 states was addressed by educational projects through infrastructure support, therapy aids for the differently abled and cost of education support. Healthcare interventions towards providing medical equipment, sponsoring cost of treatment, improving health and nutrition status of rural / tribal pregnant and lactating mothers, sanitation facilities etc catered to over 1.5 lac beneficiaries across 15 states.

   Please also refer Principle 2.

Principle 5

1. **Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs/Others?**
   The Company is an equal opportunity, gender neutral employer and has a zero tolerance policy towards any discrimination based on gender, religion, caste or class and strives to uphold fairness at the workplace through transparent policies, systems and processes and has instituted a structured grievance redressal mechanism to address employee concerns.

2. **How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**
   For details, kindly refer Principle 1.

Principle 6

1. **Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/others.**
   This principle is not substantially relevant to the Company given the nature of its business.

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

The Company constantly endeavor to undertake innovative initiatives protect the environment. The Company has contributed towards making a greener planet by maintaining the plantations and promoting renewable energy in the states of Maharashtra, Odisha and Kerala. Thus, as part of our 'Go Green Initiative' we have adopted following practices in some of our offices:

(a) The company has digitized it policy issuance and servicing process. Thus we have been able to significantly reduce usage of paper. Further, to the extent permitted, we communicate with customers digitally i.e. via SMS and emails to reduce usage of paper. The Company has also implemented 'Managed Print Service' for efficient print management and to reduce paper consumption.

(b) The corporate office building is a Green Building; certified by Indian Green Building Council (IGBC) to comply with efficient use of natural resources and minimal waste generation. The administrative processes are engineered to ensure efficient use of natural resources. Few of the sustainable green initiatives to conserve natural resources and protect the environment are as given below.

(i) Waste Water Recycling: We have adopted a process of collecting the left over/ unfinished potable water in big cans. The water so collected is used to water our ornamental plants and mopping of floors. In some of the offices we were able to recycle approximately 300 liters of water monthly.

(ii) Plastic Bottle Recycling: As a process all empty PET water bottles of 100/ 500 ml are collected, packed and sent to the vendor for various plastic recycling initiatives.

(iii) Reduction of Food Wastage: Food wastage in the cafeteria is discouraged through awareness campaign through graffiti's. Leftover food and food waste generated in our cafeteria is collected and recycled through a composter biodegradation process into organic manure of about 150 kg per month for plants in the premises.

(iv) Waste Paper Recycling: The Company has tied up with Bombay Leprosy Project, an NGO engaged in leprosy relief work to collect the used newspapers/ magazine of about 330 kgs per months. The NGO uses the waste paper for making paper envelopes there by generating employment and income to the underprivileged.

Storm water in the building is channelized to old underground well to nourish the bore wells at the premises. Water waste of utilities in the building is treated in STP; generating 65KL water for reuse in again utilities in the building.

The Company is committed to keeping its environmental footprints as small as possible and has taken proactive steps to reduce direct impact of its operations on the environment.

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

The aspect outlined in this principle is not relevant to the Company given its nature of its business.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

The aspect outlined in this principle is not relevant to the Company given its nature of its business.

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

As mentioned in Point 2 above, the Company undertakes several measures to reduce wastage and for ensuring optimum utilization of resources.

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

Not applicable considering the nature of business of the Company.

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

Not applicable considering the nature of business of the Company.

Principle 7

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

(a) Life Insurance Council

(b) The Federation of Indian Chambers of Commerce and Industry (FICCI)

(c) The Confederation of Indian Industry

(d) The Advertising Standards Council of India

(e) The Indian Society of Advertisers

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

In taking public policy positions, the Company has not advocated/lobbied through any association.

Principle 8

1. **Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**
   Being a socially responsible company, SBI Life is not only responsible for the profitability of its shareholder but also to the over-all community well-being with which it coexists. Corporate Social Responsibility driven by SBI Life's CSR policy provides structured framework for the activities contributing to the betterment of the society. Key focus areas include: -

Education	Healthcare	Enviroment Conservation	Rural Development	Disaster Relief
• Educational Sponsorship for underprivileged children • Infrastructure Development of the educational institutes / schools/colleges • Capacity Buiding of teachers / facilitators • Support towards special education / therapy aid for differently abled children. • Early Child education	• Providing medical equipments to medical institute • Sponsoring cost of the treatment / surgeries for poor patients • Providing ambulance/ van for smoother transportation of poor patients residing in remote areas. • Improving health and nutrition status of rural / tribal pregnant and lactating mothers • Providing sanitation facilities.	• Plantation Drives • Activities to promot renewable energy • Maintenance of green belt at publi places	• Devloping sanitation facilities • building / maintenance of deposits of drinking water • Installing street lights	• Providing relief material on imediate basis • Support towards rebuilding the infrastruture of the affected areas. • Contribution in CM / PM fund Disaster Relief Fund

Further, the company also works towards nurturing human and environmental resources. In the year 2018-19, SBI Life has reached to more than 2.5 lakh beneficiaries belonging to disadvantaged section of the society to meet their basic needs and extending opportunities to them to get into mainstream of the society.

