

Annexure 7

Business Responsibility Report

{Under Regulation 34 (2) of SEBI (LODR) Regulation, 2015}

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1.	Corporate Identity Number (CIN) of the Company	:	L65110JK1938SGC000048
2.	Name of the Company	:	Jammu and Kashmir Bank Limited
3.	Registered address	:	Corporate Headquarters, M. A. Road, Srinagar, Kashmir -190001
4.	Website	:	www.jkbank.net
5.	E-mail id	:	board.sectt@jkbmail.com
6.	Financial Year reported	:	2017-2018
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	:	Code: 64191-Jammu and Kashmir Bank Limited is a banking company governed by the Banking Regulation Act, 1949.
8.	List three key products/services that the Company manufactures/provides	:	The Jammu and Kashmir Bank Limited (J&K Bank), incorporated in Jammu & Kashmir, India, is a publicly held banking company engaged in providing a wide range of banking services including Retail Banking, Corporate Banking & Treasury Operations.
9.	Total number of locations where business activity is undertaken by the Company		
	i.	Number of International Locations (Provide details of major 5) NIL	
	ii.	Number of National Locations As on 31st March, 2018, J&K Bank had a network of 904 branches (excluding Extension Counters/Mobile & Service Branches) which are spread over 20 states and 1 Union Territory in India.	

10. Markets served by the Company Local/State/National/International

J&K Bank serves customers in national locations.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. **Paid up Capital (INR)** : ₹ 5570.02 Lacs

2. ***Total Turnover (INR)** : ₹ 711670.66 Lacs

*Total turnover represents the sum of "Interest earned" (Schedule 13 of the accounts) and "Other income" (Schedule 14 of the accounts).

3. **Total profit after taxes(INR)** : ₹ 20271.98 Lacs

4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)**

The Bank has spent ₹31.71 Crores, being more than 2% of its average net profits of the last three financial years ending March 31, 2015, March 31, 2016 and March 31, 2017 towards CSR activities. Appropriate disclosures as prescribed under the Companies Act, 2013 have been made in the annual report for the year ended March 31, 2018 (fiscal 2018).

NOTICE

CHAIRMAN'S
STATEMENT

BOARD AND
MANAGEMENT
REPORTS

FINANCIAL
STATEMENTS

GOVERNANCE

47

5. List of activities in which expenditure in 4 above has been incurred:

The above expenditure (in 4 above) has been undertaken primarily in promotion of health, education, ecology & community welfare at large.

Being a responsible corporate citizen of the state, J&K Bank has taken a lead in reaching out to the marginalized people many a times. In one of the unique and first of its kind initiative, The Bank distributed Fifty (50) Handcarts to the street vendors belonging to low income groups like fruit sellers, vegetable vendors, cloth hawkers etc. The Bank brought these vendors under the ambit of CSR so that these poor and unorganized vendors, who form an important part of business community & informal economy, may enhance their living standard & earnings by having better designed carts, with the psychologically feel good factor. Moreover, The Handcarts distributed could add to the aesthetic value of the city, beleaguered with all sorts of unhygienic and obnoxious surroundings. Pertinently, these Handcarts were also loaded with all the facilities of digital payment options like PoS, mPoS, mPay etc. as digital India is being touted throughout the country.

Taking holistic approach towards the collective health of people across the state, the Bank unfailingly implements its robust endowment programme. During the year 2017-18, a good number of patients suffering from Hemophilia & Hepatitis C were provided with life saving drugs under Preventive Healthcare programme of the bank. This Preventive Healthcare step remained the focus of Bank's proactive support especially towards the deprived sections of society through a mix of means.

Education, as means to socio-economic empowerment, receives a substantial part of the Bank's CSR funds and a number of initiatives were taken in this direction. Continuing its novel CSR initiative of Remote Child Sponsorship Programme, the Bank continued to sponsor all the educational needs of 50 under-privileged children (mostly orphans) registered with an NGO named CHINAR KASHMIR. In another initiative, Bank donated two Eco-friendly battery operated cars to the University of Kashmir to be used by differently abled children within the campus. Sensing that such type of special children find it difficult to reach various locations within the university campus affecting their routine classes, the bank reached out to them through the donation of Battery driven Vehicles, bringing huge relief to them in terms of movement within the campus.

