

RailTel/Sectt/21/SE/S-16

Date: July 28, 2026

लिस्टिंग विभाग, नेशनल स्टॉक एक्सचेंज ऑफ इंडिया लिमिटेड, 'एक्सचेंज प्लाजा', सी-1, ब्लॉक जी, बांद्रा - कुर्ला कॉम्प्लेक्स, बांद्रा (ई), मुंबई - 400 051 Listing Department, National Stock Exchange of India Limited 'Exchange Plaza', C-1, Block G, Bandra - Kurla Complex, Bandra (E), Mumbai - 400051 Scrip Symbol- RAILTEL	कॉर्पोरेट संबंध विभाग, बीएसई लिमिटेड, रोटुंडा बिल्डिंग, पी जे टावर्स, दलाल स्ट्रीट, किला, मुंबई - 400 001 Corporate Relationship Department, BSE Limited, Rotunda Building, P J Towers, Dalal Street, Fort, Mumbai - 400 001 Scrip Code- 543265
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Sub: Business Responsibility and Sustainability Report for FY 2025-26

Dear Sir/ Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for FY 2025-26, which is forming part of the Annual Report.

2. The BRSR Report is also being hosted on the Company's website at <http://www.railtel.in/>.

3. Please take note of the above information on record.

धन्यवाद,

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के लिए

जे. एस. मारवाह
कंपनी सचिव एवं अनुपालन अधिकारी
सदस्यता संख्या – एफ सी एस 8075

संलग्न: उपरोक्त अनुसार

वितरण:- 1) सहायक कंपनी सचिव को फाइल में रखने हेतु।

2) सहायक महाप्रबंधक/पी.आर.ओ.को वेबसाइट पर अपलोड करने हेतु।

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, भारत सरकार (रेल मंत्रालय) का उपक्रम

CIN : L64202DL2000GOI107905

Registered & Corporate Office : Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi - 110023
T : +91 11 22900600, F +91 11 22900699 | Website : www.railtelindia.com



Business Responsibility & Sustainability Report (BRSR)

Section A

General Disclosure

I. Details of the listed entity		
1.	Corporate Identity Number (CIN) of the listed entity	L64202DL2000GOI107905
2.	Name of the Listed Entity	RailTel Corporation of India Limited (RCIL)
3.	Year of Incorporation	2000
4.	Registered Office Address	Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi-110023 Tel.: +91 11 22900600 Fax: +91 124 2714096
5.	Corporate Address	Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi-110023 Tel.: +91 11 22900600 Fax: +91 124 2714096
6.	E-mail	cs@railtel.in
7.	Telephone	+91 11 22900600
8.	Website	www.railtel.in
9.	Financial year for which reporting is being done	2025-26



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9.	Financial year for which reporting is being done	2025-26
10.	Name of Stock Exchange(s) where shares are listed	BSE & NSE
11.	Paid-up Capital	₹ 320.94 Cr
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Harish Pawaria Executive Director (CC) Phone: 9267997000 pawaria@railtelindia.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities that form a part of its consolidated financial statements, taken together) The report includes the company social and governance performance on a standalone basis within the organizational boundary where it has operational control.	
14.	Name of assurance provider	Not applicable
15.	Type of assurance obtained	Not applicable

II. Products/Services

16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Project Business	RailTel is executing various national interest projects for Indian Railways, Government, and other corporate entities	65.00%
2.	National Long Distance (NLD) Services	Involved in providing long-distance telecommunication services. Building a network, providing service, Managing customers and related activities	15.00%
	Internet Service Provider (ISP) Services	Internet access by the operator of the wireless infrastructure and other telecommunications networks, wireless telecommunications and its services	11.00%
3.	Internet Service Provider (ISP) Services	Internet access by the operator of the wireless infrastructure and other telecommunications networks, wireless telecommunications and its services	11.00%
4.	Information and Communication Technology (ICT)	Providing integrated ICT solutions including connectivity, data centers, cloud, and managed services across India.	7.00%
5.	Infrastructure Provider (IP-1) Services	Maintenance of telecom Infrastructure	2.00%

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Telecom Services	a. Wired telecommunications activities 611001 b. Wireless telecommunications activities 612001	35.00%
2.	Project Business	C. Computer programming, consultancy and related activities 622001	65.00%

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated

Location	Number of plants	Number of offices	Total
National	0	30	30
International	0	0	0

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan India
International (No. of Countries)	2 (Jamaica and Trinidad & Tobago: through MEA)

b. What is the contribution of exports as a percentage of the total turnover of the entity?

