

Business Responsibility Report

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. **Corporate Identity Number (CIN) of the Company:** L65191PN1943PLC007308
2. **Name of the Company:** RBL Bank Limited ("RBL" or "the Bank")
3. **Registered address:** 1st Lane, Shahupuri, Kolhapur 416 001
4. **Website:** www.rblbank.com
5. **E-mail id:** secretarial@rblbank.com
6. **Financial Year reported:** FY 2019-20
7. **Sector(s) that the Company is engaged in (industrial activity code-wise):** 64191- Commercial Banking activities
8. **List three key products/services that the Company manufactures/provides:** The Bank offers various Banking and financial services under following business verticals namely: Corporate and Institutional Banking, Commercial Banking, Branch and Business Banking, Agribusiness Banking, Development Banking and Financial Inclusion, Treasury and Financial Markets Operations.
9. **Total number of locations where business activity is undertaken by the Company**

(a) **Number of International Locations (Provide details of major 5):** The Bank do not operate in any international location, however, it has an International Financial Service Center Banking Unit ("IBU") in Gujarat International Finance Tech City (GIFT), Gandhi Nagar, Gujarat.

(b) **Number of National Locations –** As on 31 March 2020, the Bank had a network of 386 own branches and a presence in 23 States and Union Territories ('UT') in India. In addition, the Bank had 263 Banking Outlets (BO), 1245 nos. Business Correspondent (BC) branches

As on 31 March 2020, RBL FinServe Ltd. ('RFL'), RBL Bank's wholly owned subsidiary, had a network of 510 JLG branches, 145 MSME branches and a presence in 21 States and UTs in India.

10. **Markets served by the Company – Local/State/National/International:** The Bank largely serves customers in India.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

	RBL	RFL
1. Paid up Capital:	₹ 5,086,985,640/- as on 31 March, 2020	₹ 54, 67, 99,130/- as on 31 March, 2020
2. Total Turnover (FY2019-20):	₹ 5,539.89 Crore ¹	₹ 288.66 Crore
3. Total profit after taxes (FY2019-20):	₹ 505.67 Crore	Loss of ₹ 5.49 Crore

4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):** RBL's CSR expenses for FY2019-20 is ₹ 13.81 Crore (see CSR Report for more details). RFL does not qualify for CSR mandate as per Sec. 135 of Companies Act, 2013. Hence not applicable.

5. **List of activities in which expenditure in 4 above has been incurred:**

The Bank undertook the following CSR projects in FY2019-20, which have impacted more than 43,000 direct beneficiaries. The Bank has successfully built partnership with 50+ NGO partners to address larger social issues under sustainable livelihood, education and preventive healthcare.

Highlights of Bank's CSR activities are as below:

a. Preventive Healthcare:

The Bank largely focuses on Preventive Healthcare for Retinoblastoma (eye cancer in children) and Retinopathy (disease of the retina which results in impairment or loss of vision prevalent in people with diabetes) through the following activities:

- The Bank supports the screening, detection and surgery of underprivileged children suffering from retinoblastoma (eye cancer) in partnership with Iksha Foundation.
- In partnership with Aditya Jyot Foundation for Twinkling Little Eyes, the Bank is working towards spreading mass awareness and screening of the susceptible population for Diabetic Retinopathy (retina damage due to diabetes) in various parts of Dharavi and other parts of Mumbai. The Bank has adopted two eye care centers.

¹ Turnover is defined as Total Income = Net interest income + Other Income; as on 31 March, 2020.

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- The Bank partnered with Cuddles Foundation, for supporting 400 families near Adyar Cancer Hospital, Chennai by providing accommodation and nutritional support.
- b. Education:**
- Education of needy children esp. from poor backgrounds or with learning disability is a key thrust area of Bank's CSR practice. Details of works carried out in FY2019-20 are provided below.
- The 6th edition of RBL Bank's 'UMEED 1000' Cyclothon was organized from Udaipur to Amritsar en-route RBL Bank branches to raise awareness on importance of girl child education. More than 40 employees of RBL Bank did cycling for 1000 kilometers, including 6 brave women. ₹ 5.10 Crore was raised for Udbhav School in Rasoolpura slums, Hyderabad run by IIMAAA charitable trust.
 - The Bank has associated with 'Dr. Shanta Vaidya Memorial Foundation' in Pune, for financially supporting 1700 children with learning difficulties like dyslexia.
 - The Bank has partnered with 'Foundation for Excellence India Trust', to provide education of 100 academically gifted and financially deserving students pursuing Bachelor's in Engineering (B. E.) and Technology (B. Tech) through scholarship program.
- c. Skill development:**
- RBL Bank supports various skill development programmes that enable individuals to enhance their employability by imparting soft-skills like spoken English, primary computer courses etc. and hard skills like carpentry, plumbing, masonry, electrical work, food and agro-processing etc. Details as below:
- Bank has partnered with (a) Natarajan Education Society, (b) Magic Bus India Foundation, and (c) Smile Foundation to support youth through a mix of hard and soft skills training, with an objective of helping them gain employment and break the poverty cycle. This initiative has an approx. 70% YoY placement track record.
- d. Sustainable Livelihood:**
- Augmenting livelihood opportunities of farmers, rural youth and under privileged sections of society is a key facet of Bank's CSR activities. Few examples provided below:
- Partnering with 'Under the Mango Tree', the Bank launched an innovative initiative for bee rearing that helps preserve nature's ecological balance. The project named 'Bees for Poverty Reduction', has improved the income of approximately 6,800 farmers across through training on bee-keeping and handholding in the states of Maharashtra, Gujarat and Madhya Pradesh.
 - The Bank supports marginalized and small farmers through multiple disciplinary projects like (i) goat farming, (ii) poultry, (iii) animal husbandry in Raigad, Maharashtra with 'Swades Foundation'. Similarly, the Bank is supporting 'Srijan', which works in parts of Rajasthan for income enhancement of small landholders through horticulture & natural resource management trainings.
 - The Bank has associated with Aajeevika Bureau for providing vocational training to 5000 rural youth and women. They help women self-help groups to access Govt. benefits schemes and finance through microfinance providers.
 - 'Medha' works with young adults - enabling up-skilling, local job placements and promoting entrepreneurship in 15 backward districts of Madhya Pradesh, Rajasthan, Chhattisgarh, Odisha and Telangana. The Bank has associated with Medha in last FY, and started an up-skilling project in Lucknow with 500 students.
- e. Empowering Persons with Disabilities (PwDs):**
- The Bank is focusing on creating livelihood opportunities for Persons with Disabilities (PwD). Bank has partnered with 'Youth4Jobs', a non-profit organization, for providing training to visually impaired youth in spoken English, computer skills and coaching for CCIC (automation) exam conducted by State Board of Technical Education and Training (SBTET) in Telangana. In last FY approx. 100 such students were trained.