For the past many years, the Bank remained focused towards the inclusive education of the Differently abled children. Carrying out that mission under the Project "MUSKAAN" the Bank, during the year under report, reached out to such type of children through registered NGOs like Voluntary Medicare Society, Chotey Taarey Foundation, & Bijbehara helpline. The financial assistance to these NGOs/Trusts was provided for the children so that they could be provided with special education like toilet training, meal time, behavior modification etc. The Bank's intervention through CSR mode for such children is a step towards elimination of discrimination and also empowerment of such sections of society.

Over the last few years, the Bank, as a conscious Corporate, has been proactive and very sensitive to preserve and promote pollution free environment in the state for the larger welfare of the society. So far under the "Environmental Excellence Programme" the Bank has been maintaining thirteen (13) Parks/walkways at various locations of the state, indirectly helping the cause of environmental protection, besides wellbeing of the people. All these programmes/initiatives are aimed at making our surroundings and environment not only hygienic but also reflect the bank's commitment for GREEN surroundings for the larger welfare of the community. Besides, Bank, after 2014 deluge continued to revamp the world famous and the second oldest Golf Course known as Kashmir Golf Course (KGC) so that 'Multi-Purposes' could be achieved i.e. Environmental, Heritage & Sports promotion. As such, Bank took the step to redevelop and restore the lost glory of this more than 100 years old heritage Golf Course.

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/Companies?

Yes

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

No

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/ entities? [Less than 30%, 30-60%, More than 60%]

No

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR

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

Certain of the principles or components of the principles of the National Voluntary Guidelines (NVGs) on social, environmental and economic responsibilities of business have more relevance to a manufacturing company and the same has been specified under the respective sections. The Company has in place the policies and processes to address such principles of the NVGs on social, environmental and economic responsibilities of business which are applicable.

- DIN: 03467232
- Name: Mr. Parvez Ahmed
- Designation: Chairman & CEO

b) Details of the BR head

S. No	Particulars	Details
1	DIN (if applicable)	NA
2	Name	Mr. Pushap Kumar Tickoo
3	Designation	Executive President
4	Telephone number	+91-194-2481930-35
5	E-mail id	pktickoo@jkbmail.com

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

The NVGs on social, environmental and economic responsibilities of business prescribed by the Ministry of Corporate Affairs advocates the nine principles (detailed below) as P1-P9 to be followed:

P1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
P3	Businesses should promote the wellbeing of all employees
P4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
P5	Businesses should respect and promote human rights
P6	Business should respect, protect, and make efforts to restore the environment
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
P8	Businesses should support inclusive growth and equitable development
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

The principle wise responses are mentioned in the Annexure to this report.

2a. If answer to S.No. 1 of the annexure against any principle, is 'No', the reasons for the same have been mentioned therein.

3. Governance related to BR

- Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year
Annually
- Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published? The BRR is published annually and the hyperlink for viewing the report is <http://www.jkbank.net>

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/No. Does it extend to the Group/ Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Bank is committed to adopting of the highest possible standards of business governance, ethics, regulatory-compliance and related codes of conduct (including Code of Conduct for the Board Members and Senior Management Personnel, The Insider Trading Code, Fair Practice Code etc.) for carrying on its business in a transparent manner with the utmost integrity and accountability at all levels. The bank is also committed in its dealings with its all stakeholders/general public to a transparent business ethos & culture wherein it is safe & acceptable for all employees, directors and other specified stakeholders to voice/ raise their genuine concerns in good faith and in a responsible & effective manner, by providing a framework to promote responsible vigilance mechanism through a **whistle blowing mechanism** to safeguard the bank against internal/ external threats like frauds, bribery, corruption, abuse of authority, non-compliance to regulatory guidelines, non-adherence to extant systems & procedures involving financial and/or reputational loss through the process of **"participative vigilance"**. The policy sets forth obligations on part of every employee for prevention, detection and reporting of any act of bribery or corruption. In addition to this, the policy also covers complaints made by any officials/ employees / directors / specified third parties of the bank including the subsidiaries / affiliates/ sponsored bank.

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

The number of complaints/requests received from shareholders in fiscal 2018 was 708 and all the complaints/requests have been resolved.

With respect to employees, the Bank has a mechanism as provided under the Whistle Blower Policy whereby employees can raise their concerns. A report on the concerns received and the manner in which they are dealt with is periodically reported to the Audit Committee. Bank has also its own developed centralized employees grievance module in peoples system whereby employees can place their concerns online. During the past financial year no such complaints have been received under Whistle Blower.

