



ENVIRONMENTAL, SOCIAL AND GOVERNANCE

POLICY AND DISCLOSURE FRAMEWORK



Jaipur City Transport Services Limited

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

As 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.





Bhavyata Ssoni
Chief Sustainability Officer

Across 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

Jaipur City Transport Services Limited (JCTSL) is grateful to its Management and Board of Directors for their leadership and transformative initiative for codifying values, principles and responsibilities of JCTSL in its ESG Policy and Disclosure Framework.

We 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 a pragmatic & progressive ESG metric to deliver an accessible, inclusive and sustainable mobility ecosystem for Jaipur city.

Lastly, we are grateful to all our stakeholders, especially our commuters, for their continued support and trust.

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

1.	PREAMBLE	2
2.	OBJECTIVE	3
2.1.	ESG Vision	3
2.2.	ESG Goals	4
3.	KEY PRINCIPLES	5
4.	OUR POLICY PILLARS	6
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	9
4.5.	Promoting Human Rights	11
4.6.	Protection of Environment	12
4.7.	Public and Regulatory Policy	13
4.8.	Promoting Inclusive Growth and Equitable Development	14
4.9.	Value to Consumers	15
5.	POLICY REVIEW AND AMENDMENTS	16
6.	ESG REPORTING AND DISCLOSURES	17

SECTION 2: DISCLOSURE FRAMEWORK FOR ESG POLICY


1.	INTRODUCTION	19			
2.	GENERAL DISCLOSURES	20			
2.1.	About Jaipur City Transport Services Ltd	20			
2.2.	Principal Business of the Company and Details of Operations	21			
2.3.	Employees	21			
2.4.	Details of Major Assets and Facilities	21			
2.5.	Financial Results of the Company	25			
2.6.	General Operational Disclosures	27			
2.7.	Declared Environmental, Social and Governance Goals	28			
3.	ENVIRONMENTAL DISCLOSURES	28			
3.1.	Carbon Disclosures	28			
3.2.	Water Disclosures	31			
3.3.	Waste Disclosures	37			
3.4.	Environmental Impact and Remediation	39			
4.	SOCIAL DISCLOSURES (COMMUTERS)	40			
4.1.	Public Relations Officer (PRO)	41			
4.2.	Coverage and Connectivity	41			
4.3.	Affordability, Inclusivity and Accessibility	42			
4.4.	Reliability, Quality and Efficiency of Services	44			
4.5.	Health and Safety Management	45			
5.	SOCIAL DISCLOSURES (EMPLOYEES)	45			
5.1.	Employee-Related Disclosures	45			
5.2.	Health and Safety Management	45			
5.3.	Workplace Disclosures	50			
6.	GOVERNANCE DISCLOSURES	53			
6.1.	Disclosure of Key Strategic Decision in the Board	53			
6.2.	Key Investments and New Initiatives	54			
6.3.	Financial Disclosures	54			
6.4.	Grievance Redressal and Resolution	58			
6.5.	Internal Enforcement	60			
6.6.	Recruitment Policy and Disclosures	60			
6.7.	Resource Adequacy Disclosures	61			
6.8.	Conviction or Disciplinary Action by Law Enforcement Agencies Against Corruption	62			
6.9.	Monitoring and Enforcement	62			
6.10.	Risk Management Policy	63			

LIST OF TABLES

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: Key Operational Performance Parameters	27
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	32
Table 11: Annual Water Accounting and Management Practices (Depot-Wise)	34
Table 12: Waste Management and Handling at JCTSL Head Office and Depots	37
Table 13: Details of Public Relations Officer	41
Table 14: Details of Road Coverage Network and Connectivity	41
Table 15: Data on Concessional Tickets	42
Table 16: Fare Comparison between Other Modes of Transport and Competition Landscape	43
Table 17: Indicators for Reliability of Services	44
Table 18: Disclosures of Safety-Related Incidents	46

LIST OF TABLES

Table 19: Complaints Related to Safety, Working Conditions, Travel Safety and Travel Conditions (Depot-Wise and JCTSL Head Office)	49
Table 20: Disclosures of Safety, Inclusivity, Accessibility and Dignity at Workplace	51
Table 21: Disclosure of Access to Information on Strategic Decision	53
Table 22: Disclosures of Strategic Decisions	54
Table 23: Annual Budget for the Financial Year	54
Table 24: Income for the Financial Year	55
Table 25: Expenditure for the Financial Year	56
Table 26: Receivables for the Financial Year	57
Table 27: Details of Payables	57
Table 28: Details of Financing and Debt	58
Table 29: Stakeholder-Wise Data on Grievance and Their Resolution	58
Table 30: Category-Wise Grievance and Grievance Resolution Data	59
Table 31: Internal Enforcement Metric	60
Table 32: Recruitment Data for the Financial Year	60
Table 33: Data on Resource Adequacy	61
Table 34: Legal Action Disclosure	62
Table 35: Monthly Internal Audit and Compliance Data	62
Table 36: Risk Management Strategy	63



