

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

- Corporate Identity Number (CIN) of the Company: **L24110MH1978GOI020185.**
- Name of the Company: **M/s. Rashtriya Chemicals and Fertilizers Limited**
- Registered address: **“Priyadarshini”, Eastern Express Highway, Sion, Mumbai- 400 022.**
- Website: **www.rcfltd.com**
- E-mail id: **investorcommunications@rcfltd.com**
- Financial Year reported: **April 1, 2021 to March 31, 2022**
- Sector(s) that the Company is engaged in (industrial activity code-wise)”

Sl. No.	Name and Description of main products/services	NIC Code of the Product/ service
1.	Urea	20121
2.	Complex Fertilizers	20122
3.	Industrial Chemicals	20119

- List three key products/services that the Company manufacturers/provides (as in the balance sheet):
 - Urea;
 - Complex Fertilizers; and
 - Industrial Chemicals
- Total number of locations where business activity is undertaken by the Company
 - Number of International Locations (Provide details of major 5): Nil
 - Number of National Locations:

Plant manufacturing facilities	2
Administrative offices	2
 - Regional Offices in India 28
- Markets served by the Company – ~~Local/State/National (PAN) /International~~

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1	Paid up Capital (INR)	₹ 551.69 Crore
2	Total Turnover (INR)	₹ 12948.62 Crore
3	Total profit after taxes 2021-22 (INR)	₹ 704.36 Crore

4	Total budgeted expenditure on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	CSR spend, as per Section 135 read with Schedule VII of the Companies Act, 2013, is Rs.7.48 Crore including Rs.0.50 Crore set off for succeeding financial year (i.e. 2% of the average profit for last three years)
5	List of activities in which expenditure in above has been incurred	<ol style="list-style-type: none"> Education Promoting health care Sanitation Promoting rural sports Eradicating malnutrition by providing quality food in school Livelihood enhancement project Supply of drinking water to villages

SECTION C: OTHER DETAILS

- Does the Company have any Subsidiary Company/ Companies?

The Company does not have any subsidiary.
- 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
- 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 that the Company does business with, participate in the BR initiatives of the Company.

SECTION D: BR INFORMATION

- Details of Director/Directors responsible for BR
 - Details of the Director/Director responsible for implementation of the BR policy/policies
 - DIN Number : 08715250
 - Name – Shri Milind M. Deo
 - Designation –Director (Technical)
 - Details of the BR head

S. No.	Particulars	Details
1.	DIN Number (if applicable)	N.A.

S. No.	Particulars	Details
2.	Name	Shri Tushar Bhagwat
3.	Designation	ED (P & PD)
4.	Telephone number	022 2552 3061
5.	e-mail id	tmbhagwat@rcfltd.com

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

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as under:

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 well being 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

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

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have 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
		RCF being Public Sector Enterprise is governed by policies, circulars, guidelines, procedures issued by the Government of India. The policies have been formulated after wide consultations and discussions amongst all the relevant stakeholders. In the dynamic business environment, RCF reviews its business policies and practices from time to time.								
3.	Does the policy conform to any national/ international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
		RCF's Business Responsibility Policy is based on National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business as released by Ministry of Corporate Affairs, Government of India								
4.	Has the policy being approved by the Board?	Y	Y	Y	Y	Y	Y	Y	Y	Y
	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	
<p>The following policies relevant to external stakeholders are hosted on RCF website- www.rcfltd.com, under heading: About us, sub heading : Policies</p> <ul style="list-style-type: none"> a. Code of Conduct for Board Members and Senior Management Personnel b. Fraud Prevention Policy c. Protect and Sustain Policy d. E waste Policy e. Quality, Environment, Health and Safety Policy f. Research and Development Policy g. Health, Safety and Environmental Policy h. Energy Policy i. IT Policy j. Constitutional of Internal Complaints Committee on post notification of Policy for Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace k. Dividend Policy l. Policy of Determination of Material and Price Sensitive Information and Disclosure Obligations m. Policy for determination of Material Subsidiary n. Policy for prevention of insider trading in the securities of the Company o. Whistle Blower Policy p. CSR Policy q. RCF guide to the safe use of fertilizers and equipments on farm r. Policy on Board Diversity 										
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	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	
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	
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	RCF's policies are not audited /evaluated by external agencies. However, as per statutory guidelines and business requirement, policies are amended from time to time.								