- Bank's partnership with 'Ratna Nidhi Charitable Trust' is enabling & empowering 170 youth with movement disability through prosthetic leg intervention & skill training program in Maharashtra.
 - The Bank also focused on development program for youth to gain job ready skills, education for the children of martyrs who would have had to discontinue or downgrade their education due to loss of the sole breadwinner in the family, and a steady income flow for families of migrant workers who work on a sporadic basis. The Bank continued to support its sustainable livelihood activities to strengthen the financial conditions of farmers and women from low income groups.
1. **Does the Company have any Subsidiary Company/ Companies? –** Bank has a wholly owned subsidiary, viz. RBL Finserve Private Limited (earlier Swadhaar Finserve Pvt. Ltd.). It works as a last-mile distributor of comprehensive financial services and products for the Bank, in particular loans and savings products to low income households and micro entrepreneurs.
 2. **Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? -** Yes, partially. RFL as RBL's Banking Correspondent (BC) partner and takes part in financial inclusion and financial literacy activities.
 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%] –** None.

SECTION C: OTHER DETAILS

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR:

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

- DIN: 00074994
- Name: Mr. Vishwavir Ahuja
- Designation: MD and CEO

(b) Details of the BR head:

No.	Particulars	RBL	RFL
1.	DIN Number (if applicable)	00003545	06656213
2.	Name	Mr. Rajeev Ahuja	Mr. Vikas Muttoo
3.	Designation	Executive Director	Managing Director & CEO
4.	Telephone number	+91 22 4302 0600	+91 22 3318 3500
5.	e-mail id	Rajeev.Ahuja@rblbank.com	Vikas.Muttoo@rblfinserve.com

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2. Principle-wise (as per National Voluntary Guidelines) Business Responsibility Policy(s):

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

The National Voluntary Guidelines on social, environmental and economic responsibilities of business prescribed by the Ministry of Corporate Affairs advocates the nine principles (detailed below) as P1-P9 to be followed:

P1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
P3	Businesses should promote the wellbeing of all employees
P4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
P5	Businesses should respect and promote human rights
P6	Business should respect, protect, and make efforts to restore the environment
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
P8	Businesses should support inclusive growth and equitable development
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

The principle wise responses:

No.	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
		See Note 1	See Note 2	See Note 3	See Note 4	See Note 5	See Note 6	See Note 7	See Note 8	See Note 9
1.	Do you have a policy/ policies for...	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	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	Y	Y
4.	Has the policy being approved by the Board? If YES, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	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	Y	Y
6.	Indicate the link for the policy to be viewed online?	Policies like Bank's CSR policy, Code of Bank's Commitment to Customer, Code of Bank's Commitment to Micro and Small Enterprises etc. are available online on Bank's web-portal (www.rblbank.com).								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Policies apart from those mentioned above are available on Bank's intranet for reference of the Bank's employees. Some of these policies are displayed on Bank's website. A detailed list of policies has been communicated to Reserve Bank of India.								
8.	Does the company have in-house structure to implement the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y

No.	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
		See Note 1	See Note 2	See Note 3	See Note 4	See Note 5	See Note 6	See Note 7	See Note 8	See Note 9
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	Y	Y
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The Head of Departments are responsible for effective implementation of the policies. The Compliance Department monitors the adherence to implementation of policies mandated by RBI.								

Notes:

Note 1 – RBL Bank has the following policies, viz. Compliance Policy, Whistleblower Policy, Anti Money Laundering Policy, Vigilance and Fraud Policy, Policy of Ethical Conduct, Code of Bank's Commitment to Customers, Employee's Code of Conduct, Policy on dealing with Related Party Transactions, Fair Practice Codes for Banking and Lending, Insider Trading Code, Staff Accountability Policy, Customer Rights Policy, Grievance Redressal Policy for stakeholder, and Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPS). These policies guide the Bank to attain ethical, transparent and accountable means of doing business.

These policies have been approved by Bank's Board. Board committees like the Audit Committee, Risk Management Committee (RMC), Anti-Fraud Committee (AFC), Customer Service, Branding and Marketing Committee (CSBMC) and Human Resource and Remuneration Committee (HRRC) ensure compliance with these policies. These policies are rolled out by Bank's Vigilance, Compliance, Secretarial, Human Resources departments and Customer Support groups.