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

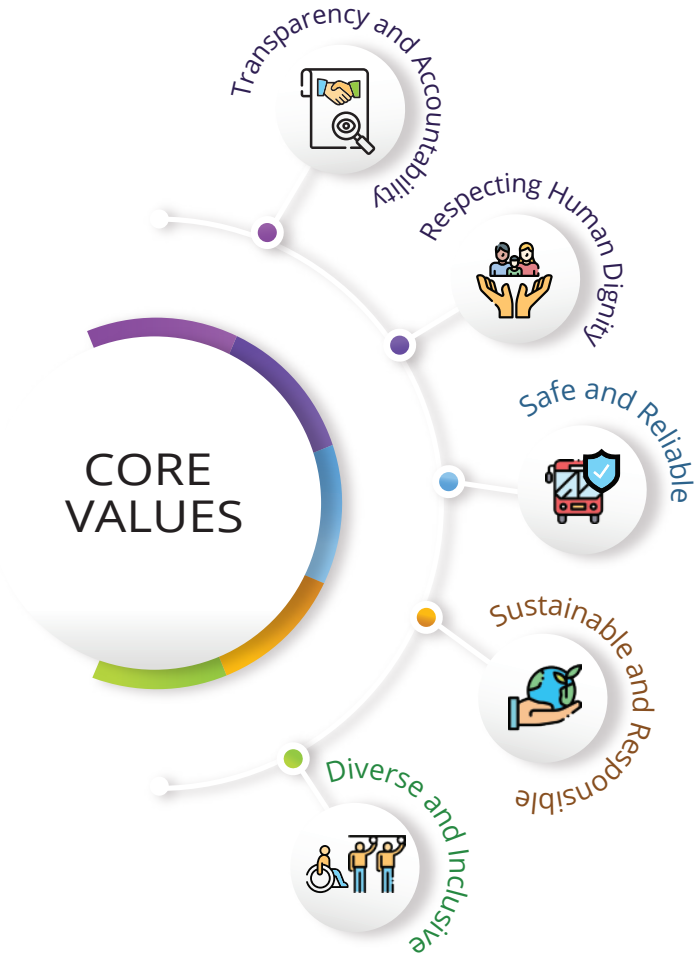
JCTSL believes that Environmental, Social, and Governance considerations are integral to its business operations and sustainability. The vision is to integrate these considerations into all aspects of its operations, from business strategy and decision-making to day-to-day practices. JCTSL aims to minimize 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).

Principle 1:

Conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable.

Principle 2:

Provide goods and services in a manner that is sustainable and safe.

Principle 3:

Respect and promote the well-being of all employees, including those in their value chains.

Principle 4:

Respect the interests of and be responsive to all their stakeholders.

Principle 5:

Respect and promote human rights.

Principle 6:

Respect and make efforts to protect and restore the environment.

Principle 7:

Engage in influencing public and regulatory policy in a responsible and transparent manner.

Principle 8:

Promote inclusive growth and equitable development.

Principle 9:

Engage with and provide value to their consumers in a responsible manner.

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.

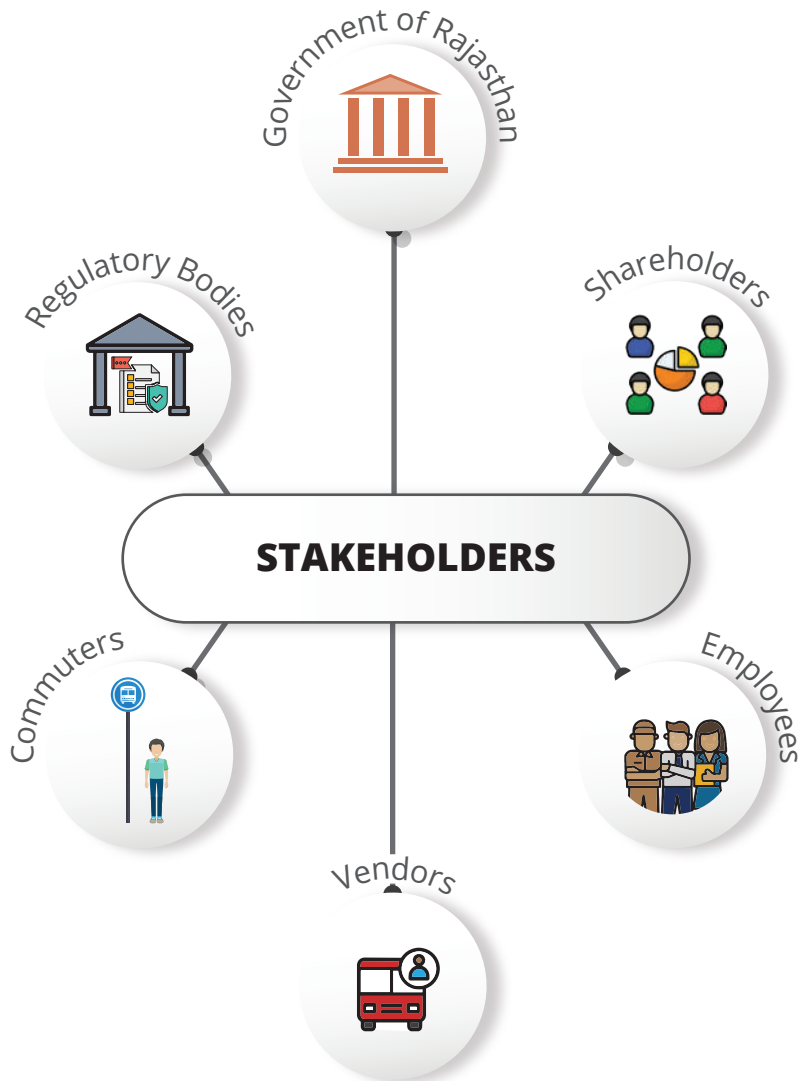
- **Equal Opportunities and Diversity:** JCTSL is committed to equal opportunities for all employees, regardless of their race, gender, religion, age, or disability. It follows fair and transparent recruitment practices and ensures that its employees are not subjected to any form of discrimination, harassment,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