0.176% (through MEA)

c. A brief on types of customers

As a leading ICT and telecom infrastructure provider, RailTel delivers Telecom, Signaling, and ICT services to Indian Railways across India. Its customer base includes government organizations, ministries, educational institutions, corporate, retail customers, banks, NBFCs, and private enterprises, enabling seamless connectivity and digital solutions across diverse sectors.

IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	595	524	88.07%	71	11.93%
2.	Other than permanent (E)	322	310	96.27%	12	3.73%
3.	Total Employees (D + E)	917	834	90.95%	83	9.05%
Workers						
4.	Permanent (F)	Nil employee under worker category				
5.	Other than permanent (G)					
6.	Total Workers (F + G)					

*Other than permanent Employees include officers on deputation, re-employed, employees on direct contract and excluding advisors and consultants.



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b. Differently abled Employees and worker

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	11	10	90.91%	1	9.09%
2.	Other than permanent (E)	0	0	0	0	0
3.	Total Employees (D + E)	11	10	90.91%	1	9.09%
Workers						
4.	Permanent (F)	Nil employee under worker category				
5.	Other than permanent (G)					
6.	Total Workers (F + G)					

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8*	1	12.50%
Key Management Personnel	2**	0	0.00%

* Includes two Government Nominee Directors and two Independent Directors

** KMP includes Chief Financial Officer (Director Finance) and Company Secretary

22. Turnover rate for permanent employees and workers:

Particulars	FY 2025-26 (Turnover rate in current FY)			FY 2024-25 (Turnover rate in previous FY)			FY 2023-24 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	4.24%	1.49%	3.91%	6.95%	1.75%	6.36%	3.54%	1.94%	3.37%
Permanent Workers	0%	0%	0%	0%	0%	0%	0%	0%	0%

V. Holding Subsidiaries and Associate companies (including Joint Venture)

23 a.	Names of holding / subsidiary / associate companies / joint ventures			
S. No.	Name of the holding/ subsidiary/associate/ companies/joint ventures (A)	Indicate whether holding/Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	NIL			

VI. CSR Details

24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/No)

Yes, CSR is applicable to RailTel Corporation of India Limited.

		FY 2025-26
(ii)	Turnover (in ₹)	4277.48 Cr.
(iii)	Net worth (in ₹)	2261.61 Cr.

VII. Transparency and Disclosure Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes.	0	0		0	0	
Investors (other than shareholders)	Yes.	0	0		0	0	
Shareholders	As per requirement of SEBI (Listing Obligations and Disclosures) Requirements, 2015 and provisions of Section 178 of the Companies Act, 2013, the Company has a Stakeholders Relationship Committee to specifically look into various aspects of interest of shareholders. https://www.railtel.in/profile-4/investor-grievance.html	131	0		160	0	
Employees & Workers	Yes. Offering multiple professional channels to submit grievances, such as email, letter, suggestion box, or in-person meetings with HR. Also, RailTel has adhered to the Model Grievance Redressal Procedure for staff and officers within the Central Public Sector Enterprises as issued by the Department of Public Enterprises (DPE) https://dpe.gov.in/sites/default/files/R-11.pdf	0	0		0	0	



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Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes. Subscriber Ticketing portal- https://crm.railwire.co.in/subrcntl	1,66,181	0		2,12,746	0	
Value Chain Partners	Yes CPGRAM, IEM URL for Integrity Pact: https://www.railtel.in/component/content/article.html?id=50&itemid=83	51	6	All 51 complaints pertain to CPGRAM. 6 complaints were received in March 2026 and were closed by 24.04.2026	31	1	1 complaint was received on 26.03.2025, which was closed on 4th April 2025
Other (Please specify)		0	0		0	0	

26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

S. No	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Change	O	As a leading telecom infrastructure and digital connectivity provider, RailTel recognizes climate change as a significant sustainability opportunity due to availability of and the demand for energy-efficient digital networks, green infrastructure, and low-carbon technology solutions and improving operational efficiency/sustainability which shall also reduce carbon footprint and green house emission.	It is identified as opportunity.	Positive

