

# **ENVIRONMENTAL, SOCIAL AND GOVERNANCE**

———— POLICY AND DISCLOSURE FRAMEWORK ————

## **About Jaipur City Transport Services Ltd (JCTSL)**

JCTSL is a state-owned public transport company based in Jaipur, Rajasthan. It was incorporated in the year 2008 under the Companies Act, 1956 and started its commercial operation in 2010, with the aim of providing efficient, reliable and affordable public transport services to the citizens of Jaipur.

### **Jaipur City Transport Services Limited (JCTSL)**

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**Ajitabh Sharma**

Chairman & Managing Director

**A**s an urban public transport company, Jaipur City Transport Services Limited carries a crucial responsibility of addressing the challenges posed by urbanization, environmental degradation, climate change, and social inequality. We recognize the importance of integrating environmental considerations, social responsibility, and effective governance into our operations and the core business strategy.

In pursuit of the aforesaid objectives and to provide safe, reliable, accessible, affordable and sustainable transport services, it gives me immense pleasure to present the Environmental, Social, and Governance (ESG) Policy for Jaipur City Transport Services Limited (JCTSL). Through this Policy and Disclosure Framework, we seek to hold ourselves and our partners accountable for high standards of services and transform JCTSL into a responsible and ethical corporate citizen.

The ESG Policy serves as a comprehensive roadmap, outlining our principles, objectives, and strategies to create a positive impact on the environment, society, commuters as well as our employees. With this policy and the performance metrics, we aim to create long-term value and provide sustainable services to all stakeholders including the communities we serve.

The ESG Policy prioritizes the reduction of greenhouse gas emissions, promotion of clean and renewable energy sources, adoption of energy-efficient

technologies, and conservation of natural resources. With people at the center of decision-making and action, we recognize the importance of inclusivity, equity, and community engagement. We are committed to providing a diverse and inclusive workplace that fosters equality, professional growth, and work-life balance. Transparent and ethical governance is the cornerstone of our company's operations, we thus demonstrate our commitment to continuous improvement and accountability by establishing measurable targets, regular monitoring, and reporting mechanisms.

I invite all of you to explore our ESG Policy and Disclosure Framework, which, I firmly believe, will not only provide critical opportunities for citizen engagement but also act as a guiding beacon for our employees' daily actions and management decisions.

I sincerely appreciate the contributions of our employees, stakeholders, and partners in developing and implementing this framework. Together, by upholding these values, we will create a sustainable and inclusive future for Jaipur city and set an example for transport organisations nationwide.



**Bbhavyata Ssoni**

Chief Sustainability Officer

**A**cross every sphere of human influence and activity, 'Sustainability' has become more important than ever. Businesses, governments, and communities at large need to step up their action on sustainability. Businesses that lead in all aspects of sustainability are enduring, resilient and will continue to rise. At Jaipur City Transport Services Limited (JCTSL), we acknowledge the pressing need to combat climate change and its consequences, recognizing that it is in our best interest to play a meaningful role in this endeavour.

It is my honor to guide our organization towards a future that prioritizes sustainability, inclusivity, transparency, efficiency, and above all, safety and reliability of our services. At JCTSL, we are dedicated to taking steps towards carbon-neutrality, and reducing emissions and greenhouse gases. By adopting this ESG Policy, we commit ourselves to a sustainable urban mobility and equitable future for Jaipur city.

With an unwavering commitment to innovation and efficiency, we strive to emerge as a pioneering organization driving sustainable transportation solutions that seamlessly connect residents and visitors while reducing environmental impact. We aim to create a more sustainable transport system through the adoption of sustainable technologies, route optimization, and alternative fuel usage.

Our vision encompasses decarbonization by prioritizing energy management, leveraging renewable energy sources, and achieving zero waste to landfills at our

sites. We are committed to driving the transition of our industry towards electric vehicles and other eco-friendly fuels.

As we embark on this journey together, I encourage each one of you to actively participate and contribute to our shared vision. Our success lies in the collective efforts of every employee and the support of every commuter.

Thank you for your dedication, support, and commitment to a sustainable future.

## **Acknowledgement**

We shall like to thank Ajitabh Sharma, Chairman and Managing Director, Bhavyata Ssoni, Chief Sustainability Officer, and the Board of Directors of JCTSL for their leadership and transformative initiative of codifying values, principles and responsibilities of Jaipur City Transport Services Limited (JCTSL) in its ESG policy and disclosure framework.

We shall like to extend our deepest gratitude to Centre for Energy, Environment & People (CEEP) and acknowledge their valuable contributions in the development of Environmental, Social, and Governance (ESG) Disclosure Framework. Their capabilities of understanding the nuances of our operations and institutional structure enabled us to design pragmatic and progressive ESG metrics for delivering accessible, inclusive and sustainable mobility ecosystem for Jaipur city. We would like to especially thank Simran Grover and Priyanka Goel from CEEP for their valuable contribution in developing the ESG Disclosure Framework on behalf and in accordance with the ESG Policy of JCTSL.

Lastly, we shall like to thank our commuters, employees and all our stakeholders for their continued support and trust.

## SECTION 1: ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) POLICY

<b>1.</b>	<b>PREAMBLE</b>	<b>2</b>
<b>2.</b>	<b>OBJECTIVE</b>	<b>3</b>
2.1	ESG Vision	3
2.2	ESG Goals	4
<b>3.</b>	<b>Key Principles</b>	<b>5</b>
<b>4.</b>	<b>Our Policy Pillars</b>	<b>6</b>
4.1	Ethics, Transparency and Accountability	6
4.2	Safe and Sustainable Services	7
4.3	Human Resource Development and Well-Being of Employees	9
4.4	Protection of Stakeholder's Interest	10
4.5	Promoting Human Rights	10
4.6	Protection of the Environment	12
4.7	Public and Regulatory Policy	12
4.8	Promoting Inclusive Growth and Equitable Development	13
4.9	Value to Commuters	14
<b>5.</b>	<b>Policy Review and Amendments</b>	<b>16</b>
<b>6.</b>	<b>ESG Reporting and Disclosures</b>	<b>17</b>

## SECTION 2: DISCLOSURE FRAMEWORK FOR ESG POLICY

<b>1.</b>	<b>INTRODUCTION</b>	<b>19</b>	4.2	Coverage and Connectivity	37
<b>2.</b>	<b>GENERAL DISCLOSURES</b>	<b>20</b>	4.3	Affordability, Inclusivity and Accessibility	38
2.1	About Jaipur City Transport Services Ltd	20	4.4	Reliability, Quality and Efficiency of Services	39
2.2	Principal Business of the Company and Details of Operations	21	4.5	Health and Safety Management	39
2.3	Employees	21	<b>5.</b>	<b>SOCIAL DISCLOSURES (EMPLOYEES)</b>	<b>39</b>
2.4	Details of Major Assets and Facilities	22	5.1	Employee related disclosures	39
2.5	Financial Results of the Company	25	5.2	Health and Safety Management	39
2.6	General Operational Disclosures	25	5.3	Workplace disclosures	43
2.7	Declared Environmental, Social and Governance Goals	27	<b>6.</b>	<b>GOVERNANCE DISCLOSURES</b>	<b>45</b>
<b>3.</b>	<b>ENVIRONMENTAL DISCLOSURES</b>	<b>28</b>	6.1	Disclosure on key strategic decision in the Board	45
3.1	Carbon disclosures	28	6.2	Key Investments and New Initiatives	46
3.2	Water disclosures	30	6.3	Financial Disclosures	46
3.3	Waste disclosures	33	6.4	Grievance Redressal and Resolution	49
3.4	Environmental impact and remediation	34	6.5	Recruitment policy and disclosures	51
<b>4.</b>	<b>SOCIAL DISCLOSURES (COMMUTERS)</b>	<b>36</b>	6.6	Resource adequacy disclosures	52
4.1	Public Relations Officer (PRO)	37	6.7	Conviction or Disciplinary action by Law Enforcement Agencies against corruption	52
			6.8	Monitoring and Enforcement	53
			6.9	Risk Management Policy	54

## LIST OF TABLE

Table 1: Company details	20
Table 2: Total employees and employee mix	21
Table 3: Participation, inclusion and representation of Women in key positions	22
Table 4: Details of Fleet deployed (depot-wise)	23
Table 5: Details of fixed asset	23
Table 6: Financial Results	25
Table 7: Estimation of Carbon Emissions at JCTSL Head Office	25
Table 8: Estimation of Carbon Emissions at JCTSL Head Office	28
Table 9: Estimation of Carbon Emissions (Depot-wise)	29
Table 10: Annual water accounting and management practices for JCTSL Head Office	30
Table 11: Annual water accounting and management practices (Depot-wise)	31
Table 12 : Waste Management and Handling at JCTSL Head Office and Depots	34
Table 13: Details of Public Relations Officer	37
Table 14: Details of road network coverage and connectivity offered	37
Table 15: Data on concessional tickets	38
Table 16: Fare comparison between other modes of transport and competition landscape	38
Table 17: Indicators for reliability of services by JCTSL	39
Table 18: Disclosures of safety related incidents	40

Table 19: Complaints related to safety, working conditions, travel safety and travel conditions (Depot-wise and JCTSL Head-office)	42
Table 20: Disclosures for safety, inclusivity, accessibility and dignity of workplace	43
Table 21: Disclosure on access to information on strategic decisions	45
Table 22: Disclosures on strategic decisions	46
Table 23: Annual budget for the financial year	46
Table 24: Income for the financial year	47
Table 25: Expenditure for the financial year	47
Table 26: Receivables for the financial year	48
Table 27: Details of payables	48
Table 28: Details of financing and debt	49
Table 29 : Stakeholder-wise data on grievance and their resolution	49
Table 30: Grievance Redressal Mechanisms	50
Table 31: Category-wise grievance and grievance resolution data	50
Table 32: PoSH policy for Sexual Harassment Complaints	50
Table 33: Recruitment data for the Financial Year	51
Table 34 : Data on resource adequacy	52
Table 35: Legal action disclosure	53
Table 36: Monthly internal vigilance audit and compliance data (JCTSL Flying Squad)	53
Table 37: Risk Management Strategy	54



# SECTION 1: ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) POLICY

## 1. PREAMBLE

This policy (hereinafter referred to as the 'Policy') shall be called 'Environmental, Social and Governance (ESG) Policy/ Business Responsibility and Sustainability Reporting (BRSR) Policy' of Jaipur City Transport Services Limited (hereinafter referred to as 'JCTSL' or the 'Company').

JCTSL is a state-owned public transport company based in Jaipur, Rajasthan. JCTSL was incorporated in the year 2008 under the Companies Act, 1956 and started its commercial operation in 2010, with the aim of providing efficient, reliable and affordable public transport services to the citizens of Jaipur.

JCTSL is committed to providing safe, sustainable, and comfortable transportation to the public, while also contributing to the economic and social development of Jaipur. The Company operates a fleet of buses which covers various parts of the city, providing connectivity to commuters across different routes. In addition to providing public transport services, JCTSL also strives to promote environmental sustainability by introducing eco-friendly and energy-efficient vehicles in its fleet.