The Customer Service Committee (CSC) of the Board of Directors of the Bank functions as the Apex body that monitors/ reviews the customer services rendered by the bank. The CSC is chaired by Chairman & CEO of the Bank. Down the line a "Standing Committee on Customer Services" (SCCS) has been constituted which includes official as well as non-official members. An independent feedback is received from non-official members who represent major sections of the society i.e; Professionals, Businessmen, Pensioners etc. SCCS focuses on bridging the gap between the Apex body and various Business Units/ Departments and accordingly the feedback of SCCS is put before CSC of the Board of Directors and they are encouraged to suggest innovative measures for enhancing the quality of Customer Services and overall satisfaction level of the customers. The bank is having robust **Customer Grievance Redressal Mechanism**. The Bank has received 367 complaints during the year out of which 369 complaints stand redressed and 9 complaints are pending at the end of the year. Banking Ombudsman has passed three awards during the year out of which one has been implemented and two are unimplemented.

Principle 2

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities:

The motto of the bank has been an all-inclusive growth of the state of Jammu and Kashmir. The bank has stood firm on its motto and as a result it has laid an extensive network of its Business Units and allied services across all landscapes and

strata of the state. The broader aim of the bank to have a national presence is envisaged by the fact that we are there at all the prime locations of major cities of India and have been catering in a professional and dedicated manner to all sectors across India from Retail to Corporate.

It is worth mentioning that the KCC/Apple Scheme of the bank has helped in changing the micro economics of the state with respect to the rural scenario. The schemes have uplifted the weaker agrarian groups, decreased their dependence on other social classes and made them self-sufficient, bolder and confident. This not only effected the economy of the state in a positive manner but also changed the mindset of the economically backward agricultural sector. Today the said strata is not only living a secure life but is also dreaming of a better one.

Bank under its initiative of Corporate Social Responsibility has been trying to help the people of all strata irrespective of the economic class they belong to. It has been trying to give the citizens of Jammu and Kashmir a quality and world class life style, the proof of which is creation and maintenance of world class civic amenities like parks, providing ambulances to various hospitals/ NGO's and various other events of social and economic importance.

The bank in the area where it has been assigned the role of Lead Bank ensures the equitable growth by means of enforcing the regulatory guidelines of compulsory lending in priority sector and in various Government sponsored schemes by all the member banks, hence maintaining a regulatory vigil and in turn helping transmit the benefit of various schemes to the desiring and deserving people.

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

Considering the nature of business of the Bank and the products/initiatives referred to above, some of the questions below are not applicable to the Bank.

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

NA

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

NA

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

NA

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

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

NA

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Considering that the Bank is not a manufacturing unit, the waste generated at its offices & business units is managed as per a well-defined waste disposal process with due consideration to the environment.

Principle 3

1. Please indicate the total number of employees:

The Bank had 11,444 employees (including contractual employees) at March 31, 2018.

2. Please indicate the total number of employees hired on temporary/contractual/casual basis:

The Bank had 1,372 employees at March 31, 2018 on fixed term contract.

3. Please indicate the number of permanent women employees:

The Bank had 1,985 women employees at March 31, 2018.

4. Please indicate the number of permanent employees with disabilities:

The Bank does not specifically track the number of disabled employees. The Bank is an equal opportunity employer and treats all employees at par. Based on the income tax declarations which enable claiming income tax deduction for self-disability, the Bank had 27 such employees.

5. Do you have an employee association that is recognised by management?

Yes. There are two Federations which are recognized by the Management.

- a. All India Jammu & Kashmir Bank Officers Federation.
- b. All India Jammu & Kashmir Bank Employees Federation.

6. What percentages of your permanent employees are members of this recognised employee association?

98.79%***

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

The Bank does not engage in any form of child labour/forced labour/involuntary labour and does not adopt any discriminatory employment practices. The Bank has a policy against sexual harassment and a committee "Internal Complaints Committee for Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace" has been constituted for dealing with complaints of harassment or discrimination. The said policy is in line with relevant Act passed by the parliament in 2013. The Bank, through the policy ensures that all such complaints are resolved within defined timelines. During the year, no such cases were reported.