All policies are uploaded on Bank's Intranet, while policies relating to external stakeholders (like whistleblower policy, fair practice code, grievance redressal policy, fair disclosure code) are displayed on the Bank's website <https://www.rblbank.com/pdf-pages/bank-policies>.

RFL has developed a Fraud Risk Management Policy and Staff Disciplinary policy which mandates and drives the ethical conduct in RFL. This is approved by RFL's Board, and is circulated to RFL's staff members.

Note 2 – The Bank complies with regulations governing its products and services and has taken initiatives to promote inclusive growth and environmental sustainability.

The Bank agricultural business division has a dedicated line of credit for financing energy efficient agricultural practices like drip/micro irrigation practices, installation of solar pump-sets, and installation of solar home solution in off grid area to promote water and energy efficiency. Details of this programme could be found in <http://rblbank.com/sustainability-framework.aspx>. This line is administered by Bank's retail agri-banking group and is guided by Bank's Sustainability Policy.

In addition, the Bank's Environmental and Social (E&S) Risk policy (subservient of Bank's Sustainability Policy) mandates that all large wholesale credit cases are evaluated for associated environmental and social risks. This assessment is carried out by the Bank's E&S risk team. This helps the Bank to lend sustainably.

Note 3 – RBL Bank's policies towards employees revolve around the following HR policies - Employees Code of Conduct, Compensation Policy, Employees Leave Policy, Employee Loan Policy, Grievance Redressal Policy, Employee Suggestion Scheme, Staff Accountability Policy, Maternity Leave Policy, Anti-Sexual Harassment Policy and Mandatory Leave Policy. Some policies are based on Indian regulations (viz. Maternity Leave Policy, Anti-Sexual Harassment Policy etc.), some are based on International best practices while some policies (viz. mandatory leave policy) follow RBI's guidelines. RFL has similar HR and POSH policies.

All policies have been approved by Bank's Board. All policies are uploaded in Bank's intranet and available for review by Bank's employees.

Note 4 – Bank's Credit Policy for Financial Inclusion (FI) Business guides Bank's efforts towards marginalized and vulnerable population. This credit policy follows RBI master-circular on PSL sector lending and MSME Act. It has been approved by the Bank's Board is available on the intranet. RBL Bank's development banking and financial inclusion activities are listed on Bank's webpage, <http://rblbank.com/>

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[Developmental-Banking-and-Financial-Inclusion.aspx](#). RFL, being a wholly owned subsidiary and exclusive BC partner for the Bank, also follows the same policy.

The Bank undertakes activities focused at providing education, preventive healthcare, women empowerment and sustainable livelihood related activities in poor, marginalized and vulnerable sections of the society through its structured CSR programmes. These are guided by Bank's Corporate Social Responsibility (CSR) Policy. The policy is available in <https://www.rblbank.com/api/v1/doc/document/Social%20Responsibility%20Policy/csr-policy-rbl-bank.pdf>. The CSR policy has been approved by the Bank's Board and its activities are governed by CSR Committee of the Board in compliance with Sec. 135 of Companies Act, 2013. Bank's CSR Department looks after implementation of the CSR policy. RFL does not qualify for CSR programmes as per requirements put down under Sec. 135 Companies Act 2013.

Note 5 – The Code of Conduct adopted by the Bank addresses the requirements of this principle. The Code emphasizes fair employment practices & diversity, fair competition, prohibition of harassment & intimidation and safety of the employees at the workplace. The Code of Conduct is approved by Bank's Board and is displayed on Bank's intranet for reference of the employees. The Human Resource department looks after the Code of Conduct.

Similarly, for suppliers, the Bank has Supplier's Standard which covers aspects like responsible business practice – including ensuring human rights along Bank's value chain. This standard is a part of all tender documents and mandatory for Bank's goods/service suppliers to follow.

The Bank follows the Code of Commitment based on the standards issued by The Banking Codes and Standards Board of India (BCSBI) which covers aspects like good and fair banking practices, transparency in services and products, high operating standards and cordial relationship with customers. The code to Bank's Commitment to Customer is available at <https://rblbank.com/api/v1/doc/document/BCSBI%20Members/code-of-banks-commitment-to-customers-january-2018.pdf>.

Note 6 – Bank's Sustainability Policy governs the Bank's environment related activities, including reviewing environmental and social risk associated with wholesale lender's operations and practices. It has been approved by the Bank's Board.

The Environmental, Social and Governance (ESG) Committee of the Bank, headed by the Bank's Executive Director, oversees the implementation and roll out of the policy across the Bank. The Bank has an Environmental and Social (E&S) Risk Department which manages the day-to-day implantation of the Sustainability Policy. The Policy is available on the Bank website at <https://drws17a9qx558.cloudfront.net/document/Bank%20Policies/sustainability-policy.pdf>. Please refer to the following page for more details on Bank's Sustainability Framework <http://rblbank.com/sustainability-framework.aspx>.

Note 7 – Bank's Environmental & Social (E&S) Risk Policy dictates that when the Bank engages with external stakeholder like regulators, trade associations, industry bodies etc. for redressal of a grievance or for influencing public policy and voicing its opinion; it should do so in a (i) responsible manner, (ii) ensuring fairness while voicing opinion, and (iii) promoting greater public good. The policy has been approved by the Bank's Board and is made available on Bank's website at <https://drws17a9qx558.cloudfront.net/document/Bank%20Policies/e-and-s-risk-policy.pdf>.

