

Business Responsibility Report

Section A

General Information about the Company

Corporate Identity Number (CIN) of the Company	L74899DL1995PLC070609	
Name of the Company	Bharti Airtel Limited	
Registered Address	Bharti Crescent 1, Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi - 110070	
Website	www.airtel.com	
Email ID	compliance.officer@bharti.in	
Financial Year reported	2017-18	
Sector(s) that the Company is engaged in (Industrial activity code-wise)	<ul style="list-style-type: none"> > Telecommunication Services – mobile telecommunication, fixed line services and telecommunication enterprise solutions. > Direct-to-Home Services (through subsidiary company) > Payments Bank (through subsidiary company) 	
Key products / services that the Company manufactures / provides (as in balance sheet)	<ul style="list-style-type: none"> > Mobile Services > Broadband Services > Enterprise Services > Direct to Home (DTH) Services 	
Total number of locations where business activity is undertaken	Number of international locations (major 5)	Operations in 16 countries including India and Sri Lanka.
	Number of national locations	Headquartered in New Delhi, the Company has business in all 22 licensed telecom service areas.
Markets served by the Company- Local / State / National / International	Besides India, operations in Africa and South Asia	

Section B

Financial Details of the Company

1. Paid up capital (₹ Millions)	19,987
2. Total turnover (₹ Millions)	536,630
3. Total profit after taxes (₹ Millions)	792
4. Total spending on Corporate Social Responsibility (CSR) as percentage of average Net Profit of the Company for last 3 financial years (%)	0.26*
5. List of activities in which expenditure in point (4 above) has been incurred	<ul style="list-style-type: none"> > Education promotion > Higher and technical education > Community development > Employability and entrepreneurship > Sanitation > Restoration and establishment of building of historical importance

* Please refer Annexure D of the Board's Report viz. the Annual Report on CSR activities for details

Section C

Other Details

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

Bharti Airtel Limited (hereinafter referred as Airtel) has 14 direct and 75 indirect subsidiary companies, as on March 31, 2018.

2. Does the Subsidiary Company / Companies participate in the Business Responsibility (BR) initiatives of the parent company?

Nearly all subsidiary companies, either directly themselves or jointly with Airtel, participate in the BR initiatives.

3. Do any other entity/entities (e.g. suppliers and distributors, among others) that the Company does business with participate in the BR initiatives of the Company?

Airtel supports and encourages its partners to undertake sustainability and CSR initiatives. At present, the Airtel’s infrastructure and facility management partners support its drive towards environment protection, which represents less than 30% of all its partners.

Section D

Business Responsibility Information

1.0 Details of Director / Directors responsible for BR

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

DIN Number	00042494
Name	Mr. Rakesh Bharti Mittal
Designation	Director

(b) Details of the BR head

DIN Number	N.A.
Name	Mr. Sameer Chugh
Designation	Director - Legal & Regulatory
Telephone Number	+91 124 4243188
E-mail ID	sustainability@airtel.com

2.0 Principle-wise (as per NVGs) BR Policy / Policies

<p>Principle 1 →</p> <p>Ethics, Transparency and Accountability</p> <p>Businesses should conduct and govern themselves with ethics, transparency and accountability</p>	<p>Principle 2 →</p> <p>Products Lifecycle Sustainability</p> <p>Businesses should provide goods and services that are safe and contribute to sustainability throughout their life</p>	<p>Principle 3 →</p> <p>Employees’ Well-being</p> <p>Businesses should promote the well-being of all employees</p>
<p>Principle 4 →</p> <p>Stakeholder Engagement</p> <p>Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised</p>	<p>Principle 5 →</p> <p>Human Rights</p> <p>Businesses should respect and promote human rights</p>	<p>Principle 6 →</p> <p>Protection of the Environment</p> <p>Businesses should respect, protect and make efforts to restore the environment</p>
<p>Principle 7 →</p> <p>Responsible Policy Advocacy</p> <p>Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner</p>	<p>Principle 8 →</p> <p>Support Inclusive Growth</p> <p>Businesses should support inclusive growth and equitable development</p>	<p>Principle 9 →</p> <p>Providing Customer Value</p> <p>Businesses should engage with and provide value to their customers and consumers in a responsible manner</p>

a) Details of Compliance (Reply in Y/N)