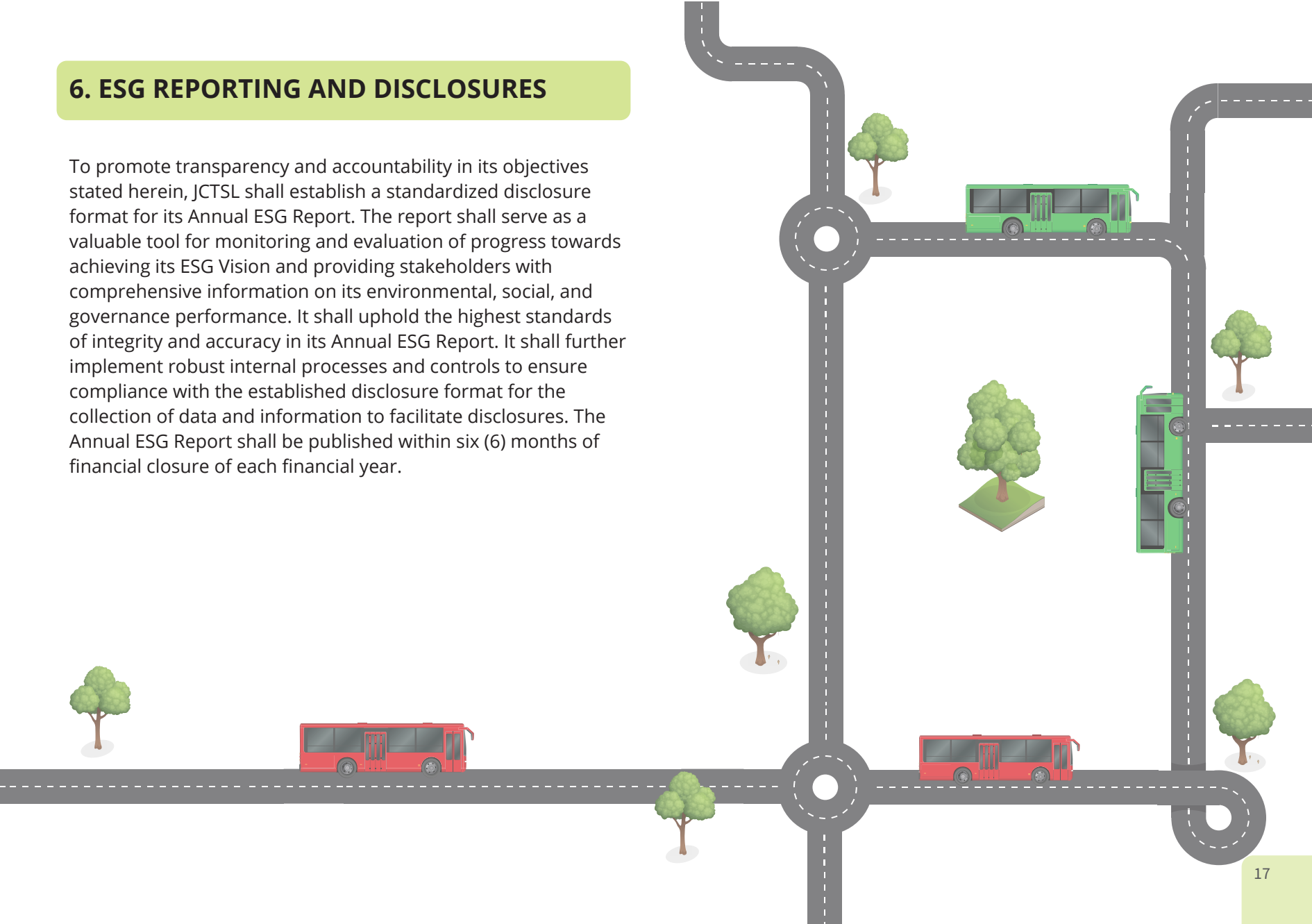
The Board shall periodically review and evaluate the implementation and effectiveness of the ESG policies set forth herein, and may, at its discretion, propose amendments, modifications, or updates as necessary to align them with changing circumstances, emerging risks, or evolving best practices in ESG 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 that curves from the top right towards the bottom center. A blue bus is driving on a road that curves from the bottom left towards the center. A small orange and white truck is driving on a road that runs horizontally across the middle. Pedestrians, including a person in a wheelchair and a person with a cane, are walking on a crosswalk. There are several green trees and streetlights scattered throughout the scene. A large green rectangular box with a white border is overlaid on the scene, containing the text 'SECTION 2: | DISCLOSURE FRAMEWORK FOR ESG POLICY'.

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	JAIPUR CITY TRANSPORT SERVICES LIMITED
5	Registered Office	II Floor, Old Working Women Hostel, Behind Nehru Palace, Lal Kothi, Tonk Road, Jaipur, Rajasthan - 302015
6	E-Mail	jctsl.bus@gmail.com
7	Website	https://transport.rajasthan.gov.in/jctsl
8	Details of Sustainability Officer / Authorized Person for ESG Disclosures	Name: Email: Phone:
9	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	
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	Particulars	Total (A)	Female (B)	Per cent females (B/A)
1	Drivers			
2	Conductors			
3	Depot Managers			
4	Key Management Personnel			
5	Board of Directors			
6	Appointment of Woman Director as per the Company Act (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.

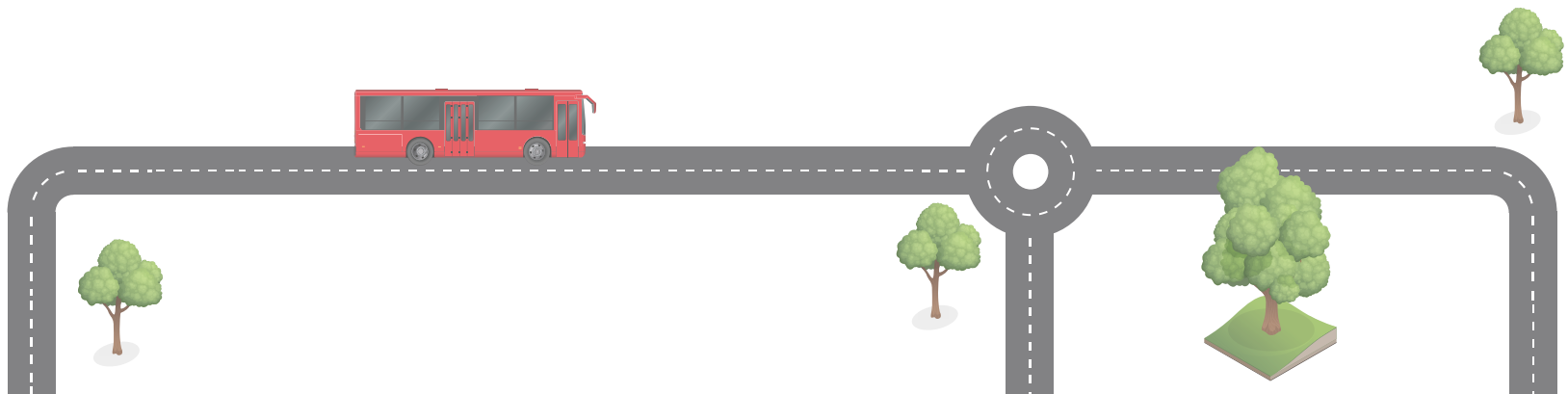


Table 4: Details of Fleet Deployed (Depot-Wise)¹

S. No.	Bus type	Capacity	Total no.	Average fleet life	Procurement model
1	Standard Front Engine Non AC BS III				
2	Standard Front Engine AC BS IV				
3	Front Engine AC BS IV				
4	Low Floor AC BS III				
5	Midi Non AC BS IV				
6	Midi Non AC BS VI				
7	Midi AC BS VI				
8	Mini AC BS III				