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

- Permanent employees
- Permanent women employees
- Casual/temporary/contractual employees
- Employees with disabilities

The Human Resources function in the Bank remains focused on creating and developing human capital with focus on building learning infrastructure by imparting trainings to its employees on regular basis within and outside the state. Trainings are being imparted to employees on regular basis at various institutions viz NIBM, CRISIL, CAFRAL & NIBSCOM and at Bank's own training institutions. During the FY 2017-2018, 3453 employees** across all cadres have been imparted trainings in varied fields, however a good number of employees have been nominated more than once taking into consideration their present disposals and in case such employees are considered two or three times or as the case may be, then the total count arrives at 5619. Out of the said number (3453), 832 were women employees.

Principle 4

1. Has the company mapped its internal and external stakeholders? Yes/No

Yes

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

The Bank is guided by Reserve Bank of India (RBI) prescribed guidelines on priority sector lending, lending to small and marginal farmers, lending to weaker section etc., and government-led initiatives to improve access to financial services, and insurance and pension cover for reaching out to disadvantaged, vulnerable and marginalized stakeholders.

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

J&K Bank undertakes a number of initiatives for the under-privileged, including a large scale skill development initiative. The Bank has established twelve Rural Self Employment Training Institutes across the state of Jammu and Kashmir which focus on skill development trainings to the under privileged sections of the society. The Institutes have so far conducted 1,144 training programs since inception i.e. July 2011 to 31.03.2018 where 31,942 candidates have been imparted entrepreneurship / skill development trainings. Out of which 21,856 candidates are settled. 18,384 pass out trainees are self-employed, out of which 8,881 candidates have utilized their own sources for establishing their own ventures. 9,503 trained candidates have set up their establishments with the help of Credit assistance by the Bank. About 3,742 candidates trained in these Institutes got settled under wage employment.

During the year, the Institutes have conducted 218 training programs where 5,481 candidates have been imparted entrepreneurship / skill development trainings. Out of which 4,470 candidates are settled. 4,303 pass out trainees are self-employed, out of which 1,327 candidates have utilized their own sources for establishing their own ventures. 2,976 trained candidates have set up their establishments with the help of Credit assistance by the Bank. About 167 candidates trained in these Institutes got settled under wage employment.

Principle 5

1. **Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

The Bank's philosophy of non-discrimination among employees, meritocracy and mechanisms for redressal of employee issues applies across the Bank and its subsidiary.

J&K Bank follows the code issued by The Banking Codes and Standards Board of India which covers aspects like good & fair banking practices, transparency in services & products, high operating standards, cordial relationship with consumers & measures which build confidence of the consumer in the banking system.

The Bank also seeks to ensure that there is no discrimination in selection of suppliers and vendors, and has put in place a grievance redressal mechanism for the same.

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

Please refer response to question number 2 under Principle 1.

Principle 6

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

As outlined under Principle 2, the aspects outlined under this Principle are not substantially relevant to the Bank given the nature of its business. The Bank complies with applicable environmental regulations in respect of its premises and operations. Further, the Bank participates in initiatives towards addressing environmental issues.

2. **Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.**

Yes, as an environmentally responsible corporate, J&K Bank has been striving towards imbibing green sustainable products, processes, policies and practices. 'Go Green' is an organization-wide initiative that promotes cost efficient environment-friendly automated channels and building awareness and consciousness of our environment among employees. The new branches/offices have been designed such that they are equipped with energy efficient air conditioners, LED lights and other energy conservation measures. Energy conservation measures such as installation of energy efficient equipment's are some of the key initiatives taken by the Bank.

To reduce paper consumption, J&K Bank emphasizes the use of alternate banking channels like internet banking, mobile banking, ATMs, and fully electronic branches. The Bank has endeavored to reach out to the customers and seek their collaboration in the 'Go Green' movement, encouraging online bill payment, online funds transfer and subscribing to e-statements to migrate customers to 'paperless' and 'commute-free' modes of conducting banking transactions.

A series of initiatives have been taken for promotion of Digital Channels, which include mass issuance of Debit/Credit cards, enablement of e-banking and Mobile banking users, POS installations, onboarding and enablement of customers for Kiosk banking and AADHAAR seeding. As a result the user base in each of these channels has increased multifold. A lucky draw scheme "DIGIWIN" aimed at increasing the activations and the transaction base through delivery channels has been devised.