S. No	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Sustainable Supply Chain Management	O	As RailTel's operations involve procurement of telecom equipment, IT infrastructure, network components, and project-related services, maintaining a sustainable and responsible supply chain is essential for ensuring operational efficiency, regulatory compliance, supplier accountability, and long-term ESG performance.	It is identified as an opportunity.	Positive
3	E-Waste Management	O	RailTel's operations involve extensive use of telecom equipment, IT systems, electronic devices, and network infrastructure, effective management of electronic waste is essential for ensuring environmental responsibility, regulatory compliance, and sustainable operations.	It is identified as an opportunity.	Positive
4	Health, Safety and Well-being	O	Employees at RailTel are company's top priority, ensuring safe and healthy work environment. For RailTel employees remains a key organizational priority.	It is identified as an opportunity.	Positive
5	Diversity & Inclusion	O	As a Government of India enterprise operating across diverse geographical locations and functional domains, RailTel recognizes diversity and inclusion as important elements for building a progressive, equitable, and collaborative workplace. A diverse workforce enhances employee engagement, innovation, organizational effectiveness, and strengthens the Company's ability to deliver efficient digital and telecom services while fostering a positive work culture.	It is identified as opportunity	Positive



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S. No	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Customer Privacy and Cybersecurity	O	RailTel places significant importance on customer privacy and cybersecurity to ensure secure and reliable digital and telecom services. With the Company providing telecom, cloud, data center, and ICT services across various sectors, strong cybersecurity systems and data protection practices help in safeguarding sensitive information, improving service reliability, strengthening customer confidence, and supporting long-term digital growth. Therefore, safeguarding data integrity and preventing breaches will not only protect us from potential financial losses but also strengthen our brand value and reputation among stakeholders.	It is identified as opportunity.	Positive
7	Ethical Business Practices & Transparency	O	RailTel actively manages ethical business practices and transparency through adherence to ethical guidelines, robust compliance programs, and regular training for employees. Implementing effective whistle blower mechanisms encourage reporting of unethical behaviour. Transparent communication with stakeholders fosters trust. Continuous monitoring and enforcement of ethical standards uphold integrity across all business operations.	It is identified as an opportunity.	Positive

S. No	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Economic Performance	O	RailTel is continuously expanding its presence in telecom, broadband, data center, cloud, and digital infrastructure services, creating significant opportunities for revenue growth and business expansion. RailTel focuses on expanding its digital and ICT service portfolio, strengthening customer engagement, improving operational efficiency, and making strategic investments in technology and infrastructure to support sustainable growth and business competitiveness. There is growing demand for telecom IT/ICT services and the opportunity it offers.	It is identified as opportunity here.	Positive
		R	While expansion of digital and ICT services presents significant growth opportunities, changing market conditions and operational challenges may also impact financial performance and business sustainability. RailTel's financial performance may be impacted by factors such as market competition, changing technology, project execution timelines, operational costs, and evolving customer requirements and expectations in the telecom and digital infrastructure sector.	RailTel focuses on business diversification, expansion of digital and ICT services, operational efficiency improvement, cost optimization, and strategic investments in technology and infrastructure to strengthen financial stability, operational resilience, and long-term business growth.	Negative



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S. No	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9	Innovation and Digital Transformation	O	Rapid advancements and adoption in digital technologies, telecom infrastructure, cloud services, and cybersecurity present significant opportunities for RailTel to expand its digital service portfolio and improve operational efficiency and enhance customer experience across sectors.	It is identified as an opportunity here.	Positive
		R	At the same time, evolving technologies and increasing cyber risks may create challenges related to technological obsolescence, system security, and continuous infrastructure upgradation	RailTel continuously invests in digital infrastructure, network modernization, innovation-driven solutions, cybersecurity enhancement, and technology upgradation in tune with market demand to strengthen service delivery, operational resilience, and business competitiveness.	Negative

S. No	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10	Risk Management	O	As RailTel operates critical telecom and digital infrastructure services across diverse operational environments, effective risk management presents an opportunity to strengthen operational resilience, improve business continuity, enhance stakeholder confidence, and support sustainable business growth. Proactive identification and management of operational, technological, cybersecurity, financial, and regulatory risks also enable the Company to improve decision-making and organizational efficiency.	It is identified as an opportunity.	Positive
11	Regulatory Compliance	O	RailTel understands that following applicable laws and regulatory requirements is important for ensuring smooth operations, maintaining transparency, and building trust among stakeholders and good governance practices.	It is identified as an opportunity.	Positive.