B. Details of Fixed Assets: Details of various fixed assets**Table 5: Details of Fixed Asset²**

S. No.	Facility no.	Description
1	Name of the facility	Headquarters, Jaipur City Transport Services Limited
2	Address	

¹ Suggestion: Visual representation of model mix and fleet age analysis may be included in the disclosure report² The table may be replicated and customized for different assets.

Table Continued ...

Table 5: Details of Fixed Asset

S. No.	Facility no.	Description
3	Description of facility	
4	Land area of the facility	
5	Land ownership	
6	Area under construction	
7	Year of construction	
9	Description of the building (rooms, floors, construction material)	
10	Operation and maintenance responsibility	
11	Last date of renovation	
12	Estimated number of persons working at the facility	

Photograph of the facility to be added in the Annual ESG Report

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		

Sustainability



2.6. General Operational Disclosures

Table 7: Key Operational Performance Parameters

S. No.	Particulars	JCTSL performance	Benchmark
1	Total fleet size		6 per 10,000 population
2	Revenue per day		
3	Daily ridership		1.90 lac
4	Average operational daily run (kms/day)		
5	Fleet utilisation		93%
6	Average vehicle travel per day (kms)		250 km
7	Fleet breakdown rate (%)		2-3%
8	Service Headway a. 5 – 10 min b. 10 – 15 min c. 15 – 20 min d. > 20 min		95% of routes with 15 min or less frequency

Table 7: Key Operational Performance Parameters

S. No.	Particulars	JCTSL performance	Benchmark
9	Route level load factors a. < 50% b. 50% - 70% c. 70% - 90% d. > 90%		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 (5) financial years in its Annual ESG Report.

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 waste are identified as primary sources for carbon emission by the Company.

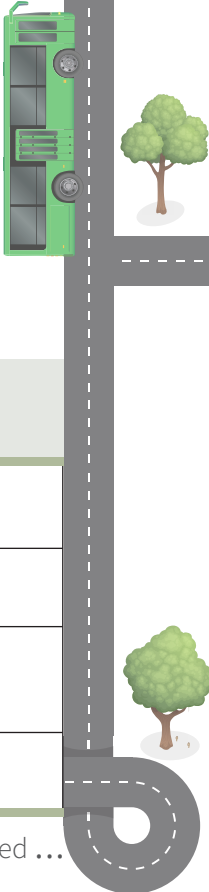


Table 8: Estimation of Carbon Emissions at JCTSL Head Office

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 ₂ [[0.1260A + 0.1487B)/1000]	(I)	
4	Annual electricity consumption of the facility, in kWh	C	

Table 8: Estimation of Carbon Emissions at JCTSL Head Office

5	Solar energy procured or generated for self-consumption, in kWh	D	
6	Carbon emissions attributed to annual electricity consumption, in tons of CO ₂ [[0.715(C - D) + 0.041D]/1000]	(II)	
7	Estimation of carbon emissions from incineration of waste, in tons of CO ₂	(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 ₂]	(V)	

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

Carbon emissions from fleet operations						
S. No.	Description	Total units	Annual diesel consumption (ltr)	Total annual running (kms)	Emission per km (tons of CO ₂ /km)	Total emissions (tons of CO ₂)
1	Standard Front Engine Non AC BS III					
2	Standard Front Engine AC BS IV					

Table Continued ...

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

Carbon emissions from fleet operations						
S. No.	Description	Total units	Annual diesel consumption (ltr)	Total annual running (kms)	Emission per km (tons of CO ₂ /km)	Total emissions (tons of CO ₂)
3	Front Engine AC BS IV					
4	Low Floor AC BS III					
5	Midi Non AC BS IV					
6	Midi Non AC BS VI					
7	Midi AC BS VI					
8	Mini AC BS III					
9	Carbon emissions from fleet operations				(I)	
10	Annual total usage of 4-wheelers by Officials (IC Engines), in kms				(A)	
11	Annual total usage of 4-wheelers by Officials (Electric), in kms				(B)	
12	Carbon emissions from usage of 4-wheelers, in tons of CO ₂ [(0.1260A + 0.1487B)/1000]				(II)	

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

Carbon emissions from fleet operations			
S. No.	Description	Emission per km (tons of CO ₂ /km)	Total emissions (tons of CO ₂)
13	Annual electricity consumption of the facility, in kWh	C	
14	Solar energy procured or generated for self-consumption, in kWh	D	
15	Carbon emissions attributed to annual electricity consumption, in tons of CO ₂ [(0.715(C - D) + 0.041D)/1000]	(III)	
16	Estimation of carbon emissions from incineration of waste, in tons of CO ₂	(IV)	
17	Estimation of carbon emissions from other sources, in tons of CO ₂	(V)	
18	Total carbon emissions for the facility - (I) + (II) + (III) + (IV) + (V) [in tons of CO ₂]	(VI)	

3.2. Water Disclosures

This section provides an overview of the Company's water management and conservation policy, data disclosures related to 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

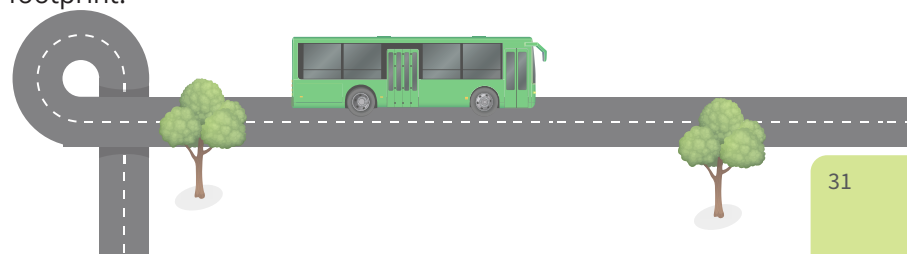


Table 10: Annual Water Accounting and Management Practices for JCTSL Head Office

Estimate of withdrawal of water from different sources			
1	Municipal water, in kilolitres (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)	
Water consumption estimates			
7	Estimated drinking water consumption	(VII)	
8	Estimated water consumption for utilities (cleaning, sanitation)	(VIII)	
9	Estimated water consumption for other purposes	(IX)	

Table Continued ...