Note 8 - The Bank has a Corporate Social Responsibility (CSR) Policy. The CSR policy has been approved by the Bank's Board and its activities are governed by CSR Committee of the Board in compliance with Sec. 135 of Companies Act, 2013. The policy is available on Bank's website <https://www.rblbank.com/api/v1/doc/document/Social%20Responsibility%20Policy/csr-policy-rbl-bank.pdf>. A separate CSR Department is present, which looks after the implementation of CSR related activities across the Bank. The Bank has special emphasis in education of underprivileged children, promoting preventive healthcare, women empowerment and promoting sustainable livelihood in rural, underprivileged areas.

In addition, Bank's Credit Policy for Financial Inclusion (FI) Business guides Bank's Financial Inclusion efforts. FI activities are aimed towards improving the quality of life of poor women folk in rural and semi-rural areas of India, by honing their entrepreneurial skills. Bank's financial inclusion efforts are supported by financial literacy (FL) training of clients. This, in the long run, helps them to access mainstream finance, break free from the shackles of poverty and avoid loan sharks.

Note 9 - the Bank has the following policies oriented towards its customers – Code of Bank's Commitment to Customer, Policy on Outsourcing of Financial Services, Commercial Credit Policy(s), Information Security Policy, Citizen Charter(s), Comprehensive Deposit Policy, and Policy on Collection of Dues and Repossession of Securities and Privacy Policy. These policies have been approved by the Bank's Board and different sub-committees of the Board look after the implementation of the policies. Some of these policies are available on Bank's website <http://rblbank.com/BankPolicies.aspx>.

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why. (Tick up to 2 options)

No.	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles	-	-	-	-	-	-	-	-	-
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3.	The company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4.	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5.	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6.	Any other reason (please specify)	-	-	-	-	-	-	-	-	-

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 etc.**

The performance on aspects of BR is reviewed by the Bank's Management Committee, headed by its MD & CEO on periodical basis, at least on annual basis. Certain aspects of Bank's performance like Environmental and Social (E&S) risk assessment, financial literacy, diversity and inclusion practice and sustainable agri-business performance of the Bank are reviewed by Bank's Board on quarterly basis.

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

Yes, Bank publishes its annual BRR. It is already a part of Annual Report since FY2016-17. Link to download are available at <https://ir.rblbank.com/annual-report.aspx>.

In addition, the Bank publishes its sustainability report each year. It is available on <https://ir.rblbank.com/pdfs/financial-highlights/sustainability-report-2018-19.pdf>.

SECTION E: PRINCIPLE-WISE PERFORMANCE**Principle 1: Business should conduct and govern themselves with Ethics, Transparency and Accountability****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?**

Bank's Code of Conduct covers all Bank employees. The code defines bribery and corruption as a potential misconduct, and has defined procedure for reporting, documenting, and disciplinary actions to be taken in case of violation of code. The Code of Conduct also extends to suppliers, and linked to the Bank's Supplier's standards.

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.

Details of customer complaints, investor complains and customer cases of RBL in FY2019-20 provided below:

	Carried forward from FY 2018 – 19 (i.e. pending as on 31 March 2019)	Nos. registered in between 1 April, 2019 and 31 March, 2020	Nos. successfully resolved between 1 April, 2019 and 31 March, 2020	Nos. pending resolution as on 31 March, 2020
Customer complaints	629	35,339	33,158	2810
Investor complaints	Nil	1	1	Nil
Customer cases	155	291	36	410

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Details of customer complaints, investor complains and customer cases of RFL in FY2019-20 provided below:

	Carried forward from FY 2018-19 (i.e. pending as on 31 March, 2019)	Nos. registered in between 1 April, 2019 and 31 March, 2020	Nos. successfully resolved between 1 April, 2019 and 31 March, 2020	Nos. pending resolution as on 31 March, 2020
Customer complaints	Nil	124	123	1
Investor complaints	Not applicable (N/A)*	N/A	N/A	N/A
Customer cases	Nil	Nil	Nil	Nil

Note: investor complaints are not applicable as RFL is not listed.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability through their life cycle.

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

The Bank has the following services aimed at Environmental and Social concerns:

- Environmental and Social (E&S) risk assessment for all large transactions is aimed at pre-emptive identification and mitigation of E&S risks associated with Borrower's operations. E&S risk assessment also leads to identification of water and energy saving opportunities in Borrower's operations.
- Sustainable agri-business practices which promotes micro-irrigation, solar pump-sets and installation of energy efficient pump-sets, ultimately reducing water and energy wastage.
- Various financial inclusion products (like microfinance, micro-banking & no-frills accounts, micro-enterprise financing, micro-saving and remittance, crop, life and accident insurance products etc.) have been rolled out by the Bank, for underprivileged, under-banked and unbanked sections of the society.
- Financial literacy training programmes aimed for rural women to bring out the entrepreneurial spirits and augment their sustenance.

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

- Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?
Not applicable as the Bank is a service sector industry.

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

Yes. Bank's sustainable agricultural initiatives, (like installation of drip irrigation system, installation of solar pump sets, installation of off grid solar power plants in remote villages, and replacement of old pump sets) are aimed at reduction in water consumption, and energy usage in irrigation.

Drip irrigation technology, in which water is supplied at regular intervals to the roots of crops using pipes significantly, reduces water wastage compared to traditional flooding irrigation –water savings are estimated to be 47% for sugarcane and 33% for banana cultivation. As irrigation relies on electricity-intensive water pumps, using less water reduces electricity

consumption, and consequently CO₂ emissions. Estimates based on field survey data show that drip irrigation could save over 1MT CO₂e for sugarcane and almost 0.9 MT CO₂e for bananas per hectare².

Bank provided loans towards installation of solar pumps for its clients. These pumps are generally of 7.5 -10 HP (5.6 -7.45 KW) capacity. These pumps help farmers irrigate lands in areas where electricity supply is not present or is erratic. These help abate notional CO₂ emissions.