This document shall act as a guiding framework to manage the Company's environmental, social and governance risks; enhance its quality of services; and enable responsible action for long-term value creation.



## 2. OBJECTIVE

The objective of this Policy is to integrate Environmental, Social, and Governance (ESG) considerations into JCTSL's operations and business, mitigate material impacts and risks, and serve as a guiding document for its ESG initiatives and activities. The approach towards ESG integration includes the development of a robust governance mechanism, implementation framework, systems for risk management and controls, incorporation of environmental and social considerations into the standard operating procedures of its operations as well as communication and disclosure of ESG performance.

The Company shall adopt and declare objective goals to improve its performance across all ESG metrics in the ESG Disclosure Framework. The same shall be reported for a period of next five (5) years in the Annual ESG Report to be published by the Company.

### 2.1 ESG Vision

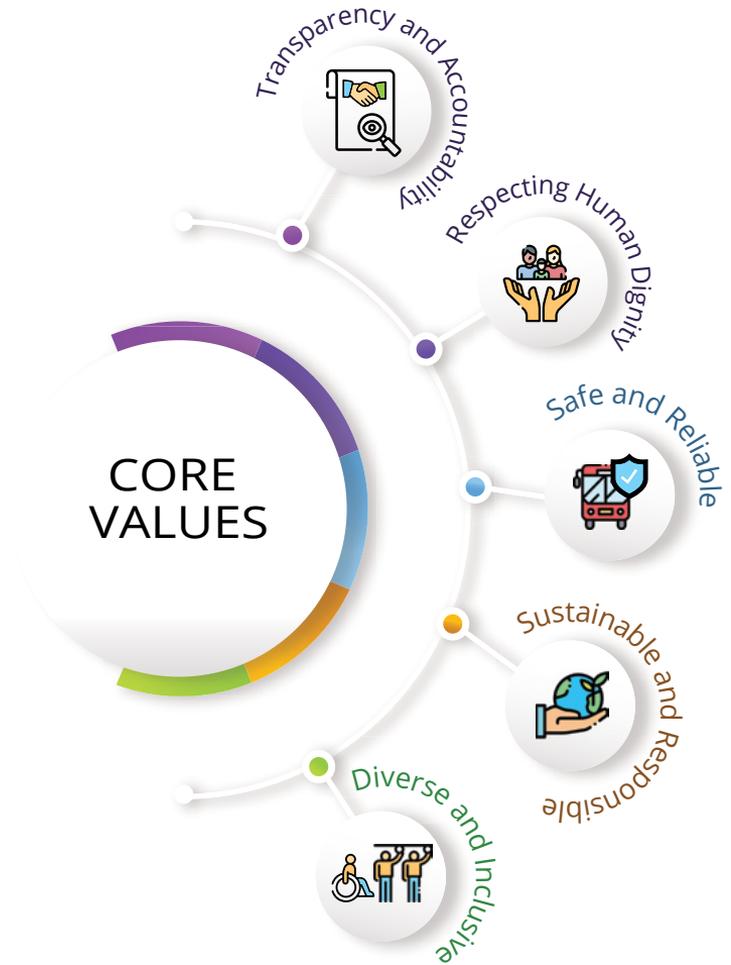
JCTSL believes that Environmental, Social, and Governance considerations are integral to its business operations and sustainability. The vision is to integrate these considerations into all aspects of its operations, from business strategy and decision-making to day-to-day practices. JCTSL aims to minimize the environmental impact of its operations, promote social responsibility, and ensure strong governance practices. It is committed to fostering a culture of sustainability across the organization, with a focus on innovation and continuous improvement. By upholding its ESG vision, it aims to create long-term value for its stakeholders, including commuters, employees, shareholders, and the wider community.



## 2.2 ESG Goals

- To promote ethical business practices and transparency in all operations.
- To reduce its environmental footprint through sustainable practices and efficient resource utilization.
- To uphold safe, reliable, and responsive operations for providing accessible and affordable service to its commuters.
- To support the well-being and development of employees through fair treatment, training and career growth opportunities.
- To encourage diversity and inclusion in the workplace and across Company activities.
- To ensure high standards of safety and quality in all services and operations, and strive for zero accidents.
- To maintain compliance with relevant laws, regulations and international standards for ESG performance.
- To continuously monitor and assess the Company's ESG performance and strive for improvement over time.

Note: Business Responsibility and Sustainability Reporting (BRSR) shall be in line with the 'National Guidelines on Responsible Business Conduct (NGRBC)' issued by the Ministry of Corporate Affairs (MCA).



### 3. Key Principles

JCTSL is committed to implementing and upholding the following nine key

principles of Business Responsibility and Sustainability Reporting (BRSR) in line with the 'National Guidelines on Responsible Business Conduct (NGRBC)' issued by the Ministry of Corporate Affairs (MCA).

<p><b>Principle 1:</b></p> <p>Conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable.</p>	<p><b>Principle 2:</b></p> <p>Provide goods and services in a manner that is sustainable and safe.</p>	<p><b>Principle 3:</b></p> <p>Respect and promote the well-being of all employees, including those in their value chains.</p>
<p><b>Principle 4:</b></p> <p>Respect the interests of and be responsive to all their stakeholders.</p>	<p><b>Principle 5:</b></p> <p>Respect and promote human rights.</p>	<p><b>Principle 6:</b></p> <p>Respect and make efforts to protect and restore the environment.</p>
<p><b>Principle 7:</b></p> <p>Engage in influencing public and regulatory policy in a responsible and transparent manner.</p>	<p><b>Principle 8:</b></p> <p>Promote inclusive growth and equitable development.</p>	<p><b>Principle 9:</b></p> <p>Engage with and provide value to their consumers in a responsible manner.</p>

## 4. Our Policy Pillars

JCTSL is strongly committed to transparent and accountable governance, upholding ethical values and serving its user to the best of its ability. In the changing landscape of climate change and development needs, the Company shall strive to champion the cause of inclusive and sustainable services. The Company's policies to achieve its ESG goals and visions are discussed here.

### 4.1 Ethics, Transparency and Accountability

JCTSL recognizes the importance of conducting business with integrity and in a manner that is ethical, transparent, and accountable. As a public transport company, it serves a diverse range of stakeholders, including commuters, employees, shareholders, regulatory bodies, government and the communities in which it operates. By adhering to the outlined sub-principles, it ensures operating with integrity and transparency, and promoting trust among all its stakeholders.



- **Code of Conduct and Ethics:** JCTSL is committed to conducting its business with the highest standards of ethical conduct, in compliance with all applicable laws and regulations. It ensures that its operations, decision-making processes, and interactions with stakeholders are guided by ethical principles, such as fairness, honesty, respect, and responsibility.
- **Anti-Corruption and Bribery:** JCTSL prohibits all forms of corruption, bribery, extortion, and other illegal or unethical practices, whether committed by its employees, partners, or other stakeholders. It maintains robust policies, systems, and controls to prevent, detect, and respond to any potential or actual instances of corruption, and it ensures that its employees and partners are trained on anti-corruption laws and policies. It shall not tolerate any unethical or illegal behavior, including facilitation payments, kickbacks, or any other form of financial or non-financial inducements.
- **Conflict of Interest:** JCTSL expects all employees and stakeholders to avoid any conflicts of interest that may compromise their objectivity, impartiality, or professional judgment. It requires all its employees and stakeholders to disclose any potential or actual conflicts of interest and take the appropriate action to manage or mitigate them.
- **Transparency and Disclosure:** JCTSL is committed to providing transparent and accurate information about its operations, performance, and impacts to its stakeholders. It ensures that it complies with all relevant disclosure requirements and standards, and it proactively communicates information that is relevant, material, and timely to its stakeholders.
- **Accountability and Stakeholder Engagement:** JCTSL recognizes the importance of being accountable to its stakeholders, including

its shareholders, commuters, employees, vendors, regulators, and the government. It maintains open and constructive channels of communication with its stakeholders, and it seeks their feedback and input on its operations, decisions, and performance. It also takes into account their interests and concerns in its decision-making processes.

## 4.2 Safe and Sustainable Services

JCTSL is committed to providing safe, reliable and sustainable transport services. It recognizes that its operations have the potential to impact the environment and society, and it is dedicated to minimizing those impacts while ensuring the safety and comfort of its commuters.

- **Safety First:** JCTSL prioritizes safety as a core value and is committed to providing safe transportation services to all stakeholders. It ensures that safety measures are incorporated into all aspects of its operations, including the maintenance of vehicles, training of drivers and employees, and compliance with safety regulations.
- **Environmentally Responsible Operations:** JCTSL recognizes the impact of its operations on the environment and is committed to minimizing its negative effects. It strives to reduce its carbon footprint, minimize waste, and conserve natural resources by adopting sustainable practices such as promoting the use of electric and hybrid vehicles, implementing waste management programs, and conserving water.
- **Accessibility and Inclusion:** JCTSL is committed to providing accessible and inclusive transportation services to all commuters, regardless of their abilities, age, or socioeconomic status. It strives to provide equal access to its services and facilities by implementing



measures such as providing wheelchair-accessible vehicles and facilities, training employees to assist commuters with disabilities, and promoting inclusivity in all aspects of its operations.

- **Commuter Satisfaction:** JCTSL places a high value on commuter satisfaction and is committed to meeting the needs and expectations of its commuters. It aims to provide reliable, comfortable, and affordable transportation services, while also prioritizing safety, sustainability, and accessibility.
- **Collaboration and Partnerships:** JCTSL recognizes that achieving safe and sustainable transportation services requires collaboration and partnerships with various stakeholders, including government agencies, non-governmental organizations, and other businesses. It actively seeks out and engages in partnerships that align with its values and goals, and works collaboratively with stakeholders to develop innovative solutions to transportation challenges.

### 4.3 Human Resource Development and Well-Being of Employees

JCTSL recognizes that its employees are its most valuable asset, and it is committed to promoting their personal and professional growth while ensuring their physical, mental, and emotional well-being. It aims to create a safe, healthy, and inclusive workplace that fosters a culture of respect, transparency, and accountability.

- **Equal Opportunities and Diversity:** JCTSL is committed to equal opportunities for all employees, regardless of their race, gender, religion, age, or disability. It follows fair and transparent recruitment practices and ensures that its employees are not subjected to any

form of discrimination, harassment, or unfair treatment.

- **Training and Development:** JCTSL provides its employees with opportunities for continuous learning and skill development to enhance their personal and professional growth. It offers various training programs, including technical and soft skills training, to help employees stay up-to-date with the latest industry developments.
- **Health and Safety:** JCTSL prioritizes the health and safety of its employees and takes proactive measures to prevent accidents and occupational illnesses. It ensures that all its operations comply with relevant health and safety regulations and provides the necessary training, personal protective equipment, and other resources to ensure a safe working environment.
- **Employee Engagement and Communication:** JCTSL believes in open and transparent communication with its employees and encourages their active participation in decision-making processes. It provides various platforms, such as surveys, and suggestion boxes, to gather feedback and suggestions from employees.
- **Leadership Development and Change:** JCTSL recognizes the importance of leadership development and change to foster a culture of sustainability and social responsibility. It strives to develop a culture of leadership at all levels of the organization by providing opportunities for leadership development and training. It believes that strong leadership is essential to achieve sustainability goals and drive positive change within the organization and the community.
- **Employee Benefits and Well-Being:** JCTSL provides its employees with a range of benefits including health insurance and retirement plans, to ensure their financial security and well-being. It also offers

various wellness programs to support employees' physical and mental health.