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

10	Total water consumption (VII + VIII + IX)	(X)	
Water discharge disclosures			
11	Is Zero Liquid Discharge (ZLD) equipment installed? (Y/N)		
12	If yes, what was the down-time of ZLD in the last financial year?		
13	Is in-situ sewage treatment plant installed? (Y/N)		
14	If yes, what was the down-time of sewage treatment plant in the last financial year?		
15	Is water recycling unit installed? (Y/N)		
16	If yes, what was the down-time of recycling unit in the last financial year?		
17	Estimated per cent of water recycled annually		
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)		

Table Continued ...

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

	Water management practices		
20	Was water audit conducted in the last financial year? (Y/N)		
21	Are any mechanisms available for public to report wastage of water? (Y/N)		
22	Were there any training and capacity building initiatives for water-efficient practices? (Y/N)		

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

	Estimate of withdrawal of water from different sources		
1	Municipal water, in kilolitres (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 Continued ...

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

Estimate of withdrawal of water from different sources			
5	Drinking water procured annually (water cans, bottles, etc.)	(V)	
6	Total volume of water withdrawal (I + II + III + IV + V))	(VI)	
Water consumption estimates			
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)	
Water discharge disclosures			
11	Is Zero Liquid Discharge (ZLD) equipment installed? (Y/N)		
12	If yes, what was the down-time of ZLD in the last financial year?		

Table Continued ...

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

Water discharge disclosures			
13	Is in-situ sewage treatment plant installed? (Y/N)		
14	If yes, what was the down-time of sewage treatment plant in the last financial year?		
15	Is the water recycling unit installed? (Y/N)		
16	If yes, what was the down-time of recycling unit in the last financial year?		
17	Estimated per cent of water recycled annually		
18	Number of efficient taps (sensor taps, faucet aerators, or auto-shut taps, etc.) and number of total taps (n1, n2)		
Water management practices			
19	Was water audit conducted in the last financial year? (Y/N)		
20	Are there any mechanisms available for public to report wastage of water? (Y/N)		
21	Were there any training and capacity building initiatives for water-efficient practices? (Y/N)		

- C. Details of any issues at JCTSL head office, depots and terminals pertaining to access to water, quality of water or wastage of water
- D. 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 to waste 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	What is the no. of dustbins kept at depot, head office, and buses? Are there 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?	

Table Continued ...

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

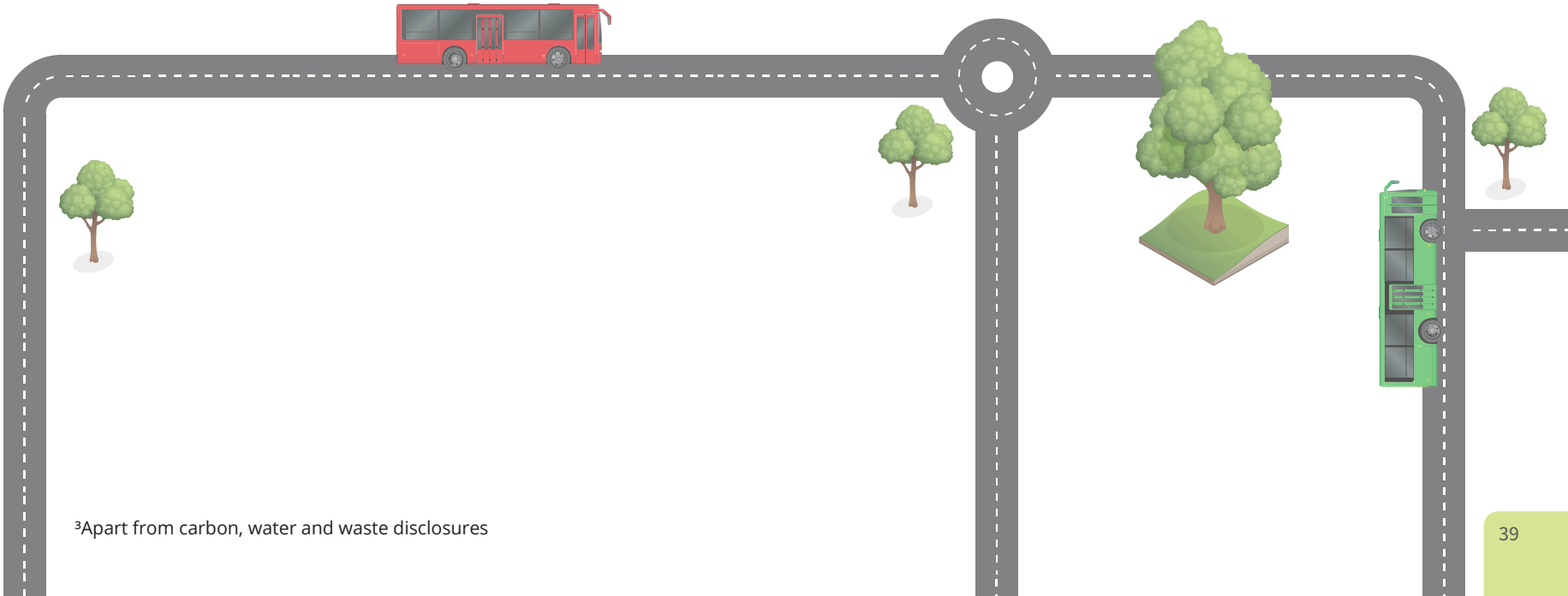
Waste management		
6	Are any circular economy interventions implemented to reduce the amount of disposed waste?	
7	Are there any awareness and capacity building initiatives for hazardous waste handling at bus R&M site?	
8	Are there any awareness and capacity building initiatives to communicate good disposal practices to the commuters?	
Details of waste handling practices		
9	Biodegradable waste	
10	Non-biodegradable waste	
11	Office waste	
12	Hazardous waste	
13	Sanitary napkins	
14	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 the Company's business expansion and operations.

