

Business Responsibility Report

INTRODUCTION

The Securities and Exchange Board of India (SEBI) in 2012 mandated the top 100, and later in 2015 the top 500 listed entities on National Stock Exchange of India Limited and BSE Limited to prepare a 'Business Responsibility Report' as part of the Annual Report. This is as per clause (f) of sub regulation (2) of regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The report outlines the organization's performance from the environmental, social and governance perspective.

Dewan Housing Finance Corporation Limited (DHFL) being part of the top 500 listed entities as on March 31, 2019 has incorporated the Business Responsibility Report (BRR) as part of Annual Report.

Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company:**
L65910MH1984PLC032639
2. **NHB Registration Number:** 01.004.01
3. **Name of the Company:** Dewan Housing Finance Corporation Limited
4. **Registered address:** Warden House, 2nd Floor, Sir P. M. Road, Fort, Mumbai - 400001
5. **Website:** www.dhfl.com
6. **E-mail id:** secretarial@dhfl.com
7. **Financial Year reported:** 2019-20
8. **Sector(s) that the Company is engaged in (industrial activity code-wise):** NIC Code - 65922 - Carrying out activities of housing finance companies (Housing Loan & Non-Housing Loans)
9. **List three key products/services that the Company manufactures/provides (as in balance sheet):**
 - Housing Loans
 - Other property Loans
10. **Total number of locations where business activity is undertaken by the Company:**
 - a. Number of International Locations (Provide details of major 5) – As on March 31, 2020 your Company had international representative offices located in London and Dubai.

- b. Number of National Locations – The business operation takes place in 305 locations throughout India which includes 182 Branches, 99 Micro Branches, 17 Zonal/ Regional/CPU Offices, 4 Disbursement Hubs, 1 Registered Office, 1 Corporate Office and 1 National Office as on March 31, 2020.

11 Markets served by the Company

DHFL has a pan-India network grouped into zones and regions located across the length and breadth of India. The distribution network in India is mainly spread across Tier II and Tier III cities and towns. Additionally, DHFL has its registered and national offices in Mumbai and overseas representative offices in London and Dubai.

Section B: Financial Details of the Company

1. **Paid up Capital (INR)**
₹ 313.82 crore
2. **Total Turnover (INR)**
₹ 9,343.12 crore
3. **Total loss after taxes (INR)**
₹ -13,612.32 crore
4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):**

The Company has been incurring losses during the last two financial years. The loss suffered by the Company during the year under review was ₹ 13,612.32 crore vis-à-vis loss of ₹ 1,036.05 crore for the financial year 2018-19. During the year under review, your Company faced severe liquidity crunch, which inter-alia resulted in defaults in payment of dues to the deposit holders, lenders etc., consequently the credit rating of the Company has been downgraded to the default rating in June 2019.

The Reserve Bank of India (RBI) superseded the Board of Directors of the Company and appointed the Administrator for the Company on November 20, 2019 and accordingly, powers of the Board have been vested with the Administrator. Further, RBI, in exercise of powers conferred under section 45 IE 5(a) of the RBI Act 1934, on November 22, 2019 constituted a three member Advisory Committee to assist the Administrator

of the Company in discharge of his duties. On November 29, 2019 the RBI filed an application for initiating Corporate Insolvency Resolution Process (CIRP) against the Company. Subsequently, on December 3, 2019 the Hon'ble National Company Law Tribunal, Mumbai Bench commenced the CIRP against the Company and confirmed the appointment of the Administrator to perform all the functions of resolution professional to complete the CIRP, the Company is currently under moratorium as per Section 14 of Insolvency and Bankruptcy Code, 2016 (Code).

In view of the above, investment or spending towards the CSR programme(s) during the year under review was ₹ 0.06 crore and it was not possible to spend the full amount of ₹ 28.56 crore towards CSR as required under Section 135 of the Companies Act, 2013. Your Company is however committed to remain a socially responsible organization supporting the national aspirations and missions.

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

The activities where the Company has focused its efforts and funds towards CSR activities during the financial year 2019-20 are Economic empowerment through Financial literacy programs.

Appropriate disclosures as prescribed under the Companies Act, 2013 have been made in the Annual Report for the financial year ending March 31, 2020.

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?

The Company has four wholly owned subsidiaries viz; DHFL Advisory & Investments Private Limited, DHFL Investments Limited, DHFL Changing Lives Foundation (Section 8 Company) and DHFL Holdings Limited.