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

Sr. No.	Questions	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?

Various principles of BR performance constitute an integral part of the day to day operations of the Company and the same are reviewed by the Board/Committees of the Board as and when required.

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

Pursuant to Regulation 34(2) (f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has prepared the Business Responsibility Report for the financial year 2021-22.

Business Responsibility Report forms a part of this Annual Report.

SECTION 3 – 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

2. Does it extend to the Group/ Joint Ventures/ Suppliers / Contractors / NGOs/ Others?

RCF's Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others are separate legal entities having their own policies and procedure. Hence these companies are not covered by RCF's Policy on ethics, bribery, corruption, human rights etc.

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.

The details of complaints received from various stakeholders during the financial year 2021-22:

Stakeholder	No. of Complaint received	No. of Complaint resolved	% Resolved
Shareholder's Complaints	4	3**	75
Customers/Consumers	14	14	100
Related to services, tenders and through Public Grievance Redressal	87	87	100
Vigilance	68*	62*	91.18
RTI	259	211	81.47
Workers Grievance	-	-	-

* 16 complaints pending against last years were resolved.

** one complaint was resolved after end of financial year 2021-22

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?

The following products are the result of effective Research & Development efforts of the Company which enhances crop-yield, quality and resistance against crop diseases and are environment friendly: .

- a) Neem Coated Ujjwala Urea
- b) Suphala 15:15:15
- c) Sujala 19:19:19,
- d) Biola,
- e) Microla
- f) Organic Growth Stimulant (OGS)
- g) p^H Balancer
- h) Soluble Silicon Fertilizer
- i) City Compost

Prior to the market introduction, Safety, Health and Environment, (SHE) & security risks related to the life cycle of the products are identified and there is a risk management system to handle any risks. Reviews with respect to Safety and Environment are conducted for replacement of certain input raw materials, coatings and risks are evaluated before introduction of product in the market. Fertilizer product related SHE information is provided to all customers/farmers.

All contamination risks have been identified and measures exist to control risk during transportation, handling & storages of raw material & fertilizers. Measures exist to prevent all potential environment emissions and spills during transportation, handling & storages of raw materials, fertilizers and chemicals.

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

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

At Trombay Unit, Phosphate (P₂O₅) efficiency of Suphala Plant has improved to 98.51% during current year as compared to 98.24% during last year.

At Trombay specific energy consumption of Ammonia-V and Urea-V plant has improved to 8.710 GCal/MT and 6.510 GCal/MT during the current year as compared to 8.788 GCal/MT and 6.653 GCal/MT during last year. Also, at Thal, specific energy consumption of Urea plant has improved to 5.845 GCal/MT during the current year as compared to 5.860 GCal/MT during last year.

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

The reduction in energy and water due to total consumption of fertilizers of company is not readily available, due to its widespread consumption in almost all states. Your Company undertakes Method/Product demonstration of

agriculture plots for use of company fertilizers in vegetables, Sugar cane, Cotton & Fruit crops etc. In case of use of drip irrigation methods in these plots, the water consumption has reduced to approximately 50% with enhanced yield of crops. Your Company has developed speciality fertilizers for drip and foliar application.

Also, various innovative products developed by Your Company like Water pH balancer, Biostimulant, increases the efficacy of fertilizer, insecticides and other agrochemicals which are applied through water thereby reducing the consumption of fertilizer and pesticides.

Farmers Pan-India procures fertilizers for agriculture. The reduction in energy and water due to total consumption of fertilizers of company is not readily available, due to its widespread consumption in almost all states.

During 2021-22 company had undertaken Live Field Demonstrations in 1633 agriculture plots to tests RCF's products efficiency & effectiveness on Vegetables, Sugar cane, Cotton & Fruit crops.

In case of use of drip irrigation methods in these plots, the water consumption reduced to approximately 50% with enhanced yield of crops.

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

The Company has procedures in place for sustainable sourcing of raw material, fertilizers & chemicals transportation.