Sl. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy / policies for...?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy been formulated in consultation with the relevant stakeholders? (A)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words) (A)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the policy being approved by the Board? If yes, has it been signed by MD / Owner / CEO / appropriate Board Director? (B)	Y	N	N	Y	N	Y	N	N	N
5.	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy? (B)	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online? (C)	Y	N	N	Y	Y	N	N	Y	N
7.	Has the policy been formally communicated to all relevant internal and external stakeholders? (D)	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the Company have in-house structure to implement the policy / policies? (E)	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redress mechanism related to the policy/policies to address stakeholders' grievances related to the policy / policies? (F)	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?	Y	Y	Y	N	N	Y	Y	N	Y

(A) The policies are formulated with detailed consultation with relevant stakeholders and benchmarking across the industry. They are developed and aligned to applicable legal and regulatory requirements, and guidelines, SEBI listing regulation and its internal mandates.

(B) All policies are administered under the overall supervision of the Airtel Management Board (AMB) of the Company, headed by the Managing Director and Chief Executive Officer. The Audit Committee of the Board along with other Board Committees reviews implementation of policies.

(C) The following policies can be viewed on website www.airtel.com and www.bharti.com

1. Code of Conduct Policy
2. Code of Conduct Policy for Partners
3. CSR Policy
4. Ombudsperson Policy and Process
5. Stakeholder Engagement Framework
6. Human Rights Policy
7. Environment Health and Safety Policy
8. Tax Policy

(D) Except policies listed above, all other policies are meant for internal consumption of employees and are available on the Company's intranet. All policies have been periodically communicated to the relevant internal and external stakeholders.

(E) All policies are owned by the respective AMB member and their senior leadership teams are responsible for the effective implementation policy.

(F) Any clarifications for grievances related to either of the policies are addressed by the respective leadership team member and if not addressed to satisfaction can be escalated to the Ombudsperson.

Governance related to BR

> Performance assessment frequency of BR

The CSR Committee and Board assess and review the BR performance annually and give a strategic direction to Airtel's BR initiatives, as required.

> Details of BR and Sustainability Report

Airtel publishes an annual Sustainability Report in accordance with the Global Reporting Initiative (GRI) framework. The report has been uploaded on Airtel's website and can be viewed at www.airtel.in/sustainability.

Section E - Principle-wise performance

Principle 1

Ethics, Transparency and Accountability

Airtel is committed to achieving the highest principles of integrity and ethics. Its Code of Conduct (COC / Code) outlines the Company's expected standards of ethical conduct and behaviour. Airtel's core values represent mutual respect, trust and personal growth for all. The Code of Conduct extends to employees at all levels and other individuals working with the Company, its subsidiaries, associates, suppliers, contractors, service providers, channel partners and explicitly prohibits bribes, kickbacks, improper payments and direct them to ensure ethical business conduct.

For effective implementation of the above mentioned Code of Conduct, the Company has established the office of the ombudsperson, which is an independent forum for employees and stakeholders of the Company. It is fully accessible to all stakeholders who have grievances with regard to the conduct of any employee / individual representing the Company. A formal process of reviewing and investigating any concern is undertaken by the Ombudsperson and appropriate action is taken to resolve the matter in accordance with the Consequence Management Policy. The instances of such misconduct are periodically reported to the Audit Committee. All employees are required to undergo an annual e-certification on Code of Conduct to reinforce their commitment to the Code. During 2017-18, 24 allegations of corruption or bribery were received. Investigations were completed in 22 cases. The remaining 2 cases are under various stages of investigation. The allegations were substantiated in 7 cases and suitable actions initiated, as per Consequence Management Policy.

Principle 2

Product Lifecycle Sustainability

While evaluating the impact of business operations, Airtel aims to reduce any fallouts during the lifecycle of its products and services across the value chain. The Company is leveraging its existing services such as Mobile DTH, Payments Bank, Fixed line and Broadband and Enterprise solutions to provide basic life services. It is helping enhance financial inclusion, health and education along with raising awareness around agriculture. Airtel relentlessly works to provide value across its value chain to minimise environmental fallout. Airtel took some significant steps like promoting reduced energy consumption, minimising waste and focusing on developing innovative solutions to ensure environmental stability. The Company has formulated

and implemented procurement guidelines to confirm safety and resource optimisation. Besides, it adheres to standard practices and procedures for waste disposal in accordance with regulations. Airtel gives primary importance to community health and safety.