- **Grievance Redressal:** JCTSL recognizes the importance of providing its employees with a safe and respectful work environment. In order to ensure this, it has established a grievance redressal mechanism that enables its employees to voice their concerns and complaints without fear of retribution. The mechanism is designed to be fair, transparent and efficient, with clear procedures for lodging and investigating grievances. It provides various channels to the employees to raise their grievances, such as a dedicated helpline, email, and in-person meetings with designated officers. It is committed to addressing grievances in a timely manner and taking appropriate actions to prevent such grievances from occurring in the future. It regularly monitors and evaluates the effectiveness of the grievance redressal mechanism, and seeks feedback from its employees to continuously improve the system.

#### 4.4 Protection of Stakeholder's Interest

JCTSL recognizes that its stakeholders, including commuters, employees, shareholders, vendors, regulators and the government, have different interests and expectations. It is committed to protecting the interests of all its stakeholders by conducting its business ethically, transparently, and responsibly. It strives to create value for its stakeholders by providing safe, reliable, and sustainable public transportation services.

- **Value-Based Services:** JCTSL is committed to providing value-based services to all its stakeholders. It recognizes that its services are an essential part of the community's daily life, and therefore, it is

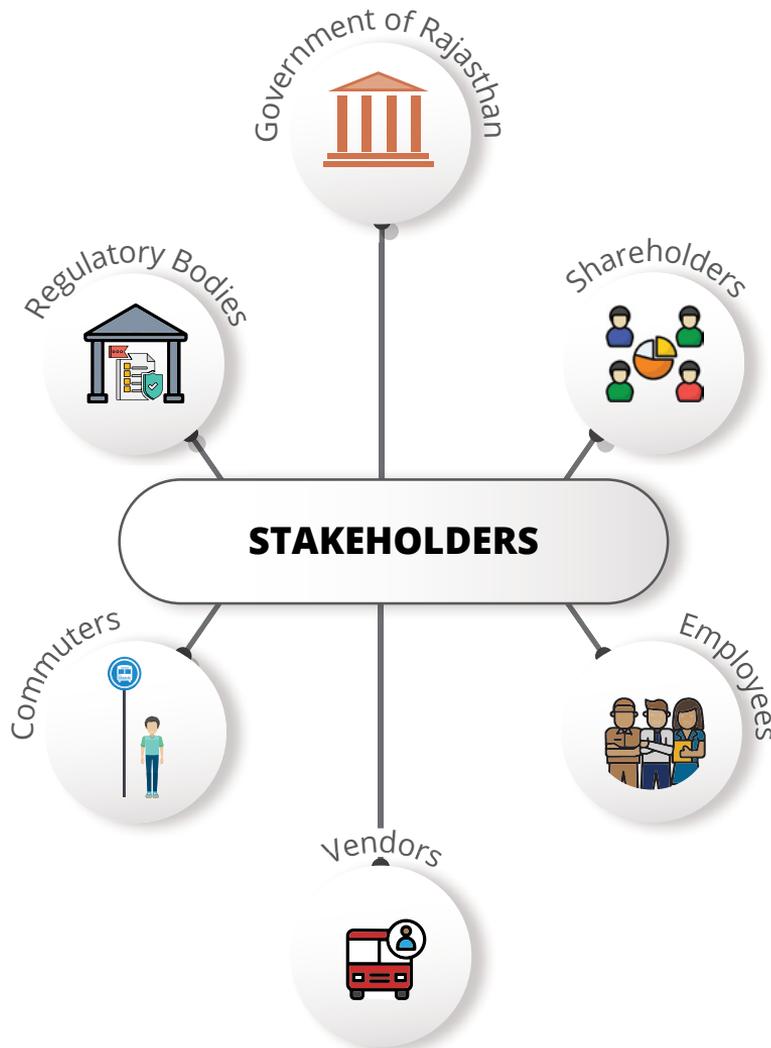
committed to providing affordable and accessible transportation services. It aims to continuously improve its services by engaging with its stakeholders to understand their needs and expectations. It strives to maintain the trust of its stakeholders by offering value-based services that are sustainable, efficient, and safe.

- **Stakeholder Engagement:** JCTSL believes that stakeholder engagement is essential to understanding and meeting the needs of its stakeholders. It is committed to engaging with its stakeholders in a transparent and meaningful way. It strives to establish communication channels and platforms to receive feedback and suggestions from its stakeholders. It aims to use the feedback and suggestions received from its stakeholders to continuously improve its services. It shall engage with its stakeholders to identify and manage risks and opportunities related to its operations.
- **Conflict Resolution:** JCTSL is committed to resolving conflicts in a fair and transparent manner. It shall establish effective mechanisms for identifying, preventing, and managing conflicts of interest. It shall establish a grievance redressal mechanism that is easily accessible to its stakeholders. It shall also ensure that any conflicts are resolved in a timely manner and in accordance with applicable laws and regulations.

#### 4.5 Promoting Human Rights

JCTSL is committed to promoting human rights in all its activities and operations. It recognizes the importance of upholding fundamental rights and directive principles of the Indian Constitution as guiding principles for protecting human rights. It strives to create a work environment that promotes diversity, inclusion, and non-discrimination. It shall ensure that

its policies, practices, and activities promote and protect human rights.



- **Inclusivity and Non-Discrimination:** JCTSL is committed to ensuring that all individuals are treated fairly and with dignity and respect, regardless of their race, gender, religion, caste, ethnicity, nationality, age, or disability. It shall not tolerate discrimination of any kind. It shall take all necessary steps to ensure that its services are inclusive and accessible to vulnerable and marginalized communities, including low-income communities, women, and people with disabilities. It shall make reasonable accommodations to ensure that individuals with disabilities can access its services.
- **Prohibition of Child Labour:** JCTSL is committed to prohibiting the use of child labour in all its activities and operations. It shall ensure that it complies with all applicable laws and regulations related to child labour and shall take all necessary steps to prevent the use of child labour.
- **Minimum Wages:** JCTSL is committed to paying its employees, including contract and temporary workers, at least the minimum wage required by law. It shall ensure that its employees receive fair wages and benefits, and shall provide opportunities for training and career development.
- **Sexual Harassment:** JCTSL is committed to providing a safe and respectful workplace, free from all forms of sexual harassment. It shall not tolerate any form of sexual harassment and shall take all necessary steps to prevent and address any incidents of sexual harassment.
- **Labour Rights:** JCTSL is committed to respecting the rights of its employees, including the right to freedom of association. It shall

ensure that its employees have a safe and healthy workplace. It shall take proactive measures to identify and address any potential risks to labour rights within its operations or supply chain. It shall conduct regular assessments and engage in dialogue with workers and their representatives to identify any areas of concern and take appropriate actions to address them.

## 4.6 Protection of the Environment

JCTSL is committed to protecting the environment by reducing its environmental footprint and promoting sustainability across its operations. It recognizes the importance of adopting best practices to reduce greenhouse gas emissions, promote energy efficiency, manage waste effectively, and conserve natural resources. It strives to meet or exceed all applicable environmental laws, regulations, and standards, and encourages its stakeholders to contribute towards environmental conservation.

- **Energy Efficiency:** JCTSL recognizes the impact of its operations on the environment and is committed to minimizing its carbon footprint. It seeks to promote energy efficiency in its operations through measures such as using energy-efficient vehicles, optimizing routes to reduce fuel consumption, and adopting new technologies that reduce energy consumption.
- **Waste Management:** JCTSL is committed to reducing waste generation, promoting recycling and reuse, and ensuring the safe disposal of waste. It seeks to implement effective waste management practices across its operations, including waste segregation, composting of organic waste, and recycling of materials.

- **Sustainable Sourcing:** JCTSL recognizes the importance of sustainable sourcing in protecting the environment. It seeks to source materials and supplies from environmentally responsible suppliers and promote the use of environmentally-friendly products across its operations.
- **Green Infrastructure:** JCTSL is committed to promoting the use of green infrastructure to reduce the impact of its operations on the environment. It seeks to implement measures such as green roofs, rainwater harvesting, and solar power systems to promote environmental sustainability.
- **Pollution Control:** JCTSL is committed to controlling pollution caused by its operations. It seeks to comply with all relevant environmental regulations and standards, and implement measures to reduce emissions and pollution from its vehicles and facilities.
- **Biodiversity Conservation:** JCTSL recognizes the importance of biodiversity conservation in protecting the environment. It seeks to promote biodiversity conservation in its operations through measures such as planting trees and promoting green spaces around its facilities.
- **Environmental Reporting:** JCTSL recognizes the importance of transparency and accountability in environmental management. It seeks to regularly report on its environmental performance and progress towards achieving its environmental goals and targets.

## 4.7 Public and Regulatory Policy

JCTSL recognizes the importance of engaging in public and regulatory policy discussions that impact its business and stakeholders. It is committed to engaging in these discussions in a manner that is responsible, transparent, reflective of the diverse perspectives of its stakeholders, and

in compliance with all applicable laws and regulations.

- **Compliance with all Applicable Laws and Regulations:** JCTSL recognizes the importance of complying with all relevant laws and regulations governing its interactions with public officials and regulators. This includes but is not limited to anti-bribery and corruption laws, lobbying disclosure requirements, and campaign finance regulations. By adhering to these laws and regulations, it ensures that its engagement in public and regulatory policy discussions is legal, ethical, and transparent.
- **Ethical Conduct:** JCTSL is committed to conducting all interactions with public officials, regulators, and other stakeholders with the highest standards of ethics and integrity. This includes avoiding conflicts of interest, refraining from offering or accepting inappropriate gifts or favours, and being truthful and transparent in all communications. It also upholds the principles of fairness and accountability in its engagement with public and regulatory bodies.
- **Balanced Representation of Stakeholder Views:** JCTSL recognizes the importance of representing the interests of its stakeholders in a fair, balanced, and objective manner. This includes engaging in dialogue with a diverse range of stakeholders, including community members, civil society organizations, and industry associations. It seeks to understand and take into account all relevant perspectives, while also ensuring that its engagement is aligned with its mission, values, and strategic objectives.
- **Transparency and Disclosure:** JCTSL recognizes that transparency and disclosure are key elements of responsible engagement in public and regulatory policy discussions. It shall publicly disclose information

about its engagement with public officials and regulators, including the topics discussed, the individuals and organizations involved, and any financial contributions made. It shall also regularly report on its engagement activities, and provide stakeholders with access to information about its policies and procedures for engaging with public and regulatory bodies.

