

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

S. No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
-	NA	NA	NA	NA	NA	NIL

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

The Geographical Area (GA) in charge of each of our location is the key on-site personnel who can be reached out to in case of any complaints or grievances from the community members. The grievances can be submitted orally or in writing. The GA head will communicate to Region head/CEO and take their support for resolving the grievances. GA head serve as the first point of contact for the community members to submit and redress grievances on a one-to-one basis.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directly sourced from producers	10%	9%
Directly from within India	100%	The Company shall start monitoring, and reporting this data in future

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost

Location	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Rural	0.25%	0%
Semi-urban	1.05%	1%
Urban	8.50%	12%
Metropolitan	90.19%	87%

(Place to be categorized as per RBI Classification System - rural/semi-urban/urban/metropolitan)

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
NIL	NA

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

S. No.	State	Aspirational District	Amount spent (In ₹)
1	Uttar Pradesh	Varanasi	1,90,00,000
2	Odisha	Koraput	94,200

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No)

No

(b) From which marginalized/vulnerable groups do you procure?

Not Applicable

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable

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

S. No	Intellectual Property based on traditional knowledge.	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
-	-	-	-	-

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

Name of Authority	Brief of the case	Corrective action taken
NA	NA	NA

1. Details of beneficiaries of CSR Projects:

S No.	CSR Project	No. of person benefitted from CSR Project	% of beneficiaries from vulnerable and marginalized groups
1	Adani Vidya Mandir	991	100%
2	Greenmosphere (students)	18,500	-
3	Vision Care - students	23,234	50% female
4	Improving WASH and Sanitation Facilities in School	2,494	-
5	Mangal Seva (PWD Women)	7	100%
6	Vision Care - drivers	2,166	-
	women	572	100%
7	Health	95,000	-

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

Essential Indicators

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

ATGL has implemented various platforms to ensure that we effectively receive and respond to consumer complaints and feedback. We have made available several interface platforms such as:

- Customer Helpline number
- Customer Delight Front Office
- KIOSK machine
- IVRS
- Email addresses with escalation matrix
- My AdaniGas mobile application
- AdaniGas website

Each of these platforms is designed to make it easier for our customers to reach out to us with their concerns.

We follow standard operating procedures and guidelines, along with a stipulated TAT period for responding to complaints. Our meticulously structured escalation matrix is in place to ensure the qualitative and prompt closure of complaints. This matrix helps us address issues efficiently and ensures that no complaint goes unresolved.

In addition to these interfaces, ATGL also tackles complaints lodged on the MoPNG portal, PNGRB portal, consumer forums, and escalated cases over social media platforms. We strive to resolve all complaints satisfactorily, no matter the platform through which they are submitted.

Furthermore, ATGL captures customer feedback on the resolution of complaints and conducts timely analyses for further improvement in the respective areas. This feedback loop is crucial for us to continue enhancing our services and ensuring customer satisfaction.

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

Particulars	As a percentage to total Turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	100
Recycling and/or safe disposal	NA

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

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	NIL	NIL	NA	NIL	NIL	NA
Advertising	NIL	NIL	NA	NIL	NIL	NA
Cyber-security	NIL	NIL	NA	NIL	NIL	NA
Delivery of essential services	74,622	14	NA	53,994	6	NA
Restrictive Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Unfair Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Other	69,558	4,477	NA	67,076	5,117	--

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

	Number	Reasons for recall
Voluntary recalls	NIL	NA
Forced recalls	NIL	NA

5 Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes.

We have cyber security and data privacy policy in line with its commitment to establishing and improving cyber security preparedness and minimizing exposure to associated risks.

Weblink: <https://www.adanigas.com/en/privacy-policy>

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

None.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches: 0
- Percentage of data breaches involving personally identifiable information of customers: NA
- Impact, if any, of the data breaches: NA

Leadership Indicators

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

Brief details of wide range of services like PNG, CNG provided by ATGL can be found in this page <https://www.adanigas.com/#servicesSec>

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

- During the installation of new Gas connection, the consumer is provided with detailed kits mentioning Do's and Don'ts
- Over every single Gas meter at consumer's premises safety steps on usage of gas is written along with the contact number in case of emergency.
- Various other campaign such as dial before dig, Safety campaign during festivals (i.e.) Diwali, Holi are undertaken for better consumer involvement I safety.
- The company publishes safety tips in social media from time to time for consumer awareness.
- Company ensures adequate quantity of odorant in the gas to alert the consumer in case of any leakage
- Regular alert and awareness is given to all CNG sector consumers for periodic Hydro-testing

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

Initiative 1: SMS/emails are sent to all industrial and commercial customers at reasonable advance notice to inform regarding any planned gas supply shutdown that is necessary for expansion/reliability of gas supply infrastructure.

Initiative 2: In case of any unplanned discontinuity of gas supply mostly due to damage to gas pipeline by third party, SMS/emails are sent to those consumers which are affected or expected to be affected from the temporary supply discontinuity required to restore the gas supply.

Initiative 3: If there is an unplanned gas supply discontinuity for domestic gas consumers due to reasons like damage to the gas pipeline by third party then Text message on registered mobile phone number of consumers is initiated.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes.

Since ATGL is more of a utility Company the information of services offered to the consumers are well informed through several modes (Website, Brochures, SMS etc.). Yes, every year an exhaustive customer survey is being carried out in the Geographical Areas where our customer footprint is prevalent.