- A. Details of any environmental impact as a consequence of new investments and existing operations³
- B. Details of any initiatives undertaken to mitigate environmental impact (including carbon sequestration)



³Apart 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 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

1	Name of the Public Relations Officer	
2	E-mail	
3	Telephone	
4	Address	

4.2. Coverage and Connectivity

Table 14: Details of Road Coverage Network and Connectivity

1	Total coverage of road network	
2	Coverage of Jaipur city area road network	
3	Coverage of Jaipur sub-urban area road network	
4	Integration with other modes of transport (mode, area)	
5	List of key areas connected	

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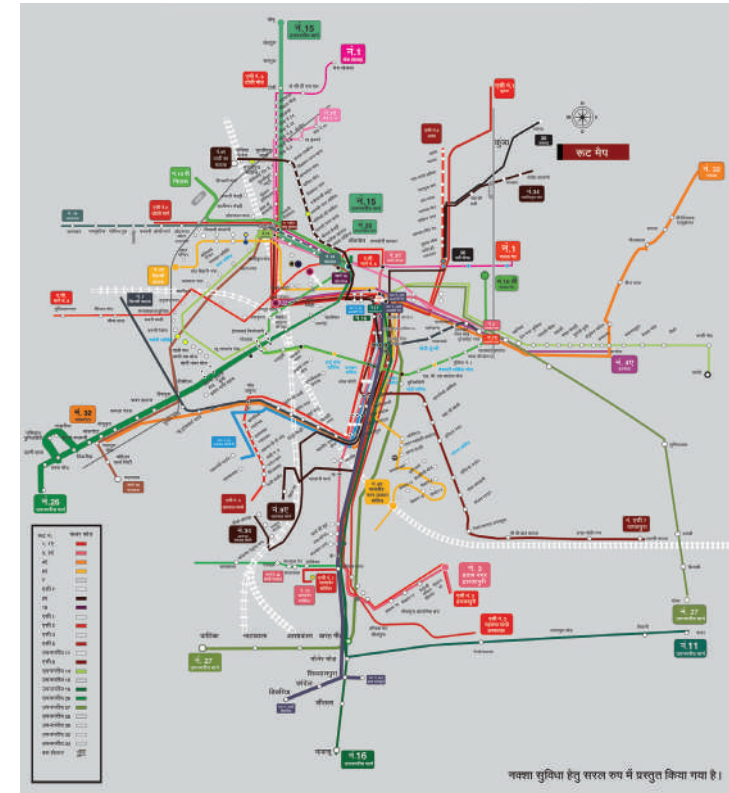


Figure: JCTSL Route Map

Note: Latest map shall be inserted for the Annual ESG Report

4.3. Affordability, Inclusivity and Accessibility

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

Data related to concessional tickets and affordability comparison between different modes of transport in Jaipur city is presented in Table 15 and 16, respectively.

Table 15: Data on Concessional Tickets

S. No.	Commuter category	Concession	Total commuter kms per annum
1	Female citizen	30%	
2	Senior citizen	30%	
3	Specially-abled person	100%	
4	Student	50%	
5	Press reporter	100%	
6	Escort of visually-impaired person	100%	
7	Cancer patient	75%	
8	Cancer patient's escort	5%	
9	Freedom fighter	100%	
10	Freedom fighter's escort	100%	
11	Freedom fighter's widow	100%	
12	Exam concession	100%	

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	E-rickshaw		
6	E-autorickshaw		
7	Auto (ICE)		
8	Two-wheeler ride service		
9	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 (up to 8-year-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 JCTSL based on ticketing records

4.4. Reliability, Quality and Efficiency of Services

Table 17: Indicators for Reliability of Services

S. No.		Depot 1	Depot 2	Depot 3	JCTSL Head Office
1	Schedule adherence				
2	Dwell time / Service headway				
3	Commuter Load Factor				
4	Real-time information				
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.

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 the 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 the workplace inclusive and accessible for women, expecting mothers, the elderly and differently-abled
- C. Details of well-being initiatives taken for employees
- D. Details of voluntary initiatives taken for the 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 the Company policy on health and safety management
- B. Data on safety-related incidences

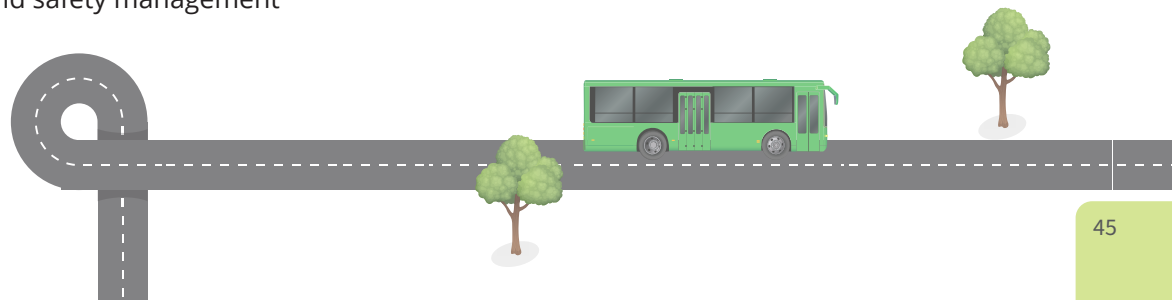


Table 18: Disclosures of Safety-Related Incidents

S. No.	Description	Depot 1	Depot 2	Depot 3
A	Total minor incidences			
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	Total major incidences			
9	Employees with minor injuries			
10	Employees with major injuries			
11	Employee fatalities			
12	Total compensation to employees (V)			

Table Continued ...