The Company acknowledges the growing concern over the exposure to electromagnetic fields (EMF) and maintains complete transparency in its position. It also shares updated and extensive research-based information on this matter with its employees, partners, customers and the community, at large. The Company's existing practices comply with the relevant guidelines issued by the Department of Telecommunication (DoT), Government of India (GoI). Airtel's sites are subjected to random checks and audits by the DoT's Telecom Enforcement Resource and Monitoring (TERM) Cells. In FY 2017-18, over 99% of the base stations audited by TRAI were found compliant with emission norms. The Company in partnership with the Cellular Operators Association of India (COAI) conducts various programmes, workshops, seminars and stakeholder engagements. Such initiatives are taken to build awareness about the issue.

Airtel declared 'War on Waste' as one of its business priorities. This initiative intends to improve the Company's operating efficiencies by eliminating waste. Airtel is consistently deploying innovative technologies with the aim to reduce its operational wastes. More details on waste management can be found in the organization's latest Sustainability report at www.airtel.in/sustainability.

The most substantial waste generated from Airtel is e-waste, owing to its nature of business. The Company has adopted a focused approach on e-waste management. It has made significant efforts to reduce environmental impact of its operations, by minimising waste and ensuring proper disposal and recycling. Airtel has also implemented various awareness strategies to reduce waste by promoting extended use of network and IT based equipment. The Company adheres to the Government of India's (GoI) guidelines to recycle the waste generated from its source, due to technology up gradation or any other reason. In FY 2017-18, around 2,900 tons of e-waste generated from IT and network infrastructure was recycled through authorised recycling partners.

Airtel leverages its diverse platforms to deliver services to its wide customer base. Thus, it does not have any impact on sourcing, production or distribution. The Company also ensures that there is no broad-based impact on energy and water due to use of its services. The Company is strongly committed to building a responsive and sustainable supply chain. The Company carries out a due diligence process including outlining contract clauses before enlisting any supplier which includes

certain sustainability and statutory aspects like environmental protection, health and safety, human rights and child labour, and ethics. In addition to this we target to empanel 100% of our suppliers through contract clauses of sustainability parameters by 2020. Regular assessments of suppliers are conducted through the vendor compliance monitoring process, on statutory and sustainability requirements like minimum compensation, benefits, labour issues etc. and the non-compliances identified are promptly remediated. To optimise resources, reduce adverse environmental impact and promote indigenous entrepreneurship, Airtel promotes local procurement from India based suppliers. In FY 2017-18 of the 4800+ suppliers Airtel engaged with, 96% were based in India which constituted over 58% of its procurement spent. In addition to this the Company strives for a minimum of 98% of procurement from India based suppliers by 2020. Airtel constantly encourages its suppliers to adhere to international standards like ISO 9001:2008, ISO 14001, OHSAS 18001, ISO 27000 and target atleast 50% of its procurement through suppliers holding one of these certification by 2020. The Company has been continually working to consolidate its supply chain to make its socio-economic engagements more meaningful. Airtel has taken various initiatives in developing a framework to help marginalised sections, with a special focus on promoting women entrepreneurs and small businesses.

Principle 3

Employees' Well-being

'Win with People' is one of the key business priorities of Airtel. The Company believes that its success depends on its ability to develop knowledge, skills and expertise of its employees. This belief translates in ensuring that every business vertical is equipped with right talent, which is both competent and engaged. The Company achieved this objective by undertaking various initiatives for talent development, employee engagement and communication.

This approach has helped the Company in building an inclusive organisation, driven by entrepreneurship providing equal opportunity to all. Airtel has consistently tried to create and promote an inclusive work environment for employees from diverse backgrounds to help them realise their full potential. The objective is to ensure that the strong workforce of ~15,500 employees are both skilled and engaged.

The Company is fully committed to the promotion of diversity across all levels of the organisation. There were 1,412 permanent women employees, which represented around 9.1% of the total

workforce. A total of 124 people with special abilities were employed at various Company locations. To nurture workforce diversity, with a particular focus on gender, the Company has implemented practices and support systems that specifically address the requirements of its female employees. This is backed by stringent policies and procedures, which ensures the workplace environment free from sexual harassment.

In addition, the Company had 42,558 sub-contracted employees for calendar year 2017, employed at its various sites. During the period, the Company did not engage any temporary or casual staff in the organisation. Airtel currently does not have any employee associations in the organisation however, employees have full access to raise their concerns with the management without fear or coercion which are addressed and resolved satisfactorily.

