



# TOURISM FINANCE CORPORATION OF INDIA LIMITED

(CIN L65910DL1989PLC034812)

## BUSINESS RESPONSIBILITY REPORT FOR FY 2019- 20

Addendum to Annual Report 2019-20  
[In pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations  
and Disclosure Requirements) Regulations, 2015]

### SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

S. No.	Particulars	Company Information
1	Corporate Identity Number (CIN) of the Company	L65910DL1989PLC034812
2	Name of the Company	Tourism Finance Corporation of India Limited
3	Registered address	4th Floor, Tower 1, NBCC Plaza Pushp Vihar, Sector-5, Saket, New Delhi 110017
4	Website	www.tfcilttd.com
5	E-mail id	complianceofficer@tfcilttd.com
6	Financial Year reported	01.04.2019 - 31.03.2020
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Financial Services (Other financial service activities, except Insurance and pension funding activities, NIC code 64990)
8	Key services provided by the Company	The Company was established in 1989 and has track record of more than three decades in providing finance to Tourism and other allied Sectors all over India.
9	Total number of locations where business activity is undertaken by the Company	(a) Number of International Locations: NIL (b) Number of National Locations: 2. The Company has Registered office in Delhi and Nodal office in Mumbai.
10	Markets served by the Company	All over India

### SECTION B: FINANCIAL DETAILS OF THE COMPANY (AS ON 31.3.2020)

S. No.	Particulars	Company Information
1	Paid up Capital (INR in Lakh)	Rs.8,071.67
2	Total Turnover (INR in Lakh)	Rs. 26,565.97
3	Total profit after taxes (INR in Lakh)	Rs.8,101.81
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) (Standalone)	The Company has spent Rs.213/- lakhs during the Financial Year 2019-20 on CSR activities, which is 2% of the average net profit of the last 3 years.
5	List of activities in which expenditure in 4 above has been incurred	CSR activities during 2019-20 were mainly done in Education, Malnutrition, Sanitization and Social Welfare. (For more detail please refer to CSR activities attached as part of Report of Board of Directors)

## SECTION C: OTHER DETAILS

S. No.	Particulars	Company Information
1	Does the Company have any Subsidiary Company/ Companies	Yes(TFCI Capital Ltd.)
2	Do the Subsidiary Company/ Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	Not Applicable. TFCI Capital Ltd has yet to start operations.
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	No.

## SECTION D: BR INFORMATION

### 1. Details of Director/Directors responsible for BR

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

No.	Particulars	Details
1	DIN Number (if applicable)	08402393
2	Name	Shri Anirban Chakraborty
3	Designation	Managing Director & CEO

#### (b) Details of the BR head

No.	Particulars	Details
1	DIN Number (if applicable)	NA
2	Name	Shri Sanjay Ahuja
3	Designation	Company Secretary
4	Telephone number	Phone: 01129561180 Fax:01129561171
5	e-mail id	complianceofficer@tfcilt.com

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

The Business Responsibility Policy (“BR Policy”) addressing the following 9 principles as per the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs). The 9 principles outlined in the National Voluntary Guidelines are as follows:

P 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
P 2	Businesses should provide goods and services that are safe and Contribute to sustainability throughout their life cycle
P 3	Businesses should promote the well being of all employees
P 4	Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
P 5	Businesses should respect and promote human rights
P 6	Business should respect, protect and make efforts to restore the environment

P 7	Businesses, when engaged in influencing public and regulatory policy should do so in a responsible manner
P 8	Businesses should support inclusive growth and equitable development
P 9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

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

No	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	Do you have a policy/ policies for	Y	-	Y	Y	Y	-	-	Y	Y
2	Has the policy being formulated in Consultation with the relevant stakeholders?	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
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	-	Y	Y	Y	-	-	Y	Y
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
6	Indicate the link for the policy to be viewed online?	#	-	#	#	#	-	-	#	#
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	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
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
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	N	-	N	N	N	-	-	N	N

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

No	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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)	-	*	-	-	-	*	*	-	-

#<https://www.tfcilttd.com/corporate-policy>

\*Considering the nature of company's business, these Principles have limited applicability. The Company complies with Regulations governing its operations and has taken initiatives to promote inclusive growth and environmental sustainability.

### 3. Governance related to BR

No	Particulars	Details
(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 1year	The Board of Directors / its Committees / MD&CEO or any authorised officials of the Company, as the case may be, assesses the BR Performance on Annual 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?	The information on Business Responsibility has, by and large, been included in the section – Management Discussion and Analysis Report which forms part of the Annual Report of the Company on annual basis and now in a separate section of the Annual Report. The same is also available on the website of the Company at <a href="https://www.tfciltd.com/corporate-policy">https://www.tfciltd.com/corporate-policy</a>

## SECTION E: PRINCIPLE -WISE PERFORMANCE

### Principle-1

#### Businesses 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?

Yes, The Company has defined a Code of Conduct to deter wrongdoings and to promote ethical practices. Yes, the Code extends to all dealings with suppliers, customers and other business partner

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.