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)

As on date, the Company has four wholly owned subsidiaries. DHFL Changing Lives Foundation (DHFL Foundation), a wholly owned subsidiary of the Company and a Non-Profit Company, limited by guarantee, registered under Section 8 of the Companies Act, 2013 has furthered the Company's CSR Vision and has been facilitating implementation of high impact initiatives through multi-stakeholder partnership; covering government and non-government organisations. DHFL Foundation had taken the mantle of implementing "Project Sneh" – flagship initiative under Early Childhood Care and Education.

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 other entities participate in the BR initiatives of the company.

Section D: BR Information

1. Details of Director/Directors responsible for BR and details of BR head:

The Reserve Bank of India ("RBI") superseded the Board of Directors of Dewan Housing Finance Corporation Limited ("the Company") and appointed the Administrator for the Company on November 20, 2019 and accordingly powers of the Board were vested in the Administrator. Further, RBI, in exercise of powers conferred under Section 45 IE 5(a) of the RBI Act 1934, on November 22, 2019 constituted a three member Advisory Committee to assist the Administrator of the Company in discharge of his duties. The members of the Advisory Committee are Dr Rajiv Lall, erstwhile Non-Executive Chairman, IDFC First Bank Ltd., Mr. N S Kannan, Managing Director and CEO, ICICI Prudential Life Insurance Co. Ltd. and Mr. NS Venkatesh, Chief Executive, Association of Mutual Funds in India.

On November 29, 2019 the RBI filed an application for initiating CIRP against the Company. Subsequently, on December 3, 2019 the Hon'ble National Company Law Tribunal, Mumbai Bench commenced the Corporate Insolvency Resolution Process (CIRP) against your Company and confirmed the appointment of the Administrator to perform all the functions of resolution professional to complete the CIRP.

Prior to the supersession of the Board by RBI on November 20, 2019, Mr. Kapil Wadhawan, the erstwhile Chairman & Managing Director of your Company was the BR head as well as Director responsible for BR of your Company.

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

S. No.	Particulars	P1	P2	P3	P4	P5	P6	P7	P8	P9
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*

S. No.	Particulars	P1	P2	P3	P4	P5	P6	P7	P8	P9
4	Has the policy been 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?	Y+	Y+	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	Y	Y
8	Does the Company have in-house structure to implement the policy/policies	Y	Y	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	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	Y	Y

(*) – The policies were developed on the lines of the 'National Voluntary Guidelines on Social, Environment, and Economic responsibilities of businesses' established by the Ministry of Corporate Affairs, Government of India in 2011.

(+) – All the policies are available for employees to view on the Company's intranet. Most of them are also available on the website www.dhfl.com/investors

Note: 1. The principle wise details are provided under Section E of this Report.

2. The Company has in place policies/code with regard to all the principles i.e P1 to P9. During the financial year 2016-17, the Board of Directors formulated Business Responsibility Policy Manual under which all the subject policies/code(s) falling under each principle have been collated.

2. (a) If answer to S.No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

S. No.	Particulars	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									NOT APPLICABLE
4	It is planned to be done within next 6 months									
5	It is planned to be done within 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

Due to the supersession of the Board and ongoing CIRP as mentioned above, this BR Report has been taken on record by the Advisory Committee.

(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 started publishing Business Responsibility Report from FY 2016-17 onwards along with the annual report and the report is uploaded on the website of the Company at <http://www.dhfl.com/investors/annual-reports>.

Section - E

Principle 1 (P1): Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

The Company has in place the Code of Business Ethics (COBE) which aims at driving ethical behavior, acts as a guideline for ethical decision-making, enhances reputation, prevents negative legal consequences, encourages positive relationships, and prevents discrimination or harassment.

The COBE is a summary of certain policies which all employees are expected to adhere by and failure of which can result in stringent disciplinary action up to and including termination.

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?

Yes, it requires each employee, Director and business associate to abide by the various policies as outlined in the COBE so that reputation of the Company remains intact and we deliver as per the expectations of our stakeholders. Code of Conduct for Board and Senior Management as well as the Fair Practice Code and Whistle Blower Policy are in place to ensure that highest standards of personal and professional integrity be maintained within the organization. The Model Code of Conduct for Distributors, Brokers and Intermediaries is a mechanism to ensure that all distributors, brokers and other third party partners comply with the norms of the Company. However, it does not extend to the group, joint ventures, suppliers, contractors, NGOs and others.