In addition, Bank provided loans toward procurement of solar household solutions like solar lanterns, fans and other solar based appliances. These help abate notional CO₂ emissions.

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

Not applicable, bank being a service sector industry; it is minimally resource intensive.

(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?

Most of Bank's goods and services are sourced locally. The primary resources consumed for its day-to-day operations include paper from local vendors, grid electricity, water from municipal sources, and diesel, for DG sets in locations where power supply is erratic in nature.

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

Bank provides loans to MSME borrowers, which includes shop keepers, small business owners and women entrepreneurs. As a part of Bank's financial inclusion business Bank provides training to Bank customers, primarily women customers in financial literacy to unleash their entrepreneurial spirits.

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.

Being a service industry, Bank's waste stream is nominal and non-hazardous in nature. Bank's waste stream largely comprises paper and plastic waste, and some electronic waste. The Bank has established a procedure for recycling paper waste and electronic waste.

During FY2019-20, the Bank has recycled 3,059 kg of paper, cardboard and other packaging waste and plastics from its Corporate Office, Lower Parel and its National Operating Centre, Goregaon, through Viagreen, an environmental protection organization based in Mumbai.

Bank responsibly recycles waste electrical and electronic waste through authorized agencies, however no waste electrical or electronic waste was recycled in FY2019-20.

² Please refer to Global Climate Partnership Fund Annual Report for 2014 (https://www.gcpf.lu/files/assets/downloads/annual_reports/GCPF_AR-2014_web.pdf). See pages 38-39.

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Principle 3: Businesses should promote the wellbeing of all employees

	RBL	RFL
1. Please indicate the total number of employees (as on 31 March, 2020)	7,221	6,965
2. Please indicate the Total number of employees hired on temporary/contractual/casual basis (as on 31 March, 2020):	18	56*
3. Please indicate the Number of permanent women employees (as on 31 March, 2020):	1,760	460
4. Please indicate the Number of permanent employees with disabilities	6#	Nil
5. Do you have an employee association that is recognized by management	Yes	N/A
6. What percentage of your permanent employees is members of this recognized employee association?	6.07%	N/A

Note: * - this does not include security and housekeeping staff.

- this is not tracked actively. Number is based on employees who have sought exemption under sec. 80U of Income Tax Act.

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.

Details of complaints received by RBL in FY2019-20 provided below:

	Carried forward from FY 2018-19 (i.e. pending as on 31 March 2019)	Nos. registered in between 1 April, 2019 and 31 March, 2020	Nos. successfully resolved between 1 April, 2019 and 31 March, 2020	Nos. pending resolution as on 31 March, 2020
Child labour/ forced labour/ involuntary labour	Nil	Nil	Nil	Nil
Sexual harassment	1	Nil	1	Nil
Discriminatory employment	Nil	Nil	Nil	Nil

Details of complaints received by RFL in FY2019-20 provided below:

	Carried forward from FY 2018-19 (i.e. pending as on 31 March 2019)	Nos. registered in between 1 April, 2019 and 31 March, 2020	Nos. successfully resolved between 1 April, 2019 and 31 March, 2020	Nos. pending resolution as on 31 March, 2020
Child labour/ forced labour/ involuntary labour	Nil	Nil	Nil	Nil
Sexual harassment	Nil	1	1	Nil
Discriminatory employment	Nil	Nil	Nil	Nil

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

- Permanent Employees: approx. 100%
- Permanent Women Employees: approx. 100%
- Casual/Temporary/Contractual Employees: 100%
- Employees with Disabilities: 100%

Bank's Security Team provides safety training (security, safety, evacuation planning, and fire training) to all employees and contract workers present on the premises. Nos. of safety related trainings conducted and attendees in FY20, are presented below.

Theme/Type of Safety Trainings Conducted in FY 2019-20	No. of Trainings conducted	No. of attendees
Security, Fire Safety & Evacuation Training at branches/offices/vendor sites	226	4406

Bank has a Learning and Organization Development (L&OD) team, which looks after the skill development aspects of employees. Bank undertakes (a) classroom trainings (incl. external training of employees) and (b) E-learning training. A synopsis of the content of these training programs is presented below.

E-Learning programs	Classroom based training programs
<ul style="list-style-type: none"> • Compliance: AML, KYC, Insider Trading • Behaviour: Performance Conversation, Business etiquettes, Responding to feedback you disagree with, Sustainability primer & Environmental & Social Risk • Product & Process: Programs on Accounts, credit cards, Investments, Cash Management, etc. 	<ul style="list-style-type: none"> • Compliance: Information Systems Control and Audit, Trends in cyber-attacks, Advanced Fraud Detection & Forensic Investigation, etc. • Behaviour: Managerial Effectiveness Program, Behavioural Events Interview, Service Excellence, RM essentials, Eye for detail, etc. • Product & Process: Advance Excel, Data visualization, Financial Modeling etc. • Leadership Programs: Young Leader Development Programme (YLDP), Mid-level Leadership Development Program (MLDP) and Senior-level Leadership Development Program (SLDP)

Please refer to table provided below for details on no. of persons attending different forms of trainings and nos. of person days employed in training.

Mode of Training	Number of programs	Unique employees covered (including resigned employees)	Total Man-hours Invested	Total Man-days Invested ^s
E-Learning	125	7,718	38,089	4,761
Classroom Program	503	4,809	99,198.5	12400
Total	628	12,527^s	1,37,287.5	17,161

Note: ^s An employee may have opted for more than one training programme. Also, this figure includes resigned employees. Hence the number of employees undergone e-learning and classroom programme will be higher than total employees.