SECTION B - Management and process disclosures:

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions			P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes											
1.	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b.	Has the policy been approved by the Board*? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
*including Board delegated powers											
	c.	Web Link of the Policies, if available	https://www.railtel.in/others/brsr-principal-wise-policies.html								



Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	Refer to Table 1 below								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any	RailTel enters a Memorandum of Understanding (MoU) with the Ministry of Railways under the framework prescribed in the MoU Guidelines issued by the Department of Public Enterprises (DPE), Government of India. The MoU sets out the Key Performance Parameters and targets for the Company, which are finalized in consultation with the Ministry of Railways. RailTel's performance under the MoU for FY 2024–25 was rated as "Very Good". The rating was impacted by a market-linked parameter under the DPE evaluation framework, which was influenced by external market conditions beyond the direct control of the Company.								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met									
Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	RailTel remains committed to addressing ESG-related challenges associated with optimizing energy consumption across its extensive telecommunications and digital infrastructure network through adoption of energy-efficient technologies and operational optimization and improvements aimed at reducing carbon emissions. The Company has continued to strengthen digital inclusion and sustainable governance through telepresence, e-Office services and public Wi-Fi across Railway stations to bridge the digital divide. During FY 2025–26, RailTel achieved significant milestones of attainment of CMMI Level 5 certification, which has further strengthened the Governance pillar of ESG by institutionalizing process-driven operations, robust internal controls, risk management, transparency, and continuous improvement across the organization. The Akansha Super-30 initiative has successfully empowered 283 underprivileged students, achieving a 94% success rate in securing admissions to top engineering institutions.								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Board of Directors								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details	Yes. Executive Director/CC is responsible for ESG related work and submits its compliance to Functional Risk Management Committee (FRMC). Further, FRMC submits its recommendations to Board Level Risk Management committee.								

10. Details of Review of NGRBCs by the Company:

Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee

Subject for Review	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
Subject for Review	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Annually								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).

Yes.

If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
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RailTel Continuously makes assessment/evaluation of the working of its policies. All the Policies/ Acts/ Guidelines issued by the Government of India and Ministry of Railways are updated in the policies for implementation on continuous basis. Independent audits are carried out from time to time as and when required.

During FY 2025–26, RailTel underwent various external audits, including statutory, cost, secretarial, and C&AG supplementary & thematic audits. Internal and branch audits were also carried out through external audit firms. The company maintained key ISO certifications such as ISO 27001, ISO 9001, Tier III certification for its data centers, which involved periodic external assessments and Cyber security audit by M/s E&Y and M/s Deloitte. A BRSR-related audit was conducted by the C&AG (Railway Board) to assess sustainability-related disclosures and compliance. During the year, RailTel also obtained CMMI Maturity Level 5 certifications. RailTel has engaged independent assessor (M/s VMC Management Consulting Private Limited) for assessment of its BRSR reporting framework. The agency has supported RailTel in strengthening its BRSR reporting processes, disclosures and overall reporting framework.

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	No								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	No								
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)	No								
It is planned to be done in the next financial year (Yes/No)	Not Applicable								
Any other reason (please specify)	Not Applicable								



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Table 1 National and International Codes/ Certifications/ Labels/ Standards mapped with BRSR Principle