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

All bulk raw materials namely Rock Phosphate, Sulphur, Potash, DAP used as input for manufacturing fertilizers & chemicals are transported by handling and transportation contractors. A procedure exists for safe transportation and handling of bulk raw materials. The contractor's safety, health, environment and security performance evaluation is carried out during contractor selection process. A system is in place to systematically train every transport contract employee, drivers and sub-contractors with respect to relevant transport, handling and site hazards.

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

Company has taken services of local Mathadi labours through Mathadi Board for bagging of fertilizers, loading fertilizers bags in truck and wagons. Company has taken services of local contract employees for annual maintenance of jobs, house-keeping jobs and canteen services. Procurement of items required for plant/machinery is also done from local MSME suppliers.

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

Periodical trainings are conducted for all the contractual labourers, Mathadi labourers to address their HSE related issues and to improve their work performance.

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 the details thereof, in about 50 word or so.

Yes, Company has mechanism and facility to recycle its product in case it is damaged during storages/handling. Company effectively works on business sustainability by implementing “reduce, recycle and reuse” concept. At Trombay unit, During the year, entire damaged/contaminated, swept Suphala fertilizer was recycled in the plant. Also, sludge recovered from Effluent Treatment plant and Sulphur sludge generated in Sulphuric acid plant is used as a nutrient and filler respectively in Suphala manufacturing. 100% of swept urea generated in Urea Bagging plants which is collected from floor & equipment cleaning is recycled back. Most of our hazardous waste viz; spent catalyst & used/waste oil is recycled and sent to CPCB / MPCB approved recyclers.

At Thal unit, domestic sewage is treated & completely recycled and utilized for horticulture/gardening. Effluent Treatment Plant Upgradation is also being taken up at for recycling of 75% of effluent generated into direct usable water which will save around 5250 cubic meter per day consumption of fresh water. Project completion is expected by November 2022. This measure will ensure maximum recycle of generated effluent to its process plants thereby sufficiently cutting down on the consumption of fresh water.

Principle 3: Businesses should promote the wellbeing of all employees –

- 1. Please indicate the total number of employees: The total number of employees as on 31.03.2022 is 2635.**
- 2. Please indicate the Total number of employees hired on temporary/ contractual/ casual basis: The total number of employees hired on temporary/ contractual/ casual basis as on 31.03.2022 is 1177**
- 3. Please indicate the Number of permanent women employees: The total number of permanent women employees as on 31.03.2022 is 199**
- 4. Please indicate the Number of permanent employees with disabilities: The total number of employees with disabilities as on 31.03.2022 is 38.**
- 5. Do you have an employee association that is recognized by management?**

There are 3 registered Trade Unions which are representing workers i.e. RCF Employees Union, RCF Karmachari Sena & RCF Karmachari Sangh. RCF Employees Union has the majority members as per the Check off system. Further RCF Officers Association represents the officers of the Company.

- 6. What percentage of your permanent employees is members of this recognized employee association?**
Around 14.34 % of Unionised Category employees are members of Recognised Union i.e. RCF Employees Union
- 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 the financial year
1.	Child labour/ forced labour / involuntary labour	Nil	Nil
2.	Sexual harassment	2	2
3.	Discriminatory employment	Nil	Nil

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

Sr. No.		Total Employees	Employees Trained		% Employees Trained	
			Safety	Skill Upgradation	Safety	Skill Upgradation
1	Permanent Employees	2635	1334	1227	50.63	46.57
2	Permanent Women Employees	199	69	63	34.67	31.65
3	Casual/ Temporary/ Contractual Employees	1177	1881	78	159.81	6.63
4	Employees with Disabilities	38	7	4	18.42	10.53

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

Yes. Over the years of Company's existence, the Company has mapped its internal (like employees & Shareholders) and external stakeholders (such as communities and customers etc.).

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

Yes, the Company has identified its disadvantaged, vulnerable & marginalized stakeholders.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details of thereof, in about 50 words or so.

Yes, special initiatives are taken up under Corporate Social Responsibility for up- liftmen of disadvantages, vulnerable and marginalized sections of the society. The details of such activities are available on the website. RCF scrupulously follows the Presidential Directives and guidelines issued by Government of India regarding reservation in services for SC/ST/OBC/PWD (persons with disabilities)/ Ex-servicemen to promote inclusive growth.