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

The Bank is aware of the potential environmental risks and participates in initiatives as mentioned above to address the environmental concerns. The Bank complies with applicable environmental regulations in respect of its premises and operations. The Bank also requires the borrowers of project loans to comply with the various national environmental standards.

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

The above question is not applicable to the Bank as it is not a manufacturing company. However, over the last few years, the Bank, as a conscious Corporate, has been proactive and very sensitive to preserve and promote pollution free environment in the state for the larger welfare of the society. So far under the "Environmental Excellence Programme" the Bank has been undertaking number of measures like planting trees, developing parks and gardens at barren lands and also undertaking cleanliness drives etc. All these programmes/initiatives by the bank have been aimed at making our surroundings and environment not only hygienic but also envisions the commitment of the Bank for GREEN surrounding for

the larger welfare of the community. Under the same premise i.e “Environmental Excellence Programme” Bank has been maintaining thirteen (13) Parks/walkways at various locations of the State, indirectly helping the cause of environmental protection, besides wellbeing of the people.

5. **Has the company undertaken any other initiatives on clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

As outlined above, the Bank participates in several initiatives in the area of environment sustainability.

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

The Bank complies with applicable environmental regulations in respect of its premises and operations.

7. **Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**

There were no outstanding notices at March 31, 2018.

Principle 7

1. **Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**

The Bank is a member of Indian Banks' Association.

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)**

Our Bank is member of Indian Banking Association only, hence not applicable.

Principle 8

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

J&K Bank pursues initiatives in the area of rural development, including efforts to improve financial inclusion and provide access to No-Frills saving accounts, insurance and pension products.

The Bank also undertakes a number of initiatives for the under-privileged, including a large scale skill development initiative. The Bank has established twelve Rural Self Employment Training Institutes across the state of Jammu and Kashmir which focus on skill development trainings to the under privileged sections of the society. The Institutes have so far conducted 1,144 training programs since inception i.e. July 2011 to 31.03.2018 where 31,942 candidates have been imparted entrepreneurship / skill development trainings. Out of which 21,856 candidates are settled. 18,384 pass out trainees are self-employed, out of which 8,881 candidates have utilized their own sources for establishing their own ventures. 9,503 trained candidates have set up their establishments with the help of Credit assistance by the Bank. About 3,742 candidates trained in these Institutes got settled under wage employment.

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

Bank undertakes most of its CSR projects in-house, however, certain projects are being carried out through implementing agencies like NGO, Trusts etc.

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

A monthly compilation of the data from all Business Units is done w.r.t the Government sponsored schemes, then a periodic BLBC meeting is convened by the lead bank in which all the banks of the area meet and make their performance public. The Jammu and Kashmir Bank in its capacity as the lead bank ensures that all banks meet their allocated targets and implements various checks and measure to ensure proper and full lending by all member banks to the deserving people, thus ensuring overall growth and prosperity of an area.

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

The Bank has spent Rs. 31.71 Crores being more than 2% of its average net profits of the last three financial years ending March 31, 2015, March 31, 2016 and March 31, 2017 towards CSR activities. This expenditure included primarily in promotion in promotion of Health, education, ecology & community welfare at large. Bank continues to focus on two of its important CSR priorities i.e. Education & Health.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Community development through CSR interventions forms the core of all the initiatives undertaken by the Bank. The CSR projects of J&K Bank are designed to reflect the needs of each target population. Bank always encourages the active engagement of all the stakeholders as and when it deems fit. The rationale of all these initiatives focuses on providing opportunities to target people to improve their livelihood.

Principle 9

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

The Bank has resolved 97.62% of customer complaints/consumer cases during fiscal 2018.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information).

This aspect is not applicable as the Bank is not a manufacturing company. The Bank complies with disclosure requirements relating to its products and services.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

In the ordinary course of banking business, several customers and borrowers have disputes with the Bank which could result in their filing a civil suit, criminal complaint or a consumer complaint alleging deficiency of services. The Bank always strives to have a cordial relationship with its customers/ borrowers and attempts to have an amicable settlement of the dispute but in some cases needs to pursue legal resolution of the same.

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

The Bank on a continuous basis measures the satisfaction levels of customers transacting across various touch points. As part of this exercise, the Bank has constituted "Customer Advisory Forums" at the Business Unit Level which are required to meet at least once in three months. The Forums consist primarily of the local traders, pensioners & general account holders of the Business Unit. The feedback of such customer meets forms the basis of framing strategies to achieve maximum Customer satisfaction. Besides this, suggestion boxes are provided at every Business Unit to invite customer feedback.