	Pending as on 01-04-2019	Received during the Year	Redressed during the year	Pending as on 31-03-2020
Customer Complaints	Nil	Nil	Nil	Nil
Investor Complaints	Nil	Nil	Nil	Nil
Consumer cases	Nil	Nil	Nil	Nil

### Principle-2

#### Businesses should provide goods and services that are safe and Contribute to sustainability throughout 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.  
Not Applicable
2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):
  - (a) Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?

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

The Company operates in financial services sector, therefore this aspect doesn't relate to the nature of its business. However, the Company extensively monitors its energy consumption.

**3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.**

The Company is in the Financial Service Sector, therefore this aspect doesn't relate to the nature of its business.

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

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

Not Applicable

**5. Does the company have a mechanism to recycle products and waste?**

**If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

Not Applicable

**Principle-3**

**Businesses should promote the well being of all employees**

- 1. Please indicate the Total number of employees:** 39
- 2. Please indicate the Total number of employees hired on temporary/ contractual/ casual basis:** Nil
- 3. Please indicate the Number of permanent women employees:** 7
- 4. Please indicate the Number of permanent employees with disabilities:** NA
- 5. Do you have an employee association that is recognized by management:** NO
- 6. What percentage of your permanent employees is members of this recognized employee association?**  
NA
- 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.**

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

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

**(a) Permanent Employees**

**(b) Permanent Women Employees**

**(c) Casual/Temporary/Contractual Employees**

**(d) Employees with Disabilities**

The Company has established in-house systems in place to inculcate high performance culture in the organization. The Company periodically organize the training programmes for upgrading functional and soft skills of employees. The Company provide Induction training to all the employees and on regular intervals various other training program are attended by the employees to update subject knowledge. In order to ensure healthy working conditions and prevent sexual harassment of women employees, the Company has constituted Internal Complaint Committees

#### **Principle-4**

**Businesses 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/No**  
No
2. **Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?**  
Not Applicable
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.**  
Not Applicable

#### **Principle-5**

**Businesses 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?**  
  
This is covered under Policy on Business Responsibility Report. It is available on the website of the Company [www.tfciltd.com](http://www.tfciltd.com).
2. **How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**  
Kindly refer Principle 1 point no. 2.

#### **Principle-6**

**Business 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.**  
Not Applicable
2. **Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Yes/No. If yes, please give hyperlink for web page etc.**  
Not Applicable
3. **Does the company identify and assess potential environmental risks? Y/N**  
Not Applicable
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
5. **Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.? Yes/No. If yes, please give hyperlink for web page etc.**  
Not Applicable

6. **Are the Emissions/Waste generated by the company within the permissible limits given by CPCBI SPCB for the financial year being reported?**  
Not Applicable
7. **Number of show causal legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**  
Not Applicable

#### **Principle-7**

**Businesses, when engaged in influencing public and regulatory policy 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:**  
ASSOCHAM, CII, FHRAI and WTTCCI
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)**  
**Yes. Representations had been submitted to the Government and other authorities on various matters for the improvement of Tourism and related matters for public good**

#### **Principle-8**

**Businesses 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.**  
Yes, Please refer to Annual Report on CSR Activities
2. **Are the programmes/projects undertaken through in-house team/ own foundation/ external NGO/government structures/ any other organization?**  
Yes, various programmes have been carried out by the Company though in house team and external NGO.
3. **Have you done any impact assessment of your initiative?**  
The Company has a process for doing the impact assessment for its key CSR interventions by engaging Employees of the company on the regular basis.
4. **What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.**  
During FY2019-20 Rs. 213 lakh was spent on CSR activities as per details mentioned in Annual Report.
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.**  
The Company's CSR initiatives are aligned to the mission of driving a positive change in the communities. The Company actively implements projects and initiatives in the areas of health, education, skill development & social welfare. As part of CSR initiative the Company has sponsored education of needy children in rural area by assisting for their infrastructure, school bags, stationery, uniform, food etc. Your company believes that education is one of the most important investments which can create positive impact on society. Your Company has also contributed for providing mid-day food for needy school going children and upgradation of sanitisation/toilet facilities for public good. It is Company's continuous

endeavor to increase its CSR impact and spend over the coming years, supplemented by its continued focus towards social welfare including health, education and sanitation. For further Details please refer to Annual Report on CSR activities for details.

**Principle-9**

**Businesses 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.**  
No customer complaints/ consumer cases are pending as on the end of the financial year.
2. **Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information)**  
Not Applicable
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.**  
No
4. **Did your company carry out any consumer survey/ consumer satisfaction trends?**  
NA