- **Promoting Constructive Dialogue:** JCTSL promotes constructive dialogue and engagement with policymakers and regulators, seeking to build partnerships and collaborations that advance sustainable transportation solutions. This includes engaging in open and respectful communication, listening to and addressing concerns, and seeking common ground where possible.

#### 4.8 Promoting Inclusive Growth and Equitable Development

JCTSL is committed to promoting inclusive growth and equitable development by ensuring that its services are accessible and affordable to all segments of society. The following sub-principles guide JCTSL's efforts towards promoting inclusive growth and equitable development:

- **Accessibility and Affordability:** JCTSL aims to ensure that its services are accessible and affordable to all segments of society, including low-income groups, the elderly, and differently-abled persons. It shall take steps to improve accessibility by ensuring that its buses are equipped with features such as low-floor entry, wheelchair ramps, and designated seating areas for the elderly and differently-abled persons. It shall also explore the possibility of providing subsidized or discounted fares to low-income groups to make its services more affordable.

- **Employment and Training:** JCTSL recognizes the importance of providing employment opportunities and training to individuals from marginalized communities. It shall strive to create employment opportunities for individuals from marginalized communities, including women and persons with disabilities. It shall also provide training and development programs to enhance the skills and capabilities of its employees from these communities.
- **Community Engagement:** JCTSL acknowledges the importance of engaging with the communities it serves to understand their needs and concerns. It shall conduct regular stakeholder consultations to gather feedback and suggestions from the communities it serves. It shall also collaborate with community-based organizations to develop and implement initiatives that address the needs of marginalized communities.
- **Diversity and Inclusion:** JCTSL values diversity and inclusion in its workforce and recognizes that a diverse and inclusive workforce is essential for promoting inclusive growth and equitable development. It strives to create a diverse and inclusive workplace by providing equal opportunities to all employees regardless of their gender, race, religion, caste, or disability status. It shall also provide training and development programs to enhance the awareness and sensitivity of its employees towards diversity and inclusion.
- **Partnerships:** JCTSL recognizes that partnerships with government agencies, civil society organizations, and private sector actors are critical for promoting inclusive growth and equitable development. It shall collaborate with these stakeholders to develop and implement initiatives that address the needs of marginalized communities. It shall also engage in advocacy efforts to promote policies and practices that

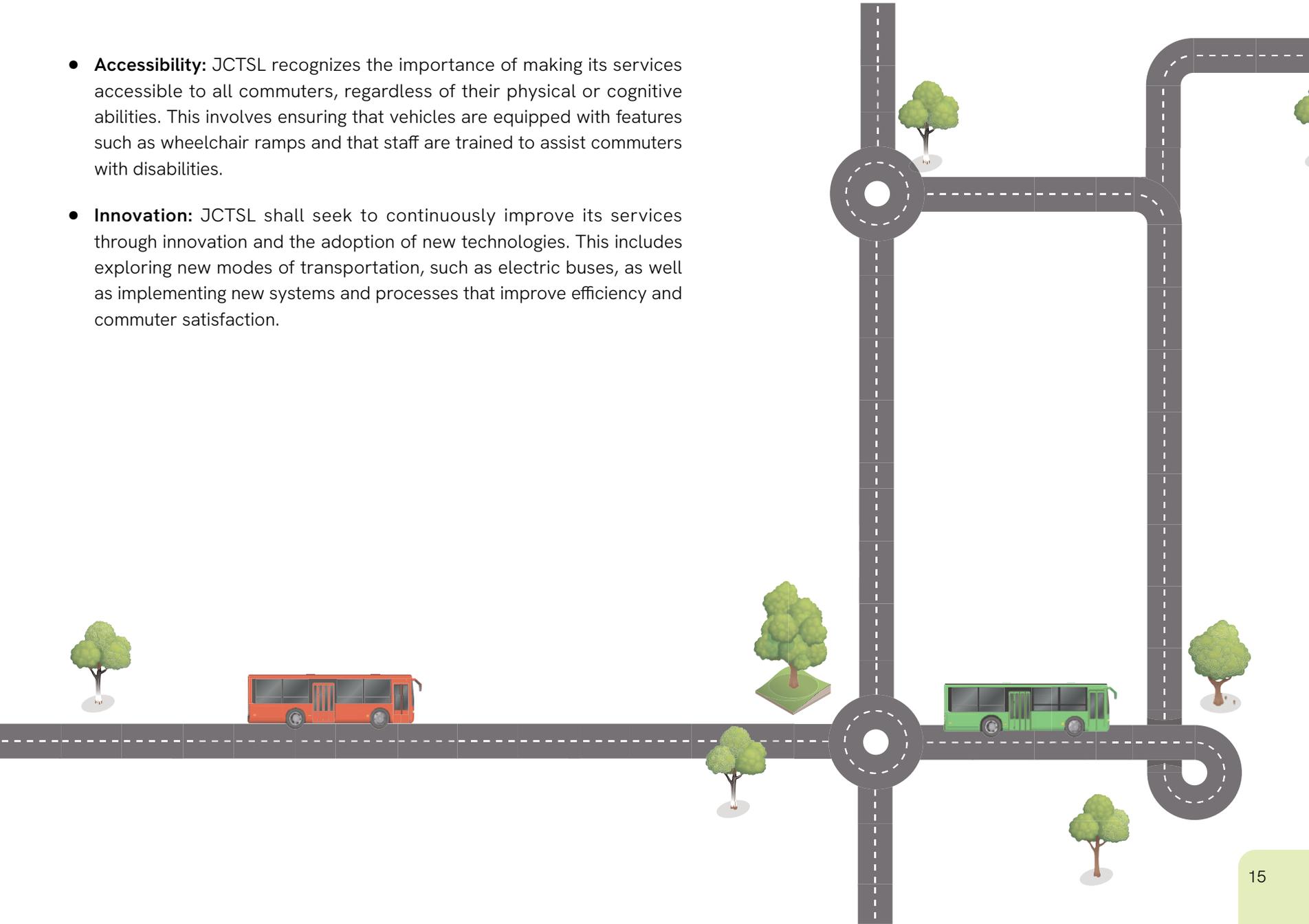
promote inclusive growth and equitable development.

## 4.9 Value to Commuters

JCTSL is committed to providing safe, reliable, efficient, and affordable transportation services to its commuters. It understands that its commuters are its top priority and that it must consistently deliver value to them.

- **Safe and Reliable Services:** JCTSL is committed to providing safe and reliable transportation services to its commuters. This involves ensuring that the vehicles used for transportation are well-maintained and operated by qualified drivers who follow all safety protocols. In addition, it shall make efforts to ensure that its services are accessible and available to all commuters, regardless of their background or needs.
- **Commuter Satisfaction:** JCTSL shall regularly collect feedback from its commuters to ensure that its services are meeting their needs and expectations. This feedback shall be used to identify areas for improvement and to implement changes that enhance the commuter experience. It shall also work to resolve commuter complaints in a timely and effective manner.
- **Fair Pricing:** JCTSL strives to provide its services at a fair and reasonable price, taking into account factors such as operating costs, market conditions, and the needs of its commuters. It shall ensure that its pricing policies are transparent and easy to understand so that commuters are aware of what they are paying for.

- **Accessibility:** JCTSL recognizes the importance of making its services accessible to all commuters, regardless of their physical or cognitive abilities. This involves ensuring that vehicles are equipped with features such as wheelchair ramps and that staff are trained to assist commuters with disabilities.
- **Innovation:** JCTSL shall seek to continuously improve its services through innovation and the adoption of new technologies. This includes exploring new modes of transportation, such as electric buses, as well as implementing new systems and processes that improve efficiency and commuter satisfaction.



## 5. Policy Review and Amendments

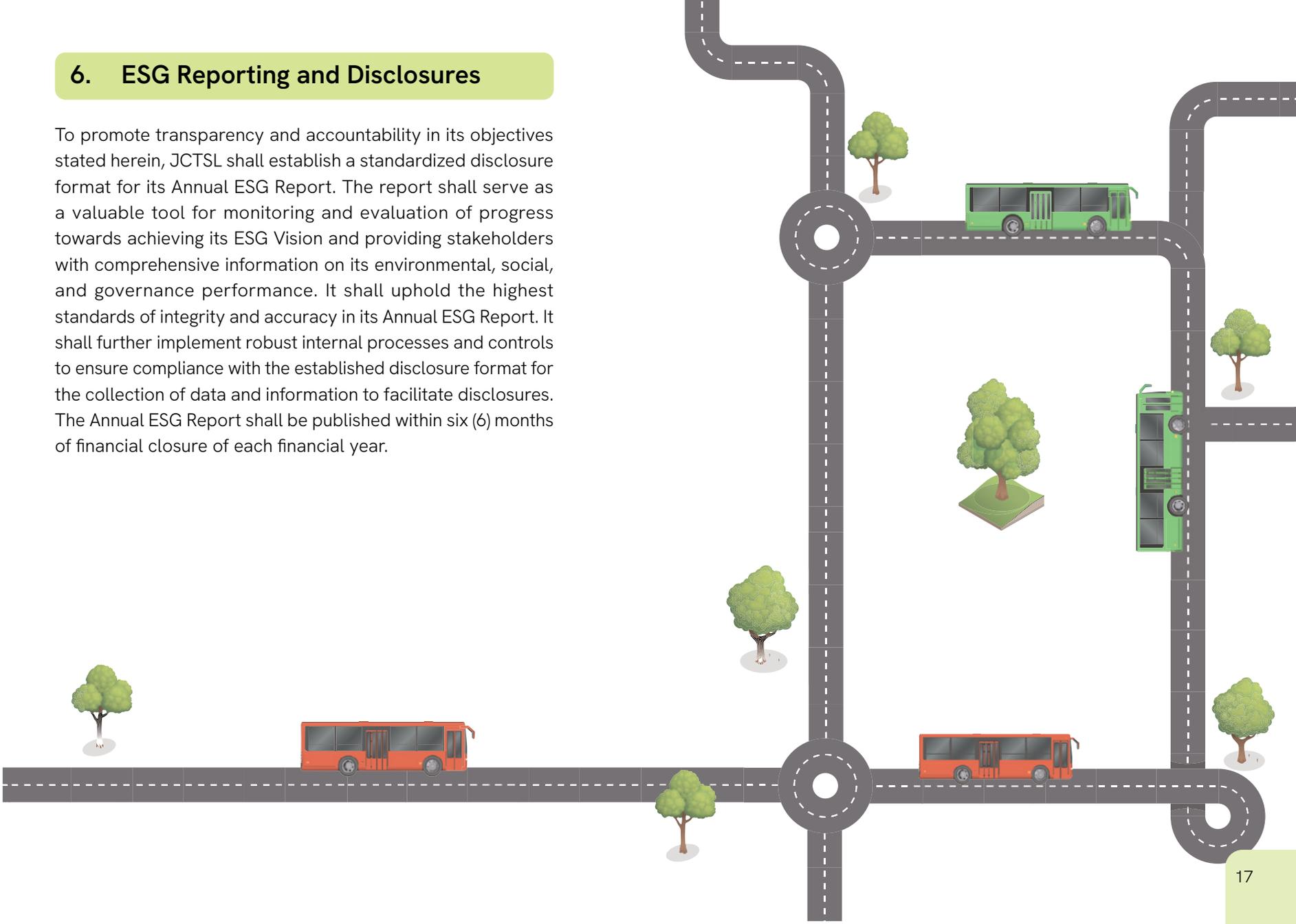
The Board shall periodically review and evaluate the implementation and effectiveness of the ESG policies set forth herein, and may, at its discretion, propose amendments, modifications, or updates as necessary to align them with changing circumstances, emerging risks, or evolving best practices in ESG management.