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?

The Company follows the principles of human rights as enshrined in the Universal Declarations of Human Rights of the United Nations and all our human resources policies and understanding with the Trade Unions are based on those principles. All our policies in this regard directly or indirectly adhere to the principle of respect of human rights.

RCF's Joint Ventures/ Suppliers/Contractors/NGOs/Others are separate legal entities having their own policies and procedure. Hence, none of these companies are covered by RCF Policy on human rights etc.

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

Your Company has not received any complaints with respect to human right violations.

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

RCF is committed to ensuring clean environment beyond satisfying all stipulated requirement laid down by the statutory authorities and in the process constantly working towards

making a workplace safer for its employees and the community in general.

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

The Policy of Health, Safety and Environment covers the Company. By implementing protect & sustain stewardship purpose of IFA the policy covers suppliers, contractors, NGO's & Farmers.

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.

Your Company publishes Business Responsibility Report for the financial year 2021-22. Business Responsibility Report forms a part of this Annual Report.

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

Yes. Company identifies and assesses potential environment risks in existing plants & proposed project by conducting PSM audit, IMS (ISO) audit, HSE index audit. All emergency scenarios are identified at the unit level and Mock Drills are conducted to mitigate those emergency situations at the earliest as per Emergency Control Plan (ECP).

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

At present efforts are maintained to use clean fuel and optimize process control due to which consumption of natural resources and generation of waste reduced thereby reducing emissions in on going GTG-HRSG project and in existing plants. Six monthly compliance report for the Environment Clearance of the same is being submitted regularly to Ministry of Environment, Forest and Climate Change through email.

At Thal unit, both GTG-HRSG units are in operation and has substantially reduced on carbon emissions and water consumption.

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.

i. Process water requirement at Trombay is met through water generated by treating municipal sewage at two Sewage Treatment Plants (STP). This sewage, otherwise would have been discharged into sea with minimum treatment. During the year 2021-22, about 88,23,973 M³ of treated water generated at our two Sewage Treatment Plants.

ii. **Renewable Energy:**

- During the year 2021-22, at both the units of RCF about 4,531 MWh of Solar Power was generated. Also, during 2020-21, 2212 no of Solar Renewable Energy Certificates (RECs) were generated at RCF Trombay Unit.

iii. **Energy Saving & Clean Technology:**

RCF has implemented following energy reduction schemes thereby improving energy efficiency:

- Revamp of Urea-V plant through M/s Casale for energy saving.
- VFD for High Pressure Ammonia Feed Pump at Thal Unit

RCF is in process of implementing following energy saving scheme:

- Revamp of Ammonia-V plant through M/s KBR for energy saving.
- Gas Turbine Generator (GTG) with Heat Recovery Steam Generator (HRSG) project for energy saving is under implementation at Trombay Unit.

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

Yes, The Emissions/Wastes generated by the company are within the permissible limits specified by CPCB/ MPCB and returns are submitted regularly to these authorities.

7. **Number of show cause/legal notice 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 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**

Yes, your Company is a member of

- (a) Fertilizer Association of India
- (b) Standing Conference of Public Enterprises
- (c) IMC Chamber of Commerce and Industry
- (d) International Fertilizer Association

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good?**

Yes.

3. **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 Company in association with various national and international bodies and participating with various committees of Government of India and other agencies gives its view on various public policies and more particularly in the following areas:

- Governance and Administration
- Economic Reforms, Inclusive Development Policies
- Water and Food Security for the country
- Principles for Sustainable Business
- Energy security

Principle 8: Businesses should support inclusive growth and equitable development

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

Yes, the Company has specified programs in support of inclusive growth and equitable development. It is the endeavor of the company to ensure that there is continuous improvement in its economic, environmental and social performance as the tagline of the company reads as "let us grow together". At our company employees are recognized based on their merit and skill and nobody is differentiated on the basis of cast, creed, gender and/or religion. All CSR programs of the company are towards downtrodden and weaker strata of the society, which includes education, sanitation, nutrition, drinking water projects etc. The details of CSR initiatives undertaken by the company are provided in **Annexure I** of Directors Report.

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

CSR programs are implemented through in house teams, NGO's, third party vendors, government agencies etc.