Certification	Mapped BRSR Principles	Applicability
ISO/IEC 27001:2022 (Information Security Management)	P1, P2, P3, P4, P7	Promotes ethical data governance, risk management, employee training, and supports regulatory compliance & advocacy in digital security.
ISO/IEC 27017:2015 (Cloud Security Controls)	P1, P3, P4, P7	Enhances data security in cloud environments; promotes privacy supports secure digital infrastructure policies.
ISO/IEC 27018:2019 (PII Protection in Cloud)	P1, P3, P4, P7	Upholds individual rights and privacy contributes to advocacy in personal data protection standards.
ISO 27033 (Network Security)	P1, P2, P3, P7	Ensures secure networks; contributes to stakeholder trust and safe product/service delivery; supports public cybersecurity awareness.
ISO 14001:2015 (Environmental Management System)	P2, P6, P7, P8	Strongly aligned with environmental responsibility; enables sustainability policy advocacy and community development through green initiatives.
ISO 17024:2012 (Certification of Persons)	P3, P5, P7, P8	Promotes equitable skill certification; enables inclusive workforce development and fair HR practices.
ISO/IEC 20000-1:2018 (IT Service Management)	P2, P3, P8, P9	Supports service quality and reliability; ensures customer satisfaction; enables IT services in underserved areas.
ISO 9001:2015 (Quality Management System)	P2, P3, P8, P9	Focuses on continual improvement and customer-centricity builds inclusive value chains and equitable process quality.
CMMI Maturity Level 5 (Process Maturity)	P2, P3, P7, P8, P9	Drives innovation and capability-building; supports engagement in governance/policy for process quality and inclusive growth.
Uptime Tier III Certification (Design & Facility)	P2, P3, P9	Ensures reliable infrastructure, high service availability; indirectly contributes to digital inclusion and customer satisfaction.

SECTION C: Principle wise Performance Disclosure

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

Principle 1: Businesses should conduct and govern themselves with integrity, in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programs on any of the principles in the financial year:

Segment	Total no. of training and awareness programs held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programs
Board of Directors	4 (including one Independent Director)	Principle 3 & Principle 8 (for Functional Directors) and Principle 1 & Principle 9 (for Independent Director)	66.7%
Key Management Personnel	2	Principle 3 & Principle 8	100.00%
Employees other than BOD and KMPs	242	Principle 1, Principle 2, Principle 3, Principle 4, Principle 5, Principle 6, Principle 7, Principle 8, Principle 9,	40.94%
Workers	NA*		

*Two Government Nominee Directors have not been considered (% is based on remaining six BoD members)

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies / judicial institutions in the financial year, in the following format.

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):



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26वीं वार्षिक रिपोर्ट 2025-26

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Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine		BSE & NSE	65,91,480	Non-compliance with the requirement pertaining to adequate number of Independent Directors on the Board and non-compliance of composition of different committees. a) For the quarter ended March 2025, both NSE and BSE has imposed fine of ₹28,08,400. b) For the quarter ended June 2025, both NSE and BSE has imposed fine of ₹16,11,880. c) For the quarter ended September 2025 both NSE and BSE has imposed fine of ₹10,85,600. d) For quarter ended December 2025 both NSE and BSE has imposed fine of ₹10,85,600.	With respect to fine imposed, the Company has written request letter(s) for waiving off fines to BSE & NSE citing its inability to ensure compliance with Regulation 17(1), 18(1), 19(1)/19(2), 20(2A), 21(2) as the appointment of Independent Directors including was pending at the level of Ministry of Railways. (Administrative Ministry)
Settlement			Nil		
Compounding fee			Nil		

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment			NIL	
Punishment			Nil	

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	NA

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy

RailTel ensures strong corporate governance by aligning with Central Vigilance Commission (CVC) anti-corruption guidelines and enforcing an internal framework comprising a Code of Conduct, Whistle Blower Policy, and Discipline & Appeal Rules that strictly prohibits bribery and related misconduct. Complaint Handling, Whistle Blower, and Vigilance Clearance Policies, accessible via the web links provided below.

<https://www.railtel.in/profile-5/railtel-vigilance.html>

5. Number of directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest

	FY 2025-26	FY 2024-25
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	0

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable

8. Number of days of accounts payables (Accounts payable *365)/ Cost of goods/services procured) in the following format:

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Number of days of accounts payables	182	194

9. Open-ness of business:

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Concentration of Purchases	a. Purchase from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	0	0
	b. Number of dealers/ distributors to whom sales are made	0	0
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	0	0
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	1.74%	3.18%
	b. Sales (Sales to related parties/ Total Sales)	20.16%	24.18%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	0	0
	d. Investments (Investments in related parties/ Total investments made)	0	0