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.

During the reporting period, the Company has received 27 complaints from its shareholders relating to non-receipt of share transfer/bonus certificate, non-receipt of dividend, non-receipt of annual report etc. and 5 complaints were pending to be addressed at the start of the Financial Year 2019-20. All the complaints were addressed at the end of the financial year. The Company also received 279 complaints from fixed deposit holders and 2,067 complaints from its debenture holders and all the complaints were addressed by the end of the financial year. It is the Company's endeavour to provide the best service to all stakeholders and resolve any complaints that may arise at the earliest.

Principle 2 (P2): Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

As a leading brand in Housing Finance, DHFL is taking concerted efforts in the realm of sustainable products in terms of providing housing loans for the Lower Middle Income (LMI) segment. These products are customized to cater to the needs, aspirations and

limitations of the low and middle income group, thus making housing affordable for these sections of the society.

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

Majority of our home loan portfolio is below ₹ 30 lakh. This highlights the Company's desire to serve the weaker section of the society and thereby contribute towards social upliftment and inclusion.

Apart from this, DHFL had over the years participated in various schemes of National Housing Bank, such as the Golden Jubilee Rural Housing Refinance scheme and Pradhan Mantri Awas Yojana (PMAY).

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

As the Company is a financial services organization, this is not applicable.

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

The Company has taken multiple initiatives in order to reduce resource use. The Company had adopted e-board meetings which were conducted in a paperless manner. Upon supersession of the Board, the Advisory Committee meetings ("ACM") are held in paperless manner, thus making significant efforts to reduce the consumption of resources, specifically paper, wherever it can. Apart from this, the Company has taken note-worthy initiatives like making use of online/digital platforms for the application process thereby saving paper on a large scale.

The Company has also digitalized the operational process which enables the disbursement pay-outs without any manual intervention and helps to do bulk automated NEFT/ RTGS as disbursal mode.

4 What percentage of the inputs were sourced sustainably?

As the Company is in the business of providing financial services and is not involved in any manufacturing activities, there are no significant inputs that can be sourced sustainably.

5 Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

As the Company is in the business of providing financial services, the scope for procurement of goods from local and small producers is very limited.

6 Does the Company have mechanism to recycle products and waste? If yes, what is the percentage of recycling waste and products?

Since the Company is housing finance company and is not involved in any manufacturing activity, the reporting on recycle mechanism is not applicable. The Company continuously aims to reduce the impact on the environment by optimizing the usage of various resources, wherever required.

Principle 3 (P3): Businesses should promote the wellbeing of all employees

We being in the services industry, employees are our key assets and are significant in driving business growth. Well-being programs lead to a significant increase in overall productivity of employees.

DHFL conducts multiple initiatives towards improving working conditions, providing a safe workplace, protecting their interests & human rights to ensure employees are motivated and high-performing thereby sustaining the business in the long run.

Workforce

- 1 Please indicate the Total number of employees.**
As on March 31, 2020, there were 2,179 permanent employees in the Company.
- 2 Please indicate the Total number of employees hired on temporary/contractual/casual basis.**
There are no employees hired on temporary/casual basis. However, the Company does have 2,907 number of outsourced employees, majority being employed in sales and non-sales functions of the Company
- 3 Please indicate the Number of permanent women employees.**
There were 256 women employed in the Company as on March 31, 2020
- 4 Please indicate the Number of permanent employees with disabilities**
There were 6 employees with disabilities as on March 31, 2020
- 5 Do you have an employee association that is recognized by management?**
No such associations exist.
- 6 What percentage of your permanent employees is members of this recognized employee association?**
This is not applicable.

Employee grievance handling mechanism

An effective grievance handling mechanism not only ensures a cordial work environment by redressing the grievance to mutual satisfaction, but also helps the management in framing policies and procedures acceptable to the employees. It offers a platform for the employees to express feelings, discontent and dissatisfaction in a formal way and guarantees a resolution or response to their concerns. As per the current grievance handling mechanism, employees can make use of the intranet to disclose their grievances.

Moreover, the Company has formulated a Policy on Prevention, Prohibition & Redressal of Sexual Harassment of Women at Workplace and an Internal Committee has been constituted thereunder.