Airtel's aspiration is a zero injury / accident workplace. Its commitment to health and safety is driven by the stringent workplace health and safety policies that provides a comprehensive framework for ensuring safe and incidence-free workplace, effective investment in health promotion and disease prevention activities at all levels of the business.

To ensure occupational health and safety throughout the operations, a dedicated safety team, led by a Safety officer, was setup up to monitor and maintain a safe, healthy and injury-free working conditions. The Company's commitment to health and safety is driven by the various stringent health and safety policies. These provide a comprehensive framework for ensuring a safe and incident-free workplace and effective investment in health promotion and disease prevention activities at all levels of its business. In FY 2017-18, more than 14,000 employees attended the safety trainings including over 2,000 women employees and 31 specially abled employees.

The Bharti Code of Conduct ensures to build a workplace culture that fully reflects Bharti's values of trust, mutual respect and inclusive growth for all. The Code encompasses a wide array of issues pertaining to harassment, workplace conduct, labour conditions, and community responsibility. The Ombudsperson administers a formal process to review and investigate all concerns and undertakes appropriate actions required to resolve the reported matters. In FY 2017-18 nine cases regarding sexual harassment at the workplace were reported and investigated. In six of these cases, the allegations were substantiated and the accused personnel were released from their services. Airtel received no complaints regarding child labour, forced labour and discriminatory employment in the year under review.

Principle 4

Stakeholder Engagement

Airtel's approach towards responsible and sustainable business practices undergoes a systematic mapping through regular engagement with its internal and external stakeholders. This practice helps the Company to prioritize key sustainability issues in terms of relevance to its business and stakeholders, including society and environment. It rigorously conducts a detailed materiality-assessment, which enables it to map stakeholders' expectations with its business priorities, risks and opportunities.

In FY 2017-18 Airtel revisited the Materiality Analysis process and performed a detailed stakeholder surveys to identify materiality issues / sustainability concerns with the highest relevance and impact. In order to streamline the process, identification and categorisation of its key stakeholders, (both internal and external) was performed. The key stakeholders identified include: Customers, Employees, Business Partners (Suppliers and Vendors), Community, Investors, Government Bodies, Industry Associations, Non-governmental Organizations (NGOs) and Academic Institutions. Stakeholder engagement activities were carried out among respective categories of stakeholders with the help of questionnaires. The similar exercise was performed with the Airtel Management Board to delineate the business priorities, which when mapped with the stakeholder concerns, fetched the sustainability issues that demanded enhanced strategic and operational attention.

The Company has identified the disadvantaged, vulnerable and marginalised stakeholders through Bharti Foundation, the philanthropic arm of Bharti Enterprises. The foundation's beneficiaries include economically-challenged and disadvantaged groups, especially girls. Bharti Foundation touches all aspects of stakeholder empowerment through multiple community initiatives in the realm of education, employment generation, sanitation along with healthcare, and disaster management. Conducting need-based training for key stakeholders forms a significant part of the foundation's empowerment and financial inclusion strategy. Please refer to the CSR section of the annual report and the sustainability report for details on the Company's intervention through Bharti Foundation.

Principle 5

Human Rights

Bharti's Code of Conduct, Airtel's Human Rights Policy and various HR Policies demonstrates its commitment toward protection of Human Rights across value chain and upholding

the highest levels of ethical business practices. Strong commitment to performance with integrity, and human rights are embedded in the Company's policies, which lays down acceptable behaviour on various aspects including human rights. Where the Human Rights policy is applicable to all employees across the organization and the code of conduct for associates and the vendor compliance policy details acceptable standards and statutory obligations expected from the partners and suppliers. Detailed monitoring is conducted internally through its group wide compliance monitoring initiative to track performance of each site on human rights risks such as labour rights, work place standards, compensation, privacy and more in line with the legal requirements of the country and standards. The process involves identification of risks, identification of vulnerable groups monitoring like child labour, forced labour etc., mitigation plans for identified risks and reporting on an ongoing basis to the management through its enterprise compliance monitoring system. Corrective actions if any range from process changes, feedback and disciplinary action for violations to even suspension in line with the consequence management policy of the organization.