Gender disaggregated training data is provided in table below:

Gender Coverage	FY2017-18		FY2018-19		FY2019-20	
	Employees covered	Person days dedicated to training	Employees covered	Person days dedicated to training	Employees covered	Person days dedicated to training
Male	5,025	1.5	5,321	1.66	6,036	2.27
Female	1,292	1.66	1,566	1.96	2,068	2.77
Total[#]	6,317		6,887		8,104	

Note: [#] - this figure also includes resigned RBL employees

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Training and skill-updating details for RFL in FY2019-20 are provided below:

Soft Skill Development/ Behavioral Trainings	No of Participants
Total#	1,194

Note: # this also includes resigned RFL employees

Mode of Trainings	Number of Sessions	Participants	Man-days spent
Classroom based induction training	263	4,205	1,224
Trainings conducted at BC branch	3,474	24,850*	3,456
Trainings based on con calls	133	906	33

Note: * Includes multiple trainings given to same set of participants during branch visits

Principle 4: Business should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

1. Has the company mapped its internal and external stakeholders? Yes

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Yes, the bank has identified disadvantaged, vulnerable & marginalized stakeholders like communities below poverty lines, underprivileged women folks, children with health issues etc. and addresses them with financial inclusion product(s), financial literacy training(s) and priority sector lending as per RBI guidelines. In addition, Bank also supports such vulnerable sections of the community through its corporate social responsibility programmes.

The target segment of RFL business consists of low income households and micro-entrepreneurs. This segment of society has generally been neglected and out of reach of the formal financial sector and has had to rely on informal means of credit. RFL offers loans at 1% rebate to female entrepreneurs to encourage more participation in industry. In FY2019-20, 2058 female borrowers have availed this loan with cumulative loan value of 75.39 Crore.

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.

The Bank addresses the disadvantaged, vulnerable and marginalized stakeholders, like people below poverty line, underprivileged women folks, children with health issues/disability, micro-entrepreneurs, women entrepreneurs etc. through the following programs.

- Financial Inclusion (FI) products / services
- Focused Financial Literacy (FL) training programmes
- Priority Sector Lending in agri, MSME and other sectors
- Corporate Social Responsibility (CSR) programs

RBL Bank's Development Banking and Financial Inclusion (DBFI) segment ensures that rural unbanked and under-banked customers avail basic banking services through Bank's own and Business Correspondence (BC) branches.

In FY2019-20, the Bank financial inclusion products bouquet includes:

- Wholesale loans, term loans, asset finance, working capital finance, loan syndication and rated securitization for small and micro-enterprises;
- Individual loans aimed at income enhancement, consumer durable loans and top-up loans for existing Joint Liability Group (JLG) customers;
- Agri investment loans, crop loans, agri allied loans for dairy and non-dairy sectors;
- Micro saving instruments like no frill (PMJDY) accounts, flexible recurring deposits and remittances;
- Life insurances, general insurances, credit line micro insurances, and health insurances;
- Simplified mediclaim products 'Hospicash' – under this scheme both borrower and spouse can be covered for cash benefit of ₹ 1,000 per day for up to 30 days for hospitalization at nominal premium.

As on 31 March 2020, the Bank has a gross loan portfolio of ₹ 6469.07 Crore in Bank's Financial Inclusion portfolio with 30.39 lakh active borrowers. Compared to this Bank had a loan portfolio of ₹ 5,038.06 Crore as on 31 March 2019 with 25 lakh active borrowers.

'Saksham', Bank's leading financial literacy programme covers 47 Business Correspondent (BC) branches in Maharashtra, Gujarat and Rajasthan and Bihar by end of FY20. Since the inception of the programme, a total of 1,95,066 women have been trained till 31 March 2020.

The class room training programmes focus on issues like (a) importance of savings, (b) modes of formal and informal savings, (c) lifestyle needs & relevant financial products, (d) KYC requirements (like Aadhaar), (e) magic of compounding, (f) over indebtedness, (g) credit bureau and (h) responsibilities and rights of customers. The State wise details of trainings and women clients trained in provided below.

State	FY2017-18		FY2018-19		FY2019-20	
	No of Training Program	No of clients* trained	No of Training Program	No of clients trained	No of Training Program	No of clients trained
Maharashtra	2,050	10,336	1597	10,198	2,238	10,590
Gujarat	3,335	38,108	2124	16,999	2,570	15,238
Rajasthan	867	10,216	140	1417	1,411	10,660
Bihar	–	–	149	1605	2,065	19,254
Haryana	–	–	–	–	296	2,435
Total	6,252	58,660	4,010	30,219	8,580	58,177

Note: * Clients indicate under-privileged women in Joint Liability Groups/Self Help Groups.

"Unnati" financial literacy programme was launched in four districts of Bihar in April 2018, by RBL Bank in association with CDC Group and RBL Finserve Ltd. Phase I of 'Unnati' was completed in January, 2019. The program originally was designed to provide classroom training of 30,000 women spread across 15 BC Branches in 4 districts of Bihar. By the end of January, 2019 the programme has overshoot its original target and has trained 32,251 women clients. In Phase I, approx. 73% women trained were RBL Bank customers. Approx. 35-40% women customers under each BC branch were covered under Phase I of Unnati.

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Phase II of Unnati started in April 2019 and ended in October 2019. Phase II was a refresher program and focused on revised training and product linkages to clients and their families, connecting them through phone calls. By 30 October 2019, 11,503 women clients have been trained in Phase II. 95% clients trained in Phase II were RBL clients.