Any such changes shall be subject to the approval of the Board and shall be communicated to all relevant stakeholders in a timely and transparent manner. Furthermore, these policies shall be construed and interpreted in accordance with all the applicable laws, regulations, and guidelines governing ESG practices, and any updates or amendments to such rules shall be promptly reflected in the ESG policies of JCTSL.

INCLUSIVE  
ACCOUNTABLE  
SUSTAINABLE  
RESPONSIBLE  
AFFORDABLE  
ACCESSIBLE RELIABLE  
SUSTAINABLE  
ETHICAL EFFICIENT  
DIVERSE  
EQUITABLE  
SAFE  
RESPONSIVE

## 6. ESG Reporting and Disclosures

To promote transparency and accountability in its objectives stated herein, JCTSL shall establish a standardized disclosure format for its Annual ESG Report. The report shall serve as a valuable tool for monitoring and evaluation of progress towards achieving its ESG Vision and providing stakeholders with comprehensive information on its environmental, social, and governance performance. It shall uphold the highest standards of integrity and accuracy in its Annual ESG Report. It shall further implement robust internal processes and controls to ensure compliance with the established disclosure format for the collection of data and information to facilitate disclosures. The Annual ESG Report shall be published within six (6) months of financial closure of each financial year.



An isometric illustration of a city street intersection. A red bus is driving on a road in the upper right. A blue bus is stopped at a bus stop in the lower center, with a person sitting on the bench. The scene includes trees, streetlights, and a green rectangular box containing the title text.

## SECTION 2: | DISCLOSURE FRAMEWORK FOR ESG POLICY

# 1. INTRODUCTION

This section provides the formats for data and information to be collected by JCTSL to monitor and evaluate its progress and realise the objectives stated in its ESG Policy, approved by the Board of Directors of JCTSL on 12th June 2023.

The disclosure formats serve as instruments for the collection of data and information, and JCTSL shall publish the synopsis of the information collected in an appropriate manner in its Annual ESG Report. Following categories of disclosures are identified for the same:

- General Disclosures
- Environment Disclosures
- Social Disclosures (for commuters)
- Social Disclosures (for employees and workforce)
- Governance Disclosures

Note: This Disclosure Framework is designed for the collection of data, and hence does not disclose any data. Therefore, in places where data is needed, the terms “insert\_date” and “insert\_data” have been used. Appropriate data can be populated during the publishing of Annual ESG Report of the Company.



## 2. GENERAL DISCLOSURES

This section provides a template for the collection of general information about JCTSL, including details of its operations, employees, ownership of assets, financial results and its declared environmental, social and governance goals.



## 2.1 About Jaipur City Transport Services Ltd

**Table 1: Company Details**

1.	CIN	U60210RJ2008SGC025819
2.	Registration date	06/02/2008
3.	Name of the company	JAIPUR CITY TRANSPORT SERVICES LIMITED
4.	Category / Sub-category of the company	Government Company - Limited by Shares
5.	Registered office	II Floor, Old Working Women Hostel, Behind Nehru Palace, Lal Kothi, Tonk Road, Jaipur, Rajasthan - 302015
8.	E-mail	
9.	Telephone	
10.	Website	
11.	Details of Sustainability Officer / Authorized Person for ESG Disclosures	Name: Email: Phone:
12.	Financial year	

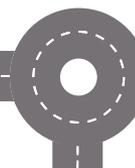
## 2.2 Principal Business of the Company and Details of Operations

Jaipur City Transport Services Ltd is a Government of Rajasthan Undertaking providing city bus service in Jaipur city and its peri-urban areas. The Company operates three (3) depots namely Sanganer depot, Todi depot and Bagrana depot. It has "insert\_data" primary routes, covering a road network of "insert\_data" kms and operating a fleet of "insert\_data" buses as on "insert\_date". Approximately, "insert\_data" commuter kilometres were served by JCTSL in the Financial Year "insert\_FY".

## 2.3 Employees

Key disclosures related to employees, including gender mix and gender representation.

Table 2: Total Employees and Employee Mix						
S.No.	Particulars	Total	Male		Female	
			Number	%	Number	%
1.	Permanent (including probationers)					
2.	Contractual (directly hired by JCTSL)					
3.	Contractual (third party)					
4.	Total workforce					



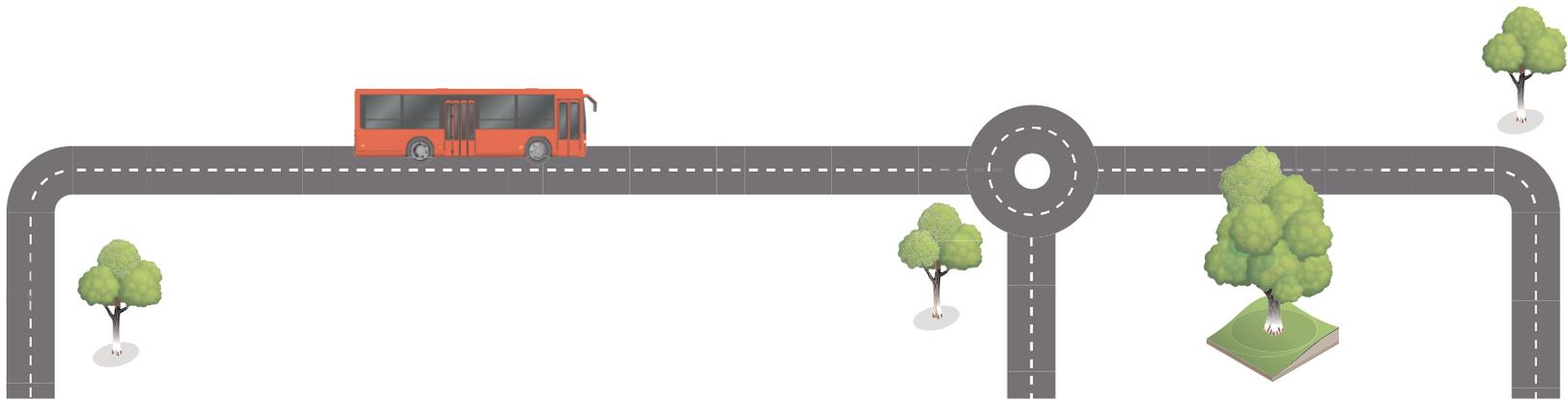
**Table 3: Participation, Inclusion and Representation of Women in Key Positions**

S.No.		Total (A)	Female (B)	Per cent Females (B/A)
1.	Drivers			
2.	Board of directors			
3.	Key management personnel			
4.	Conductors			
5.	Depot managers			
6.	Appointment of women director as per Company Act as on date (Yes / No)			

## 2.4 Details of Major Assets and Facilities

The Company operates a fleet of “insert\_data” buses through “insert\_data” depots. The details of the same are shared in Table 4 and 5.

A. Details of Rolling Assets: Template for capturing details of bus fleets deployed by JCTSL across different depots and terminals. Information may be captured separately for each depot and terminal.



**Table 4: Details of Fleet Deployed (depot-wise)<sup>1</sup>**

S.No.	Bus Type	Capacity (Seats)	Total No.	Average Fleet Age	Procurement Year
1.	Standard Front Engine Non AC BS III				
2.	Standard Front Engine Non-AC BS IV				
3.	Front Engine AC BS IV				
4.	Low Floor AC BS III				
5.	MIDI Non AC BS VI				
6.	MIDI Bus Non AC BS IV				
7.	MIDI AC BS VI				
8.	MIDI Bus AC BS III				

B. Details of Fixed Assets: Details of various fixed assets

**Table 5: Details of Fixed Asset<sup>2</sup>**

S.No.	Facility No.	Description		
1.	Name of the facility	JCTSL Head Office	Bagrana	Todi
2.	Address			
3.	Description of facility			
4.	Land area of the facility			
5.	Land ownership			
6.	Area under construction			

<sup>1</sup>Suggestion: Visual representation of model mix and fleet age analysis may be included in the disclosure report.

<sup>2</sup>The table may be replicated and customized for different assets.

**Table 5: Details of Fixed Asset<sup>2</sup>**

S.No.	Facility No.	Description		
7.	Year of construction			
8.	Description of the building (rooms, floors, construction material)			
9.	Last date of renovation			
10.	Estimated number of persons working at the facility			

Insert Photograph of the Facility

## 2.5 Financial Results of the Company

**Table 6: Financial Results**

S.No.	Particulars	Previous FY	Current FY
1.	Total revenue		
2.	Total expenditure		
3.	Profit/(Loss) before exceptional and extraordinary items and tax		
4.	Less: exceptional items		
5.	Profit/(Loss) before extraordinary items and tax		
6.	Extraordinary items (revenue grant)		
7.	Prior period item		
8.	Profit / (Loss) before tax		
9.	Taxes		
10.	Net profit after tax		
11.	Basic and diluted earnings per share		

## 2.6 General Operational Disclosures

**Table 7: Estimation of Carbon Emissions at JCTSL Head Office**

S.No.	Particulars	JCTSL Performance	Benchmark
1.	Total operational fleet size		6 per 10,000 population
2.	Revenue per day		
3.	Daily ridership		1.9 lac

**Table 7: Estimation of Carbon Emissions at JCTSL Head Office**

S.No.	Particulars	JCTSL Performance	Benchmark
4.	Average operational daily run (kms/day)		250 km
5.	Fleet availability		
6.	Average vehicle travel per day (kms)		93%
7.	Fleet breakdown rate (%)		2 - 3%
8.	Service headway 5 - 10 min 10 - 15 min 15- 20 min > 20 min		95% of routes with 15 min or less frequency
9.	Route level load factors < 50% 50% - 70% 70% - 100% > 120%		90% of routes with load factor of 65% to 75%
10.	Fuel efficiency (km/litre)		3.82
11.	Earning per km		INR 45 - 50
12.	Cost per km		< INR 60
13.	Operating ratio		1.08

## 2.7 Declared Environmental, Social and Governance Goals

The principles and values of JCTSL are described in 'Chapter 4: Our Policy Pillars' of the company's ESG policy. In adherence with the principles enshrined in the policy, JCTSL shall identify and notify its environmental, social and governance goals for the next five financial years in its Annual ESG report.

# Sustainability



### 3. ENVIRONMENTAL DISCLOSURES

This section provides the framework for estimating carbon, water and waste footprint of the company and disclosures for practices introduced for reducing the same.

#### 3.1 Carbon Disclosures

Bus fleet, use of vehicles for official use, electricity and incineration of waster are identified as primary sources for carbon emission by the Company.