In addition to this to prevent sexual harassment in workplace, the company has set up Internal Complaints Committees across geographies comprising a Presiding officer who is a senior level woman employee, one member with legal knowledge or experience in social work, one member from the Ombudsperson's office and one independent member from outside the organization who expertise in dealing with such matters and has the relevant knowledge and experience. The Committee is responsible for dealing with all matters related to the subject. The committee constitution has been communicated to all employees and also prominently displayed in the public areas of all offices.

In the statutory compliance assessments on the above parameters, conducted for all offices in India, no material violations have been reported in the previous financial year. In addition to this an independent audit is conducted periodically to assess the statutory risks pertaining to Human rights and any observations are promptly remediated. No incidences of discrimination was reported to the ombudsman office in FY 2017-18. The details of complaints related to sexual harassment and labour rights and the subsequent actions taken have been detailed in Principle 3 of this report.

Principle 6

Protection of the Environment

Airtel along with its network-infrastructure partners resolved to re-invent and reduce the environmental footprint of their business and operations. Along its journey towards path of

sustainability, the Company explored and implemented several green solutions to curb emissions. It is also continuously in search of more energy efficient technologies and innovative solutions for a greener future.

In today's fast moving world, the network infrastructure needs to be at its optimal best at all times. The non-availability of reliable power is a critical factor for remote network sites. DGs and batteries are usually used as alternatives to keep the equipment running in absence of grid power supply. Through its persistent efforts, along with its network partners, the Company has been able to upgrade and convert the existing telecom towers into energy efficient towers, reducing the reliance on electricity from grid or diesel. The next step is maximizing the adoption of green wheeling for sourcing power from renewable sources and in the process, reducing its carbon footprint significantly.

In addition to this, Airtel has taken various initiatives towards deployment of renewable energy solutions in network towers, installation of rooftop solar panels at Main Switching Centres (MSCs) and captive green energy generation through solar / wind energy. It is also committed to operate and provide products and services in an environmentally responsible and sustainable manner. The Health, Safety and Environment (HSE) policy specifies its approach towards protection of the environment; and is applicable for all employees of the Company and its subsidiaries. The emissions or wastes generated by the Company are within the permissible limits given by Central Pollution Control Board (CPCB) and State Pollution Control Boards (SPCBs). As on March 31, 2018, there were 3 notices/cases received by the organization from pollution control boards and all of them have been resolved to satisfaction.

Details of the Company's environmental initiatives are available in the Natural Capital section of this report and its annual sustainability report at www.airtel.in/sustainability.

Principle 7

Responsible Policy Advocacy

The Company works closely with all industry associations and trade chambers to ensure its public policy positions complement and advance its sustainability and citizenship objective. The Company strives to drive digital inclusion, promote green telecom, advance innovation, enhance competitiveness and increase job creation opportunities. In turn these activities create economic growth and help elevate sustainable standards of living for stakeholders at large. Its policy agenda is centred on the provision of network coverage, affordable access to customers, building transparency and awareness around network radiations. Moreover, it deals with creating adaptability of internet, easing and automating subscriber acquisition, quality of service offerings, tariff and environment protection

among others. As these issues continue to be scrutinised and deliberated by a very proactive government, they are likely to have a material impact on the lives of millions.

The Company generally conveys its policy positions through its membership with the Cellular Operators Association of India (COAI). Besides, it is member of other industry associations like Confederation of Indian Industry (CII) and Federation of Indian Chambers of Commerce and Industry (FICCI). Internationally, Airtel is a member of the International Telecommunication Union (ITU) and GSM Association (GSMA).

Principle 8

Support Inclusive Growth

As India's leading telecommunication service provider, Airtel has been taking sustained efforts to ensure value creation and sustainable growth of community. Its sustainability framework is structured to create a positive impacts on its customers, partners, communities and society, helping them grow together and inclusively. Airtel has empowered millions across the length and breadth of the country through its exhaustive bouquet of innovative services and products that enhance community life and e-governance, by working with the communities and increasing its network reach.

It is widely acknowledged across the world that internet accessibility is vital for enhancing socio-economic well-being. The Government of India, through its 'Digital India' initiative, is focusing on preparing a comprehensive framework for transforming India's economy into a digitally empowered society and knowledge economy. The key objective of the initiative is to help elevate the life of a common citizen in multiple ways and in a cost-effective manner. To support the efforts of the Government and to drive the pursuit of driving digital inclusion, rural connectivity is one of the major focus areas at Airtel.