	No of clients [^] trained	No of call made	Clients contactable	Product linkage Leads	Product Linkages	"Swadhaar Saathi" App download
Phase I#	31,452	24,421	13,187	1,702	2,527	1,138
Phase II#	11,503	14,072	5,488	NA	4,779	1,761

Note: [^] clients refer to poor women in the catchment of BC branches.

Phase I - April 2018 to January 2019 and Phase II - April 2019 to October 2019.

A key focus area of Phase II training was product linkage. This included (a) opening of 'no frills' bank account, (b) enrolment in either Pradhan Mantri Suraksha Bima Yojna or in Pradhan Mantri Jeevan Jyoti Bima Yojna, (c) opening Sukanya Samruddhi Yojana account, (d) enrolment in Atal Pension Yojana, or (e) opening Recurring Deposit (RD) and Fixed Deposit (FD). A significant development was that nearly 38.67% trainees bought PM Jivan Jyoti Bima Yojna/ PM Suraksha Bima Yojna life insurances.

Priority Sector Lending (PSL) is mandated by Reserve Bank of India (RBI) for lending to sectors like agriculture and allied activities, micro and small enterprises, small housing loans, education loans and other low income groups and weaker sections. In FY2019-20, Bank has lent ₹ 13,872 Crore towards PSL sectors, with an outstanding of ₹ 17079.31 Crore as on 31 March 2020 with 31.39 lakh beneficiaries. A sectoral breakup is presented in table below:

Sectors	Amt. disbursed in FY2019-20 (in ₹ Crore)	No of beneficiaries as on 31 March 2020	Balance outstanding as on 31 March 2020 (₹ Crore)
Agriculture & allied activities [§]	5,928.24	20,54,362	8,046.31
MSME [#]	7,382.33	7,95,603	8,240.86
Educational loans	22.02	12,315	25.41
Small housing loans [*]	144.52	24,675	221.13
Loans to weaker sections [@]	6,352.76	3,077,386	6,933.15

Sectors	Amount disbursed in FY19 (in ₹ Crore)	Amount disbursed in FY18 (in ₹ Crore)
Agriculture [§]	5,632.52	4735.33
MSME [#]	9,639.77	6168.53
Educational loans	18.97	29.40
Small housing loans [*]	92.35	76.70
Loans to weaker sections [@]	6,077.88	486.26

Note:

§ Includes both agri and agri allied activities like poultry, dairy and fisheries.

Includes both service and manufacturing micro, small and medium enterprises.

* Small housing loans include up to ₹ 28 lakhs loans in metropolitan / urban areas and up to ₹ 20 lakhs in other areas.

@ Weaker section includes small and marginal farmers, SC/ST borrowers, beneficiaries under various Govt. of India schemes, loans to distressed persons, loans to individual women beneficiaries, loans to Self Help Groups (SHG) etc. This category may include figures already included in other PSL categories, hence addition of all PSL sectors may not always add up to net PSL outstanding figure.

Bank's Corporate Social Responsibility (CSR) programme focuses on preventive healthcare, girl child education, skill development, sustainable livelihood creation and women empowerment. Details about the Bank's CSR program are provided in Sec. B. answer to Question 5.

Principle 5: Business should respect and promote human rights

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?

Human rights, esp. worker's rights of employees are covered under the Bank's Employees Code of Conduct. Supplier's human right issues esp. fair treatment is covered under the Bank's Standard for Suppliers.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

Please refer to answer provided to Question no. 7 under Principle 3, for details of child labour, sexual harassment at workplace and/or discriminatory employment amongst RBL Bank's employees or value chain in FY2019-20. The Bank follows an open door policy, where both Bank employees as well as non-employee workers could meet Bank's Human Resources / Administration team leads and resolve their grievances.

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

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others:

Bank's Environmental & Social (E&S) Risk Policy is aimed at reducing E&S related risks at Borrower's end. All long term exposures to wholesale Clients are evaluated for associated Environmental and Social (E&S) risks. The Bank engages with the Client to develop mitigation plans to correct gap(s) identified during due diligence process.

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 Bank has an Environmental and Social (E&S) risk assessment process which is applied to large and long term exposures of the Bank. Under the E&S risk assessment process; the Bank evaluate how likely Borrower's physical infrastructure, performance, and operations & maintenance activities will be impacted by climate change and related changes in the hydro-climatic regime.

Please read more about Bank's stand on climate change in Bank's Sustainability Report <https://ir.rblbank.com/pdfs/financial-highlights/sustainability-report-2018-19.pdf>

In addition, Bank's has a dedicated line of credit for financing climate friendly agricultural practices like drip/micro irrigation practices, installation of solar pump-sets, and installation of solar home installations in off grid area to promote energy and water efficiency and improving quality of life of farmers. Details of the benefits accrued from these programme could be found in <https://www.gcpf.lu/news-detail/productivity-gains-a-piece-of-cake.html> and in <https://green-lending-forum.gcpf.lu/2018/04/11/climate-finance-in-agriculture/>.

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

Yes, Environmental & Social (E&S) risks assessment is part of credit risk assessment process of the Bank. All large and long term exposures of Bank are evaluated for E&S risks. All material and potential E&S risks are identified and documented, and where needed corrective action plans are developed and agreed between the Bank and Borrowers.

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?

Not applicable.

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

The Bank has installed 102 KWp renewable energy in its 21 rural branches, Sangli Office and Bank's Head Office in Kolhapur, generating approx. 150 MW of solar power in last FY, and saving approx. 123 MT CO₂e per annum³.

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

Given the nature of business, the Bank waste-streams are limited to paper, packaging material and sewage. Hence this requirement is not applicable. Paper and packaging wastes from Bank's offices are recycled through authorized agencies, and sewage is disposed off in municipal sewers.