Table 8: Estimation of Carbon Emissions at JCTSL Head Office		
S.No.		
1.	Annual total usage of 4-wheelers by officials (IC Engines), in kms	A
2.	Annual total usage of 4-wheelers by officials (Electric), in kms	B
3.	Carbon emissions from usage of 4-wheelers, in tons of CO <sub>2</sub> [[0.1260A + 0.1487B]/1000]	(I)
4.	Annual electricity consumption of the facility, in kWh	C
5.	Solar energy procured or generated for self-consumption, in kWh	D
6.	Carbon emissions attributed to annual electricity consumption, in tons of CO <sub>2</sub> [(0.715(C - D) + 0.041D)/1000]	(II)
7.	Estimation of carbon emissions from incineration of waste, in tons of CO <sub>2</sub>	(III)
8.	Estimation of carbon emissions from other sources	(IV)
9.	Total carbon emissions for the facility - (I) + (II) + (III) + (IV) [in tons of CO <sub>2</sub> ]	(V)

**Table 9: Estimation of Carbon Emissions (Depot-Wise)**

S.No.	Description	Total Units	Annual Diesel Consumption (ltr)	Total Annual Running (kms)	Emission per km (Tons of CO <sub>2</sub> /km)	Total Emissions (Tons of CO <sub>2</sub> )
<b>Carbon Emissions from Fleet Operations</b>						
1.	Standard Front Engine Non AC BS III					
2.	Standard Front Engine Non-AC BS IV					
3.	Front Engine AC BS IV					
4.	Low Floor AC BS III					
5.	MIDI Non AC BS VI					
6.	MIDI Bus Non AC BS IV					
7.	MIDI AC BS VI					
8.	MIDI Bus AC BS III					
<b>Carbon Emissions from Fleet Operations</b>					<b>(I)</b>	
9.	Annual total usage of 4-wheelers by officials + flying (IC Engines), in kms				A	
10.	Annual total usage of 4-wheelers by officials + flying (Electric), in kms				B	
11.	Carbon emissions from usage of 4-wheelers, in tons of CO <sub>2</sub> [[0.1260A + 0.1487B]/1000]				(II)	
12.	Annual electricity consumption of the facility, in kWh				C	
13.	Solar energy procured or generated for self-consumption, in kWh				D	
14.	Carbon emissions attributed to annual electricity consumption, in tons of CO <sub>2</sub> [[0.715(C - D) + 0.041D]/1000]				(III)	
15.	Estimation of carbon emissions from incineration of waste, in tons of CO <sub>2</sub>				(IV)	
16.	Estimation of carbon emissions from other sources, in tons of CO <sub>2</sub>				(V)	
17.	Total carbon emissions for the facility - (I) + (II) + (III) + (IV) + (V) [in tons of CO <sub>2</sub> ]				(VI)	

## 3.2 Water Disclosures

This section provides an overview of the company’s water management and conservation policy, data disclosures related water footprint and key initiatives taken by the company to reduce its water footprint.

A. Brief of water management and conservation policy

B. Facility level water input and consumption accounting

**Table 10: Annual Water Accounting and Management Practices for JCTSL Head Office**

<b>Table 10: Annual Water Accounting and Management Practices for JCTSL Head Office</b>			
<b>Estimate of Withdrawal of Water from Different Sources</b>			
1.	Municipal water, in kilo litres (metered)	(I)	
2.	Tankers (No. of tankers x capacity)	(II)	
3.	Groundwater (extraction rate x hours of use)	(III)	
4.	Rainwater harvesting (mean annual rainfall * area * run-off factor)	(IV)	
5.	Drinking water procured annually (water cans, bottles, etc)	(V)	
6.	Total volume of water withdrawal (I + II + III + IV + V))	(VI)	
<b>Water Consumption Estimates</b>			
7.	Estimated drinking water consumption	(VII)	
8.	Estimated water consumption for utilities (cleaning, sanitation)	(VIII)	
9.	Estimated water consumption for other purposes	(IX)	
10.	Total water consumption (VII + VIII + IX)	(X)	
<b>Water Discharge Disclosures</b>			
11.	Is Zero liquid discharge (ZLD) equipment installed? (Y/N)		
12.	If yes, down-time of ZLD in last financial year.		

**Table 10: Annual Water Accounting and Management Practices for JCTSL Head Office**

13.	Is in-situ sewage treatment plant installed? (Y/N)		
14.	If yes, down-time of sewage treatment plant in last financial year.		
15.	Installation of water recycling unit? (Y/N)		
16.	If yes, down-time of recycling unit in last financial year.		
17.	Estimated per cent of water recycled annual?		
18.	Number of efficient taps (sensor taps, faucet aerators, or auto-shut taps, etc.) and number of total taps (n1, n2)		
19.	Number of dry and low flow toilets and total number of toilets (n3, n4)		
<b>Water Management Practices</b>			
20.	Water audit is conducted in last financial year (Y/N)		
21.	Mechanisms available for public to report wastage (Y/N)		
22.	Training and capacity for water-efficient washing and cleaning (Y/N)		

**Table 11: Annual Water Accounting and Management Practices (Depot-wise)**

<b>Estimate of Withdrawal of Water from Different Sources</b>			
1.	Municipal water, in kilo litres (metered)	(I)	
2.	Tankers (no. of tankers x capacity)	(II)	
3.	Groundwater (extraction rate x hours of use)	(III)	
4.	Rainwater harvesting (mean annual rainfall * area * run-off factor)	(IV)	

**Table 11: Annual Water Accounting and Management Practices (Depot-wise)**

5.	Drinking water procured annually (water cans, bottles, etc)	(V)	
6.	Total volume of water withdrawal (I + II + III + IV + V))	(VI)	
<b>Water Consumption Estimates</b>			
7.	Estimated drinking water consumption	(VII)	
8.	Estimated water consumption for utilities (cleaning, sanitation)	(VIII)	
9.	Estimated water consumption for other purposes	(IX)	
10.	Total water consumption (VII + VIII + IX)	(X)	
<b>Water Discharge Disclosures</b>			
11.	Is Zero liquid discharge (ZLD) equipment installed? (Y/N)		
12.	If yes, down-time of ZLD in last financial year.		
14.	Is in-situ sewage treatment plant installed? (Y/N)		
15.	If yes, down-time of sewage treatment plant in last financial year.		
16.	Installation of water recycling unit? (Y/N)		
17.	If yes, down-time of recycling unit in last financial year.		
18.	Estimated per cent of water recycled annual?		
19.	Number of efficient taps (sensor taps, faucet aerators, or auto-shut taps, etc.) and number of total taps (n1, n2)		

**Table 11: Annual Water Accounting and Management Practices (Depot-wise)**

20.	Number of dry and low flow toilets and total number of toilets (n3, n4)		
<b>Water Management Practices</b>			
21.	Water audit is conducted in last financial year (Y/N)		
22.	Mechanisms available for public to report wastage (Y/N)		
23.	Training and capacity for water-efficient washing and cleaning (Y/N)		

D. Details of any issues at JCTSL head-office, depots and terminals pertaining to access to water, quality of water or wastage of water.

C. Key initiatives to reduce water-footprint, improve availability and quality of water.

### 3.3 Waste disclosures

This section provides an overview of the company’s waste management policy, data disclosures related water generation and key initiatives taken by the company to reduce its waste footprint.

A. Briefly describe the waste management policy for Jaipur City Transport Services Limited and provide a link for the policy document.

B. Facility-level waste management and handling disclosures

**Table 12 : Waste Management and Handling at JCTSL Head Office and Depots**

**Waste Management**

1.	Is waste audit conducted to determine the source, composition, and quantity of waste?	
2.	Number of dustbins at depot, head office, and buses? Separate bins for wet and dry waste?	
3.	Is composting of biodegradable waste conducted in-situ?	
4.	Is there a process for auctioning plastic waste?	
5.	Is waste segregated at source? If yes, what is the extent of sorting?	
6.	Are any circular economy interventions implemented to reduce the amount of disposed waste?	
7.	Awareness and capacity building for hazardous waste handling at bus R&M site?	
8.	Awareness and capacity building to communicate good disposal practices to the commuters?	

**Details of Waste Handling Practices**

9.	Biodegradable waste	
10.	Non-biodegradable waste	
11.	Office waste	
12.	Hazardous waste	
13.	E-Waste	
14.	Sanitary napkins	
15.	Metal scrap	

C. Describe the skilling and training activities undertaken by JCTSL to build capacity for waste management in the personnel.

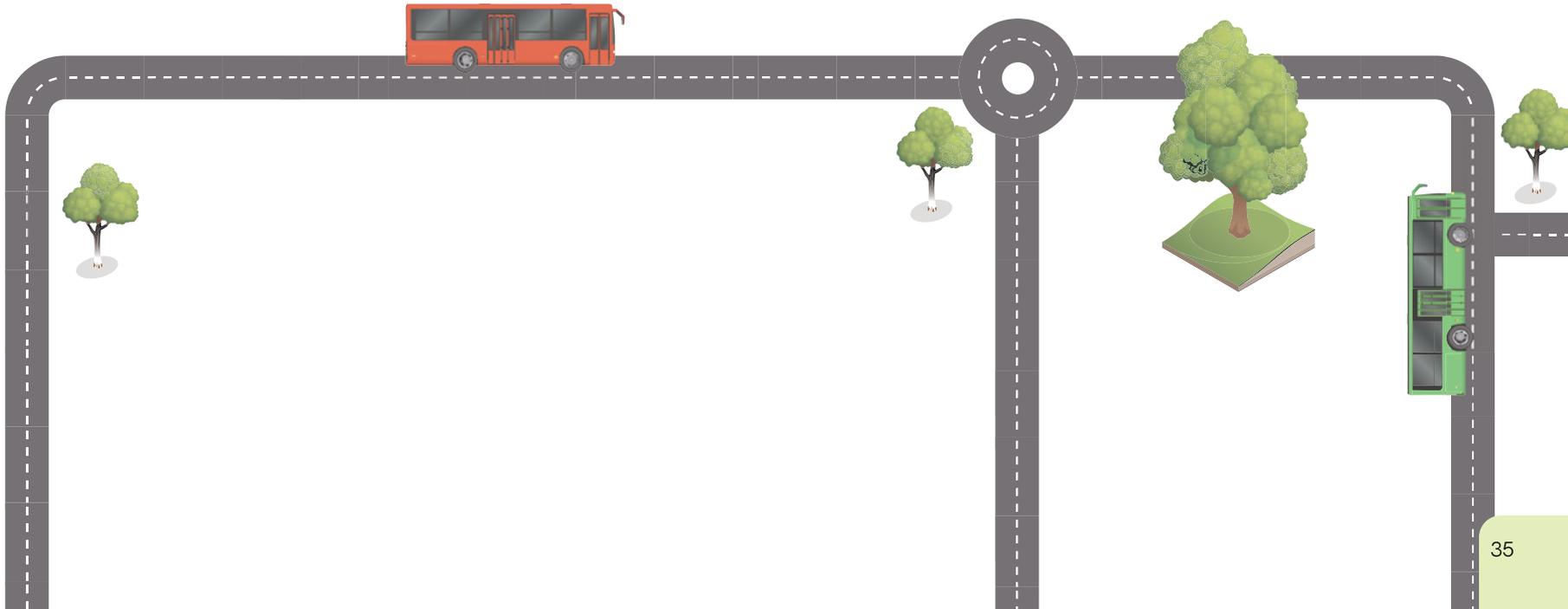
### 3.4 Environmental Impact and Remediation

This section highlights any direct environmental impact, excluding carbon emission, because of company's business expansion and operations.