2. **Are the programmes/projects undertaken through in-house team/own foundation / external NGO/government structures/any other organization?**
   SBI Life's in house team drives the CSR projects, which are executed with the help of implementing partners registered as either

   a. Trust or

   b. Society or

   c. Section 8 Company or

   d. Government department / agency to leverage the expertise in the specific sector for more meaningful impact. The company has decentralised structure where projects up to the certain financial limits are identified, evaluated, implemented and monitored at regional level. The projects with extensive budget and spread across states are initiated, implemented and evaluated by the central CSR team based at SBI Life's corporate office.

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3. Have you done any impact assessment of your initiative?

SBI Life has defined monitoring tools and performance indicators, which are customised for various projects. Both qualitative as well as quantitative parameters are considered while evaluating the impact of the project.

In 2018-19, SBI Life has reached to more than 2.5 lakh lives across country through its CSR initiatives. Out of these, 85000 children across 17 states have benefitted with educational support in the form of educational material / sponsorship / infrastructure facilities etc. Numbers of enrolment, enhanced academic performance of the children, improved attendance are few indicators amongst many while evaluating performance of the interventions under education.

Over 1.5 lakh beneficiaries across 15 States have received support under heath interventions. Initiatives under health interventions are tracked for performance with indicators like patient registrations, patient's savings on the treatment, improved knowledge of patients on various health issues.

Around 2000 beneficiaries have benefitted through various interventions under rural development and environment conservation. Expected volume of carbon offset, numbers of trees planted, employment opportunities created, women participation are few indicators while evaluating initiatives under rural development and environment conservation.

Lastly, over 1000 people have been supported under disaster relief.

4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.

In FY 2018-19, SBI Life has contributed ₹ 18.96 crore under various CSR initiatives, details of the contribution are listed below:

Sr. No.	CSR Project	Sector in which the Project is covered	Project reach	Total Amount Spent in FY 18-19 (₹ in Cr)
1	The Company has provided support towards the cost of education, infrastructure improvement, therapy aids and overall development of specially abled children , to give equal opportunity of learning	Education	More than 17 states	1.17
2	The Company has contributed towards the infrastructure development of school premises, playgrounds and classrooms, digital equipment for building smart classrooms, sanitation facilities, kitchen facilities to various schools in rural areas.	Education		2. 69
3	The Company has provided for educational sponsorship, education aid leading to overall learning of the underprivileged children.	Education		7.85.
4	The Company has contributed towards procurement of medical equipment, improving infrastructure of hospitals and healthcare institutions, preventive care measures for cancer and screening, and surgeries for the less fortunate children and adults.	Healthcare	More than 15 states	5.02
5	The Company has contributed towards infrastructure development of Officer's Training Academy.	Armed Forces	Tamil Nadu	0.065
6	The Company has contributed towards making a greener planet by planting saplings and maintaining the plantations.	Environment	Maharashtra, Odisha), Kerala	0.16
7	The Company has contributed towards providing basic amenities like sanitation facilities, safe drinking water facilities, solar lights for villages	Rural Development	Maharashtra, Andhra Pradesh	0.064
8	The Company has provided relief materials to the victims of natural calamities.	Disaster Relief	Kerala, Assam, Manipur, Karnataka	1.94

5. **Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**
   As a guideline, the implementing partner has to have minimum 3 years of experience in implementing similar projects. This ensures that partner has developed skill set in community mobilization as well as proposed activities are tested on the ground for community acceptance. Additionally, implementing partners are advised to use tools like rural participatory appraisal during need assessment to ensure community involvement from beginning. Assistance is provided to implementing partners in developing Information Education Communication (IEC) material having local community focus.

   This is also supplemented by progress reports, photographs etc. documenting the involvement of the community. Implementing partners are advised to train community leaders from sustainability perspective.

   Exit strategy highlighting how the ownership will be transferred to community is an integral part of the project document.

Principle 9

1. **What percentage of customer complaints/consumer cases are pending as on the end of financial year.**
   All complaints received in the FY 18-19 were satisfactorily closed as on 31.03.2019.

2. **Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks(additional information)**
   Not applicable considering the nature of business of the Company.

3. **Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.**
   In the ordinary course of insurance business, several customers have disputes with the Company which could result in their filing a civil suit, criminal complaint or a consumer complaint alleging deficiency of services. The Company always strives to have a cordial relationship with its customers and attempts to have an amicable settlement of the dispute but in some cases needs to pursue legal resolution of the same.

4. **Did your company carry out any consumer survey/ consumer satisfaction trends?**
   The Company has implemented Net Promoter Score (NPS) as a management tool that is used to gauge the loyalty of a firm's customer relationships. Net Promoter Score has been deployed to conduct customer experience feedback survey across various touch-points. These feedbacks aid in tracking, measuring & improving the client experience effectively.