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

Nil.

Principle 7: Businesses, when engaged in influencing public and regulatory policies, should do so in a responsible manner

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:

The Bank is a member of the following associations/chambers/ trade bodies:

- Indian Merchant Chamber (IMC)
- Confederation of Indian Industries (CII)
- Federation of Indian Chamber of Commerce and Industries (FICCI)
- International Market Assessment India Private Limited (IMA)
- Maharashtra Economic Development Council
- Association of Mutual Funds in India
- BSE Broker's Forum
- Fixed Income Money market and Derivative Association (FIMMDA)
- Foreign Exchange Dealers Association of India
- Indian Bank's Association (IBA)

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)

The Bank provides feedback with respect to draft policies put up on regulatory domain by regulators such as RBI, Govt. of India and other trade bodies relating to banking, finance and economic reforms.

³ Weighted Average Emission Rate (WAER) of 0.82 MT CO₂e/MWhr. considered from Central Electricity Authority's CO₂ baseline database (http://www.cea.nic.in/reports/others/thermal/tpece/cdm_co2/database_14.zip)

Principle 8: Business should support inclusive growth and equitable development**1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**

The Bank has a Corporate Social Responsibility (CSR) policy in compliance with sec. 135 of Companies Act, 2013, as amended to date. The CSR policy is publicly available on Bank's website (please visit <https://www.rblbank.com/api/v1/doc/document/Social%20Responsibility%20Policy/csr-policy-rbl-bank.pdf>)

The policy identifies the following thrust areas:

- Promoting health, including Preventive Health care
- Promoting Education
- Skill development
- Promoting Sustainable Livelihood
- Any other activity as may be identified by the CSR Committee

Details of RBL Bank's CSR related activities is provided in Sec. B, answer to Question no. 5.

Apart from this the Bank DBFI team carries out financial literacy training for poor women folks in rural and semi-rural areas. Details of this program could be found under Principal 4, answer to Question 3.

RFL has not qualified for CSR as stipulated under section 135 of the Companies Act, 2013. Hence, RFL does not have any fund allocation or structured CSR activities.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/ any other organization?

RBL Bank's CSR programmes are rolled out using NGO partners selected based on their meritorious work in each thematic area. Supervisory control is exercised by Bank's own CSR team. Bank employees across roles, gender and locations are encouraged and they regularly participate in CSR activities.

Financial literacy activities are rolled out through specialized BC partners and NGOs experienced in training/ working in microfinance sector in rural areas.

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

For all CSR related programmes (being carried out by NGO partners) quarterly development effectiveness monitoring is carried out by independent third party auditors and Bank's CSR team, against pre-set development indicators. This is supported by surprise visits jointly conducted by Bank's CSR team and auditors.

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

In FY2019-20, Bank has invested ₹ 13.81 Crore towards preventive healthcare, education and up-skilling of communities and sustainable livelihood. Details of the projects could be found in answer to Question.5 in Sec. B.

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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.

Bank's CSR programmes are developed by experienced professionals, in consultation with the target communities and NGO partners.

Bank's CSR team conducts quarterly review of the performance of CSR programme, and during these reviews community engagements sessions are conducted to obtain a 360 degree overview of the CSR programmes. In addition, periodic audit of CSR programme is conducted by Bank's CSR team or by an independent audit agency. The feedback received is from such audits are used for alter/realign/course-correct existing CSR programmes.

Similarly, impact assessment for Bank's financial literacy programmes is conducted after brief interval after successful implementation.

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

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

Percentage wise customer complaints and customer cases resolved and pending in FY2019-20 vis-à-vis that in FY2018-19 and FY2017-18 is presented in table below:

Heads	As on 31 March 2020		As on 31 March 2019		As on 31 March 2018	
	Resolved	Pending	Resolved	Pending	Resolved	Pending
Customer complaints	92.19%	7.81%	98.06%	1.9%	97.16%	2.84%
Customer cases	8.07%	91.93%	10.92%	89.08%	16.66%	83.33%

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)

The Bank provides information on its products through its website, which has detailed information on product features, service charges and fees applicable. The customers are also provided with detailed product information through "Most Important Document" along with account opening/card application form. Tenor and Interest rates for various deposit schemes are published on the Bank's website. Bank provided relevant information pertaining to banking operations of the Client through periodic email and/or SMS alerts.

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.

Yes. Four litigations are pending against RBL Bank relating to unfair trade practice as on 31 March, 2020 (including one from earlier year). There is no outstanding litigation pertaining to irresponsible advertising or anti-competitive behaviour.

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

Yes, the bank conducts two types of customer Satisfaction surveys – (a) Service Resolution Index (SRI) & (b) Complaint Resolution Index (CRI). The Bank is committed to provide the best possible customer experience to its Clients.

The objective of SRI survey is to measure the Customers' experience with regards to the service requests placed by him/her at Bank's branches. To measure SRI, clients are selected randomly and contacted telephonically to rate their request resolution experience on a scale of 1-10, where 10 stands for 'Excellent Service provided' and '1' stands for 'Needs improvement'. In FY2019-20, approx. 16,150 surveys have been conducted by approaching random customers and on average 90% sampled customers responded that they were 'very happy' with the resolution offered (86% in FY2018-19).

CRI is conducted to understand client experience on complain resolution. Here, outbound calls are made by contact center agents to the customers and customers are asked to rate their overall experience in a scale of 1-10. 1 denotes 'needs improvement' and 10 denotes 'excellent service provided'. In FY2019-20, out of approx. 8,190 customers surveyed average, on an average 85% customers responded that the service provided was 'excellent' (81.5% in FY2018-19).