ANNEXURE

		P1- Please refer Note P1	P2- Please refer Note P2	P3- Please refer Note P3	P4- Please refer Note P4	P5- Please refer Note P5	P6- Please refer Note P6	P7- Please refer Note P7	P8- Please refer Note P8	P9- Please refer Note P8
1	Do you have a policy/ policies for.	Y	N	Y	Y	Y	N	N	Y	Y
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	-	Y	Y	Y	-	-	Y	Y
3	Does the policy conform to any national /international standards? If yes, specify? (50 words)	Y*	-	Y*	Y*	Y*	-	-	Y*	Y*

		P1- Please refer Note P1	P2- Please refer Note P2	P3- Please refer Note P3	P4- Please refer Note P4	P5- Please refer Note P5	P6- Please refer Note P6	P7- Please refer Note P7	P8- Please refer Note P8	P9- Please refer Note P8
4	Has the policy been approved by the Board?*	Y	-	Y	Y	Y	-	-	Y	Y
	If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	-	Y	Y	Y	-	-	Y	Y
5	Does the Company have a specified committee of the Board / Director/ Official to oversee the implementation of the policy	Y	-	Y	Y	Y	-	-	Y	Y
6	Indicate the link for the policy to be viewed online?	Note 2	-	Note 1	Note 1	Note 1	-	-	Note 2	Note 2
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	-	Y	Y	Y	-	-	Y	Y
8	Does the company have in-house structure to implement the policy/ policies?	Y	-	Y	Y	Y	-	-	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/ policies?	Y	-	Y	Y	Y	-	-	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency? Please see *	Y	-	Y	Y	Y	-	-	Y	Y

P1	We have Whistle Blower Policy. The Whistle Blower Policy broadly conforms to the standards set by the Protected Disclosure Scheme of Reserve Bank of India. The Whistle Blower Policy also conforms to the requirements as stipulated by the Companies Act, 2013 and its rules.
P2	We have internal guidelines on procurement of energy efficient equipment. Considering the nature of our business, this principle has limited applicability to us.
P3	It has been the endeavor of the Bank to review the amenities extended to staff and also to consider new facilities which will boost their morale for business excellence and improved customer service of international standards. We have a policy against sexual harassment and a committee "Internal Complaints Committee for Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace" has been constituted for dealing with complaints of harassment or discrimination.
P4	We adhered to the RBI guidelines on the priority sector lending and Financial Inclusion, which are aimed at marginalized and vulnerable stakeholders. We do not have specific policy to address this principle.
P5	Our Code of Conduct and Ethics manual details a policy on respect for human rights, which adheres to the principles in the United nations universal declaration of human rights.
P6	The aspects outlined under this Principle are not substantially relevant to the Bank given the nature of its business. The Bank complies with applicable environmental regulations in respect of its premises and operations. Further, the Bank participates in initiatives towards addressing environmental issues. The Bank also requires the borrowers of project loans to comply with the various national environmental standards.
P7	While there is no specific policy outlined for this principle, the Bank, through forums and associations, puts forth a number of suggestions with respect to the economy in general and the banking sector in particular. The Bank has been working on several initiatives for promotion of inclusive growth.
P8	We have a CSR policy which guides all our CSR activities and includes activities we undertake for marginalized and vulnerable stakeholders.
P9	The Bank has a Grievance Redressal Policy and Policy on incentivising business units/employees for customer services in the Bank which conform to the guidelines issued by Reserve Bank of India. The Bank also has a Customer Rights Policy which enshrines the basic rights of the customer and the responsibilities of the Bank. The policies can be viewed online http://www.jkbank.net/others/common/policy.php

* All Policies have been developed as a result of detailed consultations and research on the best practices adopted by Banks and organizations across the industry, and as per the requirements of the Bank and are subject to audits and reviews done internally in the Bank from time to time.

** Employees who have attended more than one training program in the year have been included only once. In case they are included for all programs attended percentage is 50%.

*** Employees above the level of Executive Managers are not members of employee associations.

Note 1 These policies of the Bank are internal documents and are not accessible to the public.

Note 2 <http://www.jkbank.net/others/common/policy.php>