- A. Details of any environmental impact as a consequence of new investments and existing operations<sup>3</sup>.
- B. Details of any initiatives undertaken to mitigate environmental impact (including carbon sequestration).

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<sup>3</sup>Apart from carbon, water and waste disclosures.



## 4. SOCIAL DISCLOSURES (COMMUTERS)

While the Company is not required to undertake CSR activities as per Section 135 of the Companies Act, the Company contributes directly to social welfare, development and inclusivity by the virtue of the Company being a provider of an essential public service. Further, the Company takes various initiatives as part of its core operations to deliver a positive social and environmental impact. The details of the same are discussed in this Section and Section 3, respectively.



## 4.1 Public Relations Officer (PRO)

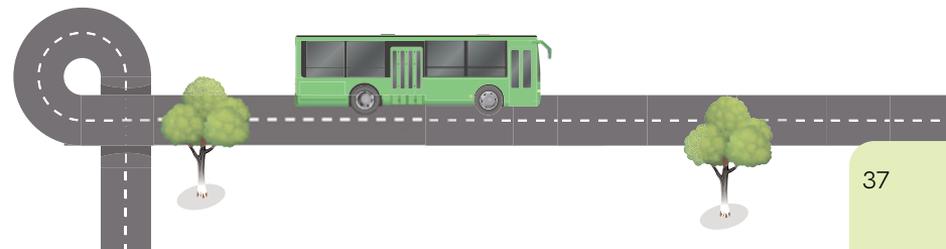
**Table 13: Details of Public Relations Officer**

S.No.	Details	
1.	Name of the PRO	
2.	Email	
3.	Telephone	
4.	Address	

## 4.2 Coverage and Connectivity

**Table 14: Details of Road Network Coverage and Connectivity Offered**

S.No.	Details	
1.	Total Coverage of Road Network	
2.	Coverage of Jaipur city area road network	
3.	Coverage of Jaipur sub-urban area road network	
4.	City area not covered by JCTSL	
5.	List of key areas connected	
6.	List of under-served areas connected by JCTSL	



### 4.3 Affordability, Inclusivity and Accessibility

A. Description of initiatives to provide affordable access to mobility needs of the city.

Data related concessional tickets and affordability comparison between different modes of transport in Jaipur city is presented in Table 20 and 21, respectively.

**Table 15: Data on Concessional Tickets**

S.No.	Commuter Category	Concession	Total Count of Passengers
1.	Female citizen	30%	
2.	Senior citizen	30%	
3.	Differently-abled	100%	
4.	Student	50%	
5.	Press reporter	100%	
6.	Escort of visually impaired	100%	
7.	Cancer patient	75%	
8.	Cancer patient escort	50%	
9.	Freedom fighter	100%	
10.	Freedom fighter escort	100%	
11.	Freedom fighter widow	100%	
12.	Exam concession	100%	
13.	Total passengers		

**Table 16: Fare Comparison Between Other Modes of Transport and Competition Landscape**

S.No.	Mode of Transport	Per km Fare for Individual (INR/km)	Per km Fare for Maximum Sharing (INR/km/person)
1.	City bus JCTSL, Non AC	-	
2.	City bus JCTSL, AC	-	
3.	City bus (Private), Non AC	-	
4.	City bus (Private), AC	-	
5.	Metro rail service	-	
6.	E-rickshaw		
7.	E-auto		
8.	Auto (ICE)		
9.	Two wheeler ride service		-
10.	Taxi or cab service		

B. Initiatives taken for improving inclusivity and accessibility of bus depots, bus-stops and buses

B1. Initiatives for making infrastructure and service accessible for infants and children (upto 8 years old)

B2. Initiatives for making infrastructure and service accessible for elderly and senior citizens

B3. Initiatives for making infrastructure and service accessible for differently-abled and wheelchair users

- B4. Initiatives for making infrastructure and service accessible for female commuters
- B5. Initiatives for making infrastructure and service accessible for expecting mothers
- C. Total ridership mix of JCTCL based on ticketing records

## 5. SOCIAL DISCLOSURES (EMPLOYEES)

This section provides details of key policies related to employee welfare and provides disclosure on health and safety related information, workplace inclusiveness and accessibility, and key initiatives taken for enhancing well-being of the company’s workforce.

### 5.1 Employee Related Disclosures

- A. Key policies (description and links)
- B. Details of key initiatives taken for making workplace inclusive and accessible for women, expecting mothers, elderly and differently abled.
- C. Details of well-being initiatives taken for Employees
- D. Details of voluntary initiatives taken for well-being of workforce deployed by third party contractors
- E. Details of Employee / Worker Associations or Unions
- F. Training and Capacity Building

### 5.2 Health and Safety Management

- A. Detail of company policy on Health and Safety Management
- B. Data on safety related incidences

## 4.4 Reliability, Quality and Efficiency of Services

**Table 17: Indicators for Reliability of Services by JCTSL**

S.No.		Vidhyadarnagar	Todi	Bagrana	JCTSL
1.	Schedule adherence				
2.	Service headway				
3.	Commuter load factor				
4.	Real-time information (Yes /No)				
5.	Breakdown incidences				

## 4.5 Health and Safety Management

Disclosures of health and safety management for commuters are made in Section 5.2 along with the disclosures for employees and workforce.

**Table 18: Disclosures of Safety Related Incidents**

S.No.	Description	Vidhyadharnagar	Bagrana	Todi	
A.	<b>Total minor incidences</b>				
1.	Impacted employees				
2.	Compensation to employees (I)				
3.	Impacted workers				
4.	Compensation to workers (II)				
5.	Impacted commuters				
6.	Compensation to commuters (III)				
7.	Others impacted by minor incidences				
8.	Compensation to others for minor incidences (IV)				
B.	<b>Total major incidences</b>				
9.	Employees with minor injuries				
10.	Employees with major injuries				
11.	Employee fatalities				
12.	Total compensation to employees (IV)				
13.	Workers with minor injuries				
14.	Workers with major injuries				
15.	Workers fatalities				
16.	Total compensation to workers (V)				
17.	Commuters with minor injuries				
18.	Commuters with major injuries				
19.	Commuters fatalities				

**Table 18: Disclosures of Safety Related Incidents**

S.No.	Description	Vidhyadharnagar	Bagrana	Todi	
20.	Total compensation to commuters (VI)				
21.	Total compensation (I + II + III +IV + V + VI) = VII				
22.	Estimated loss of revenue because of safety related incidents (VIII)				
23.	Other damages incurred because of safety related incidents (IX)				
24.	Total estimated costs of safety related incidents (VII + VIII + IX)				

C. Complaints related to safety, working conditions, travel safety and travel conditions.

**Table 19: Complaints Related to Safety, Working Conditions, Travel Safety and Travel Conditions (Depot-wise and JCTSL Head-office)**

Complainant Type	Complaints from Previous FY	No. of Complaints	No. of Complaints Resolved	No. of Resolution in less than 30 days	No. of Resolutions in 30 < Days < 90	Pending Complaints more than 90 days at end of FY
<b>Complaints Made by Employees</b>						
Workplace safety						
Workplace conditions						
Travel safety						
Travel conditions						
<b>Complaints Made by Contractual Workers and Vendors</b>						
Workplace safety						
Workplace conditions						
Travel safety						
Travel conditions						
<b>Complaints Made by Commuters</b>						
Workplace safety						
Workplace conditions						
Travel safety						
Travel conditions						

D. Key initiatives taken for improving workplace conditions and safety

C. Key initiatives taken for improving travel conditions and safety

### 5.3 Workplace Disclosures

A conducive work environment is not just paramount to overall productivity, but also dignity of its inhabitants, including employees, workers and other visitors. This section presents key workplace disclosures which indicate safety, inclusivity, accessibility and dignity of the workplace.

**Table 20: Disclosures For Safety, Inclusivity, Accessibility and Dignity of Workplace**

S.No.		Vidhyadharnagar	Bagrana	Todi	JCTSL
1.	Per cent desks with sufficient natural lighting				
2.	Per cent desks with comfortable ambient temperature				
3.	Temperature regulation mechanisms for open spaces				
4.	Safe drinking water access				
5.	Electrical safety measures				
6.	Hygienic and clean washrooms with functioning water taps and flushes				
7.	Adequate parking spaces for adapted scooters, tricycles or other assistive devices				



**Table 20: Disclosures For Safety, Inclusivity, Accessibility and Dignity of Workplace**

S.No.		Vidhyadharnagar	Bagrana	Todi	JCTSL
8.	Grab rail support in circulation spaces for movement				
9.	Non-slip surfaces, especially in wet areas				
10.	Provision of adequate adaptive or accessible washroom facilities with support features like grab rails, etc.				
11.	Provision of ramps with gentle gradient				
12.	Low height controls for each reach inside rooms				
13.	Curved surface where should or body push may be needed				
14.	Adequate visual contrast in level changes and surfaces				
15.	Larger font size in signage				
16.	Glare free light				
17.	Colour blind friendly colour combinations				
18.	Obstruction and protrusion free paths of movement				
19.	Provision of tactile pavers guides for visually impaired				
20.	Audio-video public announcements and information system				
21.	Visual alerts for hearing impaired				
22.	Provision of lactation or feeding rooms				
23.	Availability of emergency sanitary pads and incinerators				

## 6. GOVERNANCE DISCLOSURES

This sections attempts to capture and provide information for key governance related disclosures for accountability and transparency. It includes disclosures on decision-making and consultations, making the company accountable towards a transparent and participative governance. Further, it includes disclosures on new investments and financial performance, grievances filed by various stakeholder and their resolutions, recruitment and resource adequacy.

### 6.1 Disclosure on Key Strategic Decision in the Board

This section provides data in key strategic decisions made in the Board Meetings, including details of appropriate consultations with stakeholders impacted by such decisions.

Insert pictures of rooms and toilets (men, women) for the three (3) depots and head office in the Annual ESG Report.

**Table 21: Disclosure on Access to Information on Strategic Decisions**

S. No.	Date of Board Meeting	Minutes Published and Available on Website (Yes/No)
1		
2		
3		
4		

**Table 22: Disclosures on Strategic Decisions**

S.No.	Key Agenda Presented in Board Meeting	Date of Board Meeting	Description of Decision Made and Rationale for the Same <sup>4</sup>	Details of Consultation with Impacted Stakeholders
1.				
2.				
3.				
4.				
5.				

## 6.2 Key Investments and New Initiatives

Provide details of investment made and new initiatives along with purpose / rationale for investment.