With over 156.9 Mn mobile customers from rural market, Airtel serves India's largest rural mobile customer base. The rural and emerging markets constitute over 51 % of its customer base and its constant endeavor is to develop tailor-made services and systems to cater to the ever dynamic requirements of its diverse subscriber base.

The Company's philanthropic efforts, employee volunteerism and community outreach initiatives support the desire to be seen as a trusted partner. Its activities are aligned to play an active role in community wellness. It is determined to create a deep-rooted, positive impact on the society at large. It, therefore, proactively applies its competence and partnerships to promote community wellness through initiatives undertaken by the Bharti Foundation, the philanthropic arm of Bharti Enterprises and through its own telecom circles offices at the regional level.

With a vision to help underprivileged children and young people of country realize their potential, Bharti Foundation is committed to implement and support programs in the fields of primary, elementary, senior secondary and higher education. Education being its core focus area, Bharti Foundation has been working steadfast to enable the cognitive, creative and emotional development of students along with the instilling values and attributes of responsible citizens.

The Satya Bharti School Program, the flagship program of Bharti Foundation involves the communities towards operation of schools. The programme actively engages community members in making monetary and tangible contributions to schools and related activities and events. Further details about the initiatives undertaken by Bharti Foundation and by Airtel’s regional circle offices are available in the CSR section of the Company’s integrated report.

During FY 2017-18, Airtel made significant contributions towards various philanthropic projects, which include:

₹ 207.3 Mn	₹ 70.6 Mn
Bharti Foundation towards furtherance of its objectives.	Other contributions

Principle 9

Providing Customer Value

‘Win with Customers’ is key business priority for the Company. Through its world-class network, innovative yet affordable services and an exceptional customer experience, the Company aims to win customers for life. The long-term strategic goal of the Company is to innovate and deliver a wide range of cost-effective, secured, timely, and customized services with the best technology. The Company actively seeks customer feedback, act on it, and improve its customer service and in the process improve its products, services, and processes.

At Airtel, the Company believes its customers are also its business partners. They help them to greatly improve and evolve the services it offers. Their ongoing feedback is the greatest stimulus in improving its products, services and processes. Through an integrated end-to-end experience, improving its overall retail store experience and delivering impeccable voice and internet services- the Company strives to increase its customer retention. Airtel relies on various mechanisms such

as the Net Promoter Score (NPS), social media mentions, feedback over a call / point of sale, customer grievances, complaint management and exit surveys to measure customer satisfaction score. Holistic tools such as the NPS enables it to gather feedback and ascertain its customers’ experiences.

Airtel believes in transparency and empowering users to manage their own Airtel products & services with ease. Airtel has consistently made efforts in this direction whether it is through its Open Network, enriched self-care or ever evolving powerful MyAirtel App. This year, Airtel has successfully implemented various initiatives to increase transparency for its customers and/or reduce the surprises arising due to bill shock during international roaming and lack of awareness about services. Airtel has been communicating mandatory usage information (as specified by the law) regarding enrolment and deactivation, tariff, usage, contact and grievance on its welcome kits, periodic bills, enrolment forms, booklets, websites and point of sales displays.

Airtel works closely with the industry, government, law enforcement and community organizations to help its customers understand and manage the risks associated with the online world. Airtel supports a range of government initiatives to raise awareness, and provide online education and guidance. Some of the measures undertaken in the last few years include:

1. Proactively filtering offensive content available online which is not compliant with the state laws
2. Upgrading technology constantly to reduce threat exposures
3. Associating with Law Enforcement Agencies (LEA) to support investigations by provision of customer information and complying with all requests as per regulatory norms.

In addition to this, Airtel also takes prior consent of all customers at the time of acquisition, collection, transfer and disclosure of personal data details of which can be found in our privacy policy; <https://www.airtel.in/forme/privacypolicy>. All subscribers have an option to opt-out of usage of customer information for promotional purposes and they can readily opt out at any time through Airtel’s website / application including at the time of enrollment.

As on March 31, 2018, 133 consumer cases and around 0.11% of the consumer complaints are at various stages of resolution. In FY 2017-18, no cases have been filed against the company before the Competition Commission of India for anti-competitive behaviour and 2 cases filed are pending resolution as on March 31, 2018. In addition to this 7 complaints were filed before ASCI in the last financial year out of which 5 have been resolved successfully.