- 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.**

S. No.	Category	No of Complaints filed during the financial year	No of complaints pending as on end of this financial year
1	Child labour/forced labour/involuntary labour	NIL	NIL
2	Sexual harassment	NIL	NIL
3	Discriminatory employment	NIL	NIL

Training and Development

Training & Development is crucial for Company's sustainable growth as it supports professional development and empowers employees to deliver improved quality of service through its training intervention and motivating them to perform with renewed vigor and enthusiasm. Continuous training also helps to keep employees updated on cutting edge development in the industry. Employees who are competent and on the top of changing industry standards will also help DHFL hold its position as a leader and remain a strong competitor within the industry. The Company has nurtured in-house training expertise in the form of dedicated trainers, facilitators, content developers as well as subject matter experts from business teams.

DHFL's Human Resources initiatives and L&D systems are designed to ensure an active employee engagement process, leading to better organizational capability and vitality for maintaining a competitive edge and in pursuing its ambitious growth plans.

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

Category	Skill-upgradation Training
Permanent employees	34%
Permanent employees with Disability	33%

Principle 4 (P4): Businesses should respect the interests of, and be responsive to the needs of all stakeholders, especially those who are disadvantaged, vulnerable, and marginalized.

DHFL's investor relations department looks after institutional and retail investors.

The Company is also engaged to promote and offer affordable housing to stakeholders coming from economically weaker sections of society. In doing so, products and the relevant processes, are specially crafted to provide access to the Lower and Middle Income (LMI) segment who are generally not very familiar and confident in navigating the formal banking system..

1 Has the Company mapped its internal and external stakeholders?

Yes, the Company has identified and mapped its internal and external stakeholders.

2 Out of the above has the Company identified the disadvantaged, vulnerable, and marginalized stakeholders

The Company has identified the people from low income sections of society as those stakeholders who are in most need of intervention and support. On these lines the Company has designed its efforts along the focus areas of

- Women empowerment and skilling
- Early childhood care & education
- Village development through awareness and resource efficient practices

The Company has spent ₹ 0.06 Crore towards CSR during the financial year under review.

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 Company's wholly owned subsidiary incorporated under section 8 of the Companies Act, 2013 viz. DHFL Changing Lives Foundation, incorporated in December 2017, has furthered the Company's CSR Vision and facilitated implementation of high impact initiatives through multi-stakeholder partnership; covering government and non-government organisations. The Foundation has over the years taken the mantle of implementing the Company's "Project Sneh" – flagship initiative under Early Childhood Care and Education.

Principle 5 (P5): Businesses should respect and promote human rights

Respecting human rights is fundamental in DHFL's business operations and is closely linked to advancing the long-term, sustainable development of the organization. Appropriate steps are taken to ensure no discrimination takes place either during the recruitment process or in the due course of employment at DHFL. The Company is committed to provide equal opportunities to all employees and qualified applicants without consideration to their race, caste, religion, colour, ancestry, marital status, sex, age, nationality, disability and veteran status. The Company strives to create and maintain a work environment free of harassment,

whether physical, verbal or psychological and its employees are treated with dignity, decency and respect.

DHFL is also committed to providing easy access to grievance reporting mechanisms for the stakeholders in the event of any adverse impacts that occur during the business operations.

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?

DHFL's human rights policy is based on the principle of protecting human rights across value chain. The Company adheres to all statutes which embodies the principles of human rights such as prevention of child labour, forced labour, woman empowerment etc. However, it does not extend to the group, joint ventures, suppliers, contractors, NGOs and others.

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

The Company encourages its stakeholders to report on any concern relating to human rights and makes every effort to resolve all the complaints it receives. However, no stakeholder complaints with regard to human rights were received in the reporting year.

Principle 6 (P6): Businesses should respect, protect, and make efforts to restore the environment

As a socially responsible organization DHFL is aware of harmful effects of climate-change and environmental degradation and stakeholders are equally concerned about it. The Company is committed to conduct its business operations responsibly by identifying environmental and social risk at an early stage and mitigate the risk by employing innovative and efficient technology solutions focusing on areas e.g. renewable energy utilization and waste minimization.

DHFL believes that protecting the environment is crucial to ensuring that the current and future generations, can live without concern for health and wellbeing arising due to the effects of climate-change.

1 Does the policy related to Principle 6 cover only the company or extend to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/Others?

The Company's Sustainable Development policy provides guidance to safeguard the environment and support economic growth by continually improving sustainability performance across value chain. The Policy outlines expectations from employees, the external business associates and other relevant stakeholders to ensure environmental integrity of business operations. However, it does not extend to the group, joint ventures, suppliers, contractors, NGOs and others.