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

No

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

The total contribution towards CSR for the year 2021-22 is ₹ 7.48 Crore including ₹ 0.50 Crore set off for succeeding financial year. The details of projects have been provided in **Annexure I** of the Directors 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.**

Yes. All community development initiative and its adoption are ensured by RCF's project implementing agencies. The programs are designed and taken up only after consultation with relevant stakeholders and after ascertaining of its needs. Information on the programs is disseminated and

awareness campaign is undertaken for the participation of the community in the facilities provided. The concerned official of the company regularly visits the site of implementation and take feedback from the stakeholders. The details on “Corporate Social Responsibility” are provided in **Annexure I**.

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

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

Nil.

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).

Yes. The label guides the farming community / user for suitable and required precautions to be taken, like product application procedure, recommended dozes, storing guidance etc.

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 at end of financial year. If so, provide details thereof, in about 50 words, or so.

No case against the company was filed on grounds of unfair trade practices, irresponsible advertising and/or anti-competitive behavior.

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

No Consumer survey was conducted during 2021-22. But to assess the consumer satisfaction trends, RCF conducts various Agriculture extension activities Pan-India on regular basis. During these activities our Field Executives interact with the farming community to understand their requirements & seasonal conditions.

The following Agriculture Extension activities are conducted extensively:

- Farmers Meetings are conducted Pan-India.
- Soil Testing days are organized at the farmer’s field during the start of an Agricultural Season.
- Soil samples are collected from the farmers’ fields, the samples are analyzed for NPK & Micro-nutrients (Zinc, Copper, Manganese & Iron).
- Live Field Demonstrations are conducted in the farmers’ field.
- RCF conducts 3 days & One day Training sessions at its Knowledge centers at Thal (Raigad District) & at Nagpur. All the expenditures incurred for the farmers travel, boarding & lodging is taken care by RCF. But, last year, due to Covid-19 Pandemic online farmers’

trainings were conducted for safety reasons.

- In addition to the in-house training programs, Training programs are organized by RCF with local KVK’s (Krishi Vigyan Kendras) & Agriculture Universities, for the farming community. These programs are tailor made as per the requirements / requests of the farmers.
- RCF prints & dispatches “RCF Sheti-Patrika”, a very popular Agriculture monthly magazine in Marathi. 60000 copies are despatched free of cost per month. These are made available on RCF’s website (rcf.td.com) as well as on social media by the handle @rcfkisanmanch for use by farmers.
- RCF also participates in State / District / Taluka / Village level Agriculture Exhibitions, where farmers are advised on latest Agricultural techniques.
- Krishi Mela / Crop Seminars are regularly organized to guide & update the agricultural knowledge of the local farming community.
- RCF has produced farmers’ training videos (in house production) on “Geola” (Biofertilizer) which are made available on RCF’s social media handle @rcfkisanmanch for use by farmers.
- RCF has produced video on COVID-19 to create awareness.
- RCF organized Rural Sports & Veterinary Camps.
- RCF organized different Programmes with “Janbhagidari” under “Azadi Ka Amrut Mahotsav - Atmanirbhar Bharat” & “Completion of 5 Years of DBT in Fertilizer Sector”
- RCF operates Toll Free help line number (1800-22-3044) for farmers.
- RCF operates Customer Care Service (022- 25523044) for farmers.
- RCF has organised “**Krushhi Samrudhichi Gurukilli**” programme on Sahyadri DD channel for farmers education.

In addition to the above RCF has established 100 Kisan Suvidha Kendras in the states of Maharashtra & Karnataka.

- One agriculture graduate has been placed in each of the center.
- These centers are helping in - empowering the farmers.
- These centers are a collection point for soil samples & handing over the analysis report.
- These Agriculture Graduates provides Advisory Services – Crop Cultivation Technology, Application Services – Farm Inputs & application methodology.
- The Agriculture Graduate also advises the farmers on Agricultural practices, Fertilizer Management, Weather report, Pest Management, Crop selection, Help the farmers to get their Soil & Seed Tested free of cost, Crop Insurance, etc.

RCF’s “KISAN SUVIDHA KENDRA” is proving to be a unique initiative to support the farmers in improving the quality of life.