## 6.3 Financial Disclosures

This sections provides inputs on key financial indicators.

### A. Annual Budget

**Table 23: Annual Budget for the Financial Year**

S.No.	Budget Head	Planned (INR)	Actual (INR)
1.			
2.			
3.			

B. Detail of Income

<b>Table 24: Income for the Financial Year</b>		
S.No.	Source	Amount (INR)
1.	Sale of tickets	
2.	Deemed income against concessional tickets	
3.	Penalties and fines	
4.	Interest earned	
5.	Tender fees	
6.	Grant from state government	
7.	Advertisements	
8.	Other sources	

C. Details of Expenditure

<b>Table 25: Expenditure for the Financial Year</b>		
S.No.	Expenditure Head	Amount (INR)
1.	Administration and other expenses	
2.	Advertisement expenses	
3.	Purchase of assets	
4.	Lease and rental	
5.	Legal charges	

<b>Table 25: Expenditure for the Financial Year</b>		
S.No.	Expenditure Head	Amount (INR)
6.	Electricity	
7.	Postage and printing	
8.	Office repair and maintenance	
9.	Salary of contractual staff	
10.	Cab and taxi services	
11.	Telephone expenses	
12.	Travelling expenses	
13.	Toll tax and registration fee	
14.	Bus agent commission	
15.	Bus fuel and spares	
16.	Fleet repair and maintenance	
17.	Insurance	
18.	Ticket printing	
19.	Interest payable and other finance costs	

D. Details of Receivables

**Table 26: Receivables for the Financial Year**

S.No.	Source	Pending from Previous FY (Cr)	Amount Booked in Current FY (Cr)	Amount Received in Current FY (Cr)	Gross Payable (Cr)	Receivables > 90 days	Receivables > 180 days
1.	Grant income from state government						
2.	Income from advertisements - Public						
3.	Income from advertisements - Private clients						
4.	Other source of income						

## E. Details of Payables

**Table 27: Details of Payables**

S.No.	Vendor Category or Payment Scale	Pending from Previous FY (Cr)	Amount Booked in Current FY (Cr)	Amount Paid in Current FY (Cr)	Gross Payable (Cr)	Payables > 30 days	Payables > 90 days
1.							
2.							
3.							
4.							
5.							
6.							

F. Details of debt accrued and payments released

Table 28: Details of Financing and Debt					
S.No.	Source of Finance	Total Amount (INR)	Tenure of Payment	Amount Paid till Date (INR)	EMI
1.					
2.					
3.					

## 6.4 Grievance Redressal and Resolution

Details of grievance redressal policy and mechanisms.

Table 29 : Stakeholder-wise Data on Grievances and their Resolution							
S.No.	Complainant Group	Complaints from Previous FY	No. of Complaints	No. of Complaints Resolved	No. of Resolution in less than 30 days	No.of Resolutions in 30< Days < 90	Pending complaints at end of FY
1.	Employees						
2.	Third party contractual workers						
3.	Vendors						
4.	Commuters						
5.	Others						

*Note: All data reported at the close of respective Financial Year.*

**Table 30: Grievance Redressal Mechanisms**

S.No.	Metric	Yes/No
1	Is there a Grievance Redressal Cell?	
2	Is there a policy which lays down the process of addressing grievances?	
3	Is there a mechanism to track progress on registered grievance?	

**Table 31: Category-wise Grievance and Grievance Resolution Data**

S.No.	Complainant Type	Complaints from Previous FY	No. of Complaints	No. of Complaints Resolved	No. of Resolution in less than 30 days	No. of Resolutions in 30< Days < 90	Pending Complaints at end of FY
1.	Sexual harassment						
2.	Discrimination at work place						
3.	Child labour						
4.	Forced labour / Involuntary labour						
5.	Wage related complaints						
6.	Others						

**Table 32: PoSH Policy for Sexual Harassment Complaints**

S.No.	Metric	Particulars
1	Is there an Internal Complaints Committee	Yes/No

**Table 32: PoSH Policy for Sexual Harassment Complaints**

S.No.	Metric	Particulars
2	Is there a POSH policy?	Yes/No
3	If yes, who are the members (with designation)?	
4	Number of workshops on awareness programmes against sexual harassment conducted in a year?	
5	Nature of Action: a) Number of direct or indirect employees on whom major penalty was imposed? b) Number of direct or indirect employees on whom minor penalty was imposed? c) Number of direct or indirect employees on whom administrative action was taken? d) Number of direct or indirect employees on whom fine was imposed in terms of Section 13(3)(ii) of SHWW (PPR) Act? e) No. of accused direct or indirect employees transferred in terms of Section 12(1)(a) of SHWW (PPR) Act?	

## 6.5 Recruitment Policy and Disclosures

Provide details of recruitment policy and practices.

**Table 33: Recruitment Data for the Financial Year**

Cadre	Planned Recruitment for the FY	Actual Recruitment for the FY
PB 1		
PB2		

**Table 33: Recruitment Data for the Financial Year**

Cadre	Planned Recruitment for the FY	Actual Recruitment for the FY
PB3		

## 6.6 Resource Adequacy Disclosures

**Table 34 : Data on Resource Adequacy**

S.No.	Essential Resource Designation & Function	Department	Approved Vacancies	Filled Vacancies

Note: Data shall be provided in the format of x(y); where x is equal to total resources recruited and y is the maximum resource requirement for the respective department or unit.

## 6.7 Conviction or Disciplinary Action by Law Enforcement Agencies Against Corruption

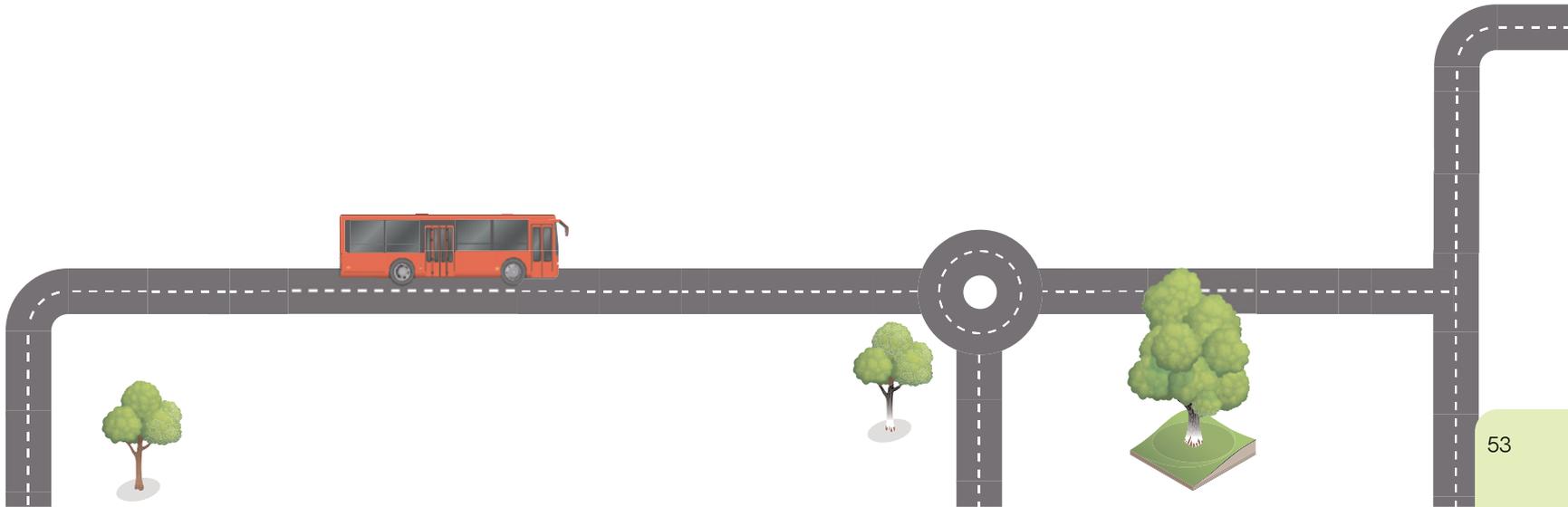
**Table 35: Legal Action Disclosure**

	Open cases from Previous FY	Enquiries	Charges Filed	Convictions	Appeals	Open Cases at End of FY
Directors						
Employees						
Contractors / Vendors						

## 6.8 Monitoring and Enforcement

**Table 36: Monthly Internal Vigilance Audit and Compliance Data (JCTSL Flying Squad)**

April 2023			



**Table 36: Monthly Internal Vigilance Audit and Compliance Data (JCTSL Flying Squad)**

Month			
May 2023			
June 2023			
July 2023			
August 2023			
September 2023			
October 2023			
November 2023			
December 2023			
January 2024			
February 2024			
March 2024			

Note: Data shall be provided in the format of x(y); where x is equal to total number of incidences of violations reported and y is the total number of inspections made by the vigilance team.

## 6.9 Risk Management Policy

**Table 37: Risk Management Strategy**

S.No.	Risk Category	Risk Mitigation Strategy (RMS) and Action Plan	Progress on Execution of RMS
1.	Business risks		
2.	Operational risks		

**Table 37: Risk Management Strategy**

S.No.	Risk Category	Risk Mitigation Strategy (RMS) and Action Plan	Progress on Execution of RMS
3.	Financial risks		
4.	Climate risks		

**References****A. For estimating carbon emissions:**

Central Electricity Authority (2022), CO<sub>2</sub> Baseline Database for the Indian Power Sector, Government of India;  
[https://cea.nic.in/wp-content/uploads/baseline/2023/01/Approved\\_report\\_emission\\_2021\\_22.pdf](https://cea.nic.in/wp-content/uploads/baseline/2023/01/Approved_report_emission_2021_22.pdf)

Shakti Foundation - India Specific Road Transport Emission Factors (2017);  
<https://shaktifoundation.in/wp-content/uploads/2017/06/WRI-2015-India-Specific-Road-Transport-Emission-Factors.pdf>

JUSTWE - Electric Car Mileage Rates;  
[https://justwe-gpi.com/ev-charging/electric-car-mileage/#:~:text=Modern%20Electric%20Car%20Mileage%20Range,\(4%20kilometers\)%20per%20kWh](https://justwe-gpi.com/ev-charging/electric-car-mileage/#:~:text=Modern%20Electric%20Car%20Mileage%20Range,(4%20kilometers)%20per%20kWh)

**B. For estimating rain water harvesting:**

Rainwater reservoirs above ground structures for roof catchment,  
<https://wgbis.ces.iisc.ac.in/energy/water/paper/drinkingwater/rainwater/calculation.html#:~:text=For%20calculation%20we%20take%20the,x%200.9%20%3D%2048%20600%20litres.>

**C. For developing disclosures for accessibility of public and office spaces:**

Ministry of Housing and Urban Affairs, Harmonised Guidelines & Standards for Universal Accessibility in India (2021), Government of India;  
[https://cpwd.gov.in/Publication/HG2021\\_MOHUAN.pdf](https://cpwd.gov.in/Publication/HG2021_MOHUAN.pdf)

CORPORATE OFFICE

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