2 Does the Company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.?

Being in the financial services sector, the Company's direct impact on the environment may not be very significant, however we still have a role to play in ensuring that the indirect impact of our activities do not harm the environment. DHFL believes climate change related issues are not only of concern to the community but also to the Company's long- term growth and sustainability.

3 Does the Company identify and assess potential environmental risks?

The Company is cautious of assessing the political and environment risks in its business operations.

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 environmental compliance report is filed?

The Company currently does not have any projects related to Clean Development Mechanism.

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.

The Company has moved to a paperless process in its daily business operations through e-meetings and engaging with the customers through app and web-based applications for some services. The Company has been able to use star rated appliances wherever possible.

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

Although the Company currently does not have a defined mechanism for measuring the waste generated, it is proactive in its efforts to minimize the amount of waste generated in the offices.

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.

The Company has not received any show cause notices from either CPCB or SPCB in the reporting year.

Principle 7 (P7): Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

One of the key responsibility of any Organization is to promote a well- informed and empowered society through actively participating in the development and implementation of public policy.

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:

No, the Company has not renewed any membership of any trade and chamber or association.

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

No, during the year the Company had not advocated/ lobbied through the above.

Principle 8 (P8): Businesses should support inclusive growth and equitable development.

Corporate Social Responsibility Policy of DHFL encompasses the company's philosophy for delineating its responsibility as a corporate citizen and undertakes CSR activities strategically, systematically and more thoughtfully thereby moving from institutional building to community development through its various CSR programs and projects.

For over three decades, DHFL has been instrumental in enabling easier access to home ownership amongst the lower and middle income (LMI) segment with a belief that one's own home, is synonymous with hope and aspiration.

1 Does the company have specified programmes/ initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.

- (i) Economic empowerment through financial literacy & inclusive growth
- (ii) To generate awareness on basics of finance and government welfare schemes, the Company supporting and implemented a financial literacy programme through Financial Literacy Centres operated in slum communities, by trained community workers.

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

The Wholly Owned Subsidiary "DHFL Changing Lives Foundation" primarily drives Company's flagship CSR programme "Early Childhood Care and Education (ECCE)" by focusing on areas e.g. Education, Health & Nutrition, Model Anganwadis and Stakeholder empowerment.

3 Have you done any impact assessment of your initiative?

Also, the Corporate Social Responsibility committee of the Board oversees the initiatives undertaken by the Company under the CSR Policy. Upon supersession of the Board, the Advisory Committee has taken note of the CSR activities of the Company during the reporting period.

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

The Company over the years has spent an amount towards its CSR programmes. The details of CSR programmes and cumulative amount spent by the Company is provided at Annexure – 6 to the Board's Report (Report of Advisory Committee Chaired by the Administrator).

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.

DHFL is keen on ensuring the adaptability of projects in the communities and thus it plans the exit timelines before beginning the project. In doing so, it is able to set a measurable timeline to fully execute the activities while being confident of the project being able to sustain even after it leaves the community.

- The Company has ensured that a group of trained, local individuals (Field Officers) from the community itself would be able to provide continued support to the program even after the end of its direct intervention.
- Further, the Company's financial literacy app, under the banner of DHFL Haqdarshak continues to provide a robust digital platform for community workers to facilitate and connect beneficiaries to government welfare schemes.

Principle 9 (P9): Businesses should engage with and provide value to their customers and consumers in a responsible manner.

DHFL strives to foster long-term relationships with customers as it continues to provide the best of services and products to the customers coming from all sections of society. Customer satisfaction is ensured through quick turnaround, while adhering to the highest underwriting standards and an effective grievance mechanism to identify risks and concerns and improve effectively.

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

As on end of the financial year, 27 complaints were pending [out of total 2531 complaints received from the customers (borrowers) during the year] reflecting closure of 99% of these complaints.

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)

As DHFL is in the business of providing housing loans, it does not have any product labels as such.

3 Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

There are no complaints filed against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last 5 years.

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

The Company conducts various consumer survey at regular intervals. However, during the financial year 2019-20, the Company did not undertake any survey. The Company's Customer Service mechanism comprises of multiple mid-level feedback and grievance redressal channels, spread over its branches, call centres, emails, letters, and social media, among others. A Customer Grievance Redressal Committee reviews the grievances periodically (every month) to address the root causes. The minutes of these Committee Meetings are reviewed by the Advisory Committee at regular intervals.