Table 18: Disclosures of Safety-Related Incidents

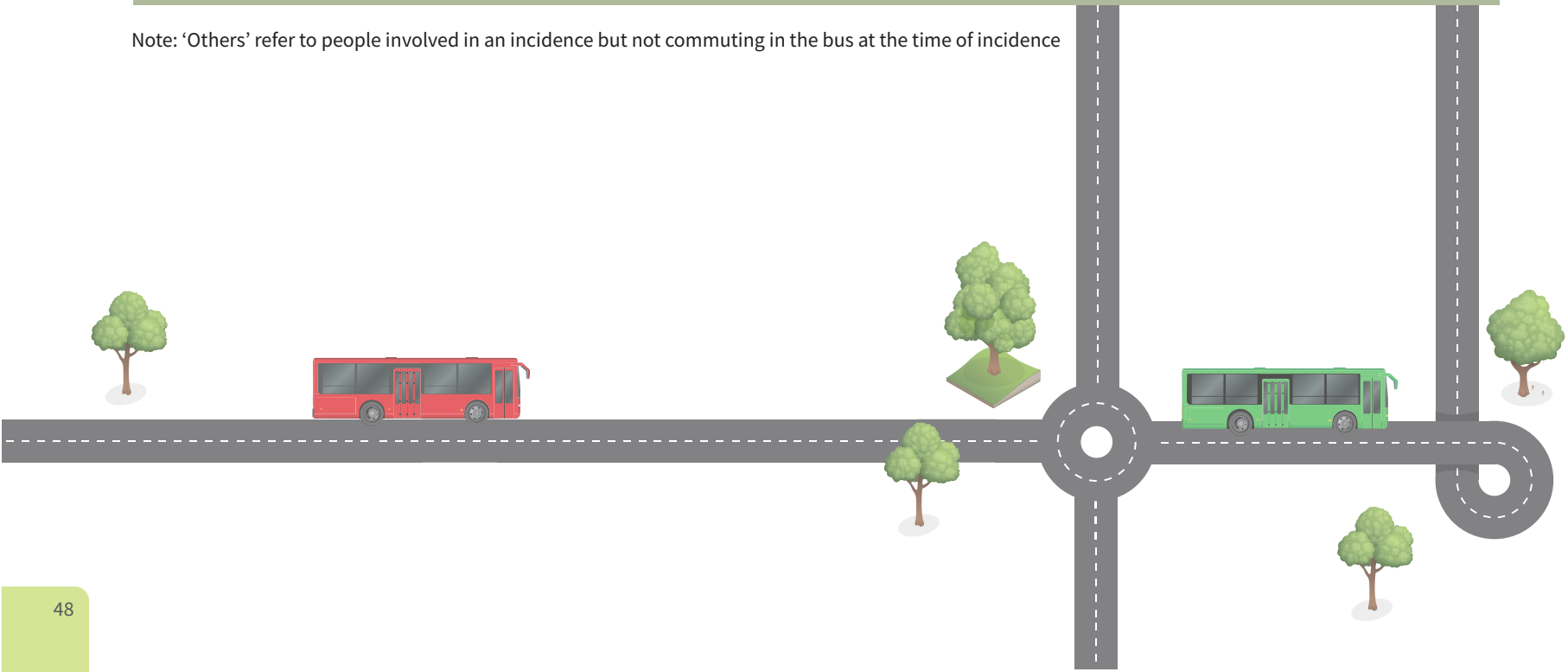
S. No.	Description	Depot 1	Depot 2	Depot 3
13	Workers with minor injuries			
14	Workers with major injuries			
15	Workers fatalities			
16	Total compensation to workers (VI)			
17	Commuters with minor injuries			
18	Commuters with major injuries			
19	Commuters fatalities			
20	Total compensation to commuters (VII)			
21	Others with minor injuries			
22	Others with major injuries			
23	Fatalities of others			
24	Total compensation (VIII)			
25	Total compensation (I + II + III +IV + V + VI + VII + VIII) = IX			

Table Continued ...

Table 18: Disclosures of Safety-Related Incidents

S. No.	Description	Depot 1	Depot 2	Depot 3
26	Estimated loss of revenue because of safety-related incidents (X)			
27	Other damages incurred because of safety-related incidents (XI)			
28	Total estimated costs of safety-related incidents (IX + X + XI)			

Note: 'Others' refer to people involved in an incidence but not commuting in the bus at the time of incidence



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)**

S. No.	Complainant type	Complaints from previous FY	No. of complaints	No. of complaints resolved	No. of resolutions in less than 30 days	No. of resolutions in 30 < Days < 90	Pending complaints more than 90 days at the end of FY
A Complaints made by employees							
1	Workplace safety						
2	Workplace conditions						
3	Travel safety						
4	Travel conditions						
B Complaints made by contractual workers and vendors							
5	Workplace safety						
6	Workplace conditions						
7	Travel safety						
8	Travel conditions						

Table Continued ...

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

S. No.	Complainant type	Complaints from previous FY	No. of complaints	No. of complaints resolved	No. of resolutions in less than 30 days	No. of resolutions in 30 < Days < 90	Pending complaints more than 90 days at the end of FY
C Complaints made by commuters							
9	Depot safety						
10	Depot conditions						
11	Travel safety						
12	Travel conditions						

- D. Key initiatives taken for improving workplace conditions and safety
- E. 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 the dignity of its inhabitants, including employees, workers and other visitors. This section presents key workplace disclosures which indicate the safety, inclusivity, accessibility and dignity of the workplace.

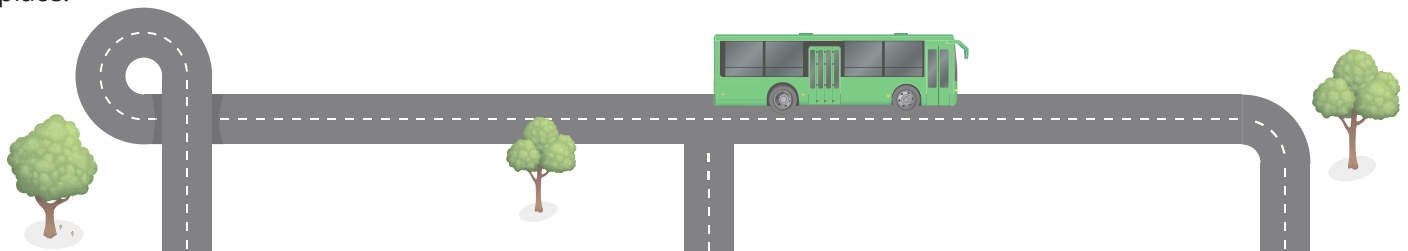


Table 20: Disclosures for Safety, Inclusivity, Accessibility and Dignity at Workplace

S. No.	Description	Depot 1	Depot 2	Depot 3	JCTSL Head Office
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				
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				

Table Continued ...

Table 20: Disclosures for Safety, Inclusivity, Accessibility and Dignity at Workplace

S. No.	Description	Depot 1	Depot 2	Depot 3	JCTSL Head Office
12	Low height controls for easy reach inside rooms				
13	Curved surface where shoulder 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	Colorblind friendly color 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				

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

6. GOVERNANCE DISCLOSURES

This section attempts to capture and provide information for key governance-related disclosures for accountability and transparency. It includes disclosure on decision-making and consultation, and making the Company accountable towards a transparent 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 of Key Strategic Decision in the Board

This section provides data of key strategic decisions made in the board meetings, including details of appropriate consultation with stakeholders impacted by such decisions.

Table 21: Disclosure of Access to Information on Strategic Decision

S. No	Date of Board meeting	Minutes published and available on website (Yes / No)
1		
2		
3		
4		

Table 22: Disclosures of Strategic Decisions

S. No.	Key agenda presented in Board meeting	Date of Board meeting	Description of decision made and rationale for the same ⁴	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 section 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			

⁴If decision postponed or delayed, the rationale for the same shall also be provided.

B. Details of income

Table 24: Income for the Financial Year

S. No.	Source	Actual (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

Table 25: Expenditure for the Financial Year

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	
6	Electricity	
7	Postage and printing	
8	Office repair and maintenance	
9	Salary of contractual staff	
10	Cab and taxi services	

Table 25: Expenditure for the Financial Year

S. No.	Expenditure Head	Amount (INR)
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	

Table Continued ...

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							

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 Grievance and Their Resolution

S. No.	Complainant group	Complaints from previous FY	No. of complaints	No. of complaints resolved	No. of resolutions in less than 30 days	No. of resolutions in 30 < days < 90	Pending complaints at the end of FY
1	Employees						
2	Third party contractual workers						

Table Continued ...

Table 29: Stakeholder-Wise Data on Grievance and Their Resolution

S. No.	Complainant group	Complaints from previous FY	No. of complaints	No. of complaints resolved	No. of resolutions in less than 30 days	No. of resolutions in 30 < days < 90	Pending complaints at the end of FY
3	Vendors						
4	Commuters						
5	Others						

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

Table 30: Category-Wise Grievance and Grievance Resolution Data

S. No.	Complaint type	Complaints from previous FY	No. of complaints	No. of complaints resolved	No. of resolutions in less than 30 days	No. of resolutions in 30 < days < 90	Pending complaints at the end of FY
1	Sexual harassment						
2	Discrimination at workplace						
3	Child labour						
4	Forced labour / Involuntary labour						
5	Wage-related complaints						
6	Others						

6.5. Internal Enforcement

Disclosures pertaining to internal inquiries, subsequent action and status of cases.

Table 31: Internal Enforcement Metric

Cadre	Inquiries	Chargesheet filed	Decision notified
PB1			
PB2			
PB3			

6.6. Recruitment Policy and Disclosures

Provide details of recruitment policy and practices.

Table 32: Recruitment Data for the Financial Year

Cadre	Planned recruitment for the FY	Actual recruitment for the FY
PB1		
PB2		
PB3		



6.7. Resource Adequacy Disclosures

Table 33: Data on Resource Adequacy

S. No.	Designation	Approved vacancies	Vacancies filled
1	Division Manager		
2	Asst. Mech. Engineer		
3	Junior Engineer		
4	Depot Manager		
5	Traffic Inspector		
6	Asst. Traffic Inspector		
7	Asst. Accounts Officer 1 ST		
8	Asst. Accounts Officer 2 nd		
9	Junior Accountant		
10	Upper Division Clerk (UDC)		

Table 33: Data on Resource Adequacy

S. No.	Designation	Approved vacancies	Vacancies filled
11	Lower Division Clerk (LDC)		
12	Security Guard		
13	Statistician (Statistical Officer)		
14	Asst. Statistician (Asst. Statistical Officer)		
15	Dy. Manager (Traffic)		
16	Dy. Manager (Technical)		
17	Executive Engineer (Civil)		
18	Junior Engineer (Civil)		
19	Drivers		
20	Conductor		

6.8. Conviction or Disciplinary Action by Law Enforcement Agencies Against Corruption

Table 34: Legal Action Disclosure

S. No.		Open cases from previous FY	Inquiries	Charges filed	Convictions	Appeals	Open cases at the end of FY
1	Directors						
2	Employees						
3	Contractors / Vendors						

6.9. Monitoring and Enforcement

Table 35: Monthly Internal Audit and Compliance Data

S. No.		Depot 1	Depot 2	Depot 3
1	April 2023			
2	May 2023			
3	June 2023			
4	July 2023			
5	August 2023			

Table Continued ...

Table 35: Monthly Internal Audit and Compliance Data

S. No.	Month	Depot 1	Depot 2	Depot 3
6	September 2023			
7	October 2023			
8	November 2023			
9	December 2023			
10	January 2024			
11	February 2024			
12	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

6.10. Risk Management Policy

Table 36: 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		
3	Financial risks		
4	Climate risks		

References

A. For estimating carbon emissions:

Central Electricity Authority (2022), CO₂ 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

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



SCAN FOR DIGITAL COPY OF ESG POLICY

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