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D	105.51	108%	During FY 2025–26, RailTel undertook four key technology innovation initiatives focused on operational efficiency, security, and service quality. - The company modernized its software infrastructure by transitioning to a cloud-native microservices architecture with fully automated CI/CD pipelines, enabling faster and more reliable deployments. - An in-house Smart Inventory System was developed to provide end-to-end digital tracking of all hardware assets with dual-authority validation and complete lifecycle audit trails. - On the cybersecurity front, a purpose-built Threat Intelligence Dashboard was deployed for Rail Wire broadband, processing over 4.58 million threat flows with a false-positive rate of 0.02%, protecting over 2.34 lakh subscribers from IP-level blacklisting. - Additionally, Single Sign-On (SSO) with Multi-Factor Authentication (MFA) was implemented across all organizational web applications, establishing a zero-trust access control posture. These initiatives collectively reflect RailTel's commitment to building secure, scalable, and cost-effective digital infrastructure in alignment with national cybersecurity standards. Total expenditure on innovation and R&D technologies aimed at improving environmental and social outcomes was ₹11.29 Cr. As per the MoU for FY 2025 26, the R&D/Innovation expenditure target as 3.27% of the previous 3 years' average PBT. RailTel's average Profit Before Tax for last 3 FY is ₹ 327.49 Cr, and accordingly, the R&D/Innovation expenditure target come out to ₹10.70 Cr. RailTel has incurred R&D expenses of ₹11.29 Cr in FY 2025 26 against the target which is 105.51% achievement of the target. In FY 2024-25, RailTel implemented innovative solutions such as NDR, My Secure Machine, in-house SIEM, and TDM over IP, enhancing network efficiency and reducing reliance on physical hardware, thereby lowering energy consumption and environmental impact. Total expenditure on innovation and R&D technologies aimed at improving environmental and social outcomes was ₹9.42 crore.
Capex			Total Capital expenditure (Capex) for the company for R&D Initiatives in FY 2025-26 is ₹11.29 Cr.



2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes (Process-driven). While RailTel's procurement does not involve direct raw material sourcing, it follows established procedures through GeM and e-Nivida, ensuring transparency, compliance with Government guidelines, and inclusive vendor participation (including MSEs).

b. If yes, what percentage of inputs were sourced sustainably?

Not Applicable. RailTel's procurement does not involve direct raw material sourcing, and no specific percentage of inputs can be classified as sustainably sourced. However, procurement processes are compliance-driven through GeM and e-Nivida, promoting transparency and inclusive sourcing. During FY 2025-26, procurement through the GeM portal amounted to ₹ 114.73 crore, amounting to 27.21% of the total procurement of goods and services.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

a) Plastic waste	Not Applicable. As a telecom services provider, RailTel does not engage in product manufacturing activities and consequently generates no plastic waste.
b) E-waste	All electronic equipment and components have been processed and disposed of in accordance with the Ministry of Environment, Forest and Climate Change (MoEFCC) guidelines, as per the E-Waste (Management and Handling) Rules, 2016.
c) Hazardous Waste	Not Applicable
d) Other Waste	Other wastes are disposed in accordance with RailTel Scrap Disposal Policy through MSTC Portal. These include old used and scrapped electrical, metal, copper items, scrapped office equipment, furniture and miscellaneous office items.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable.

Principle 3: Businesses should respect and promote the well-being of all employees including those in their value chains.

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Daycare facilities*	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	524	524	100%	524	100%	NA	NA	524	100%	0	0.00%
Female	71	71	100%	71	100%	71	100%	NA	NA	0	0.00%
Total	595	595	100%	595	100%	71	100%	524	100%	0	0.00%

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Daycare facilities*	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Other than Permanent employees											
Male	310	310	100%	310	100%	NA	NA	310	100%	0	0.00%
Female	12	12	100%	12	100%	12	100%	NA	NA	0	0.00%
Total	322	322	100%	322	100%	12	100%	310	100%	0	0.99%

b. Details of measures for the well-being of workers

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Daycare facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent workers											
Male	No Permanent worker employed during the FY 2025-26										
Female											
Total											
Other than Permanent workers											
Male	No other workers employed during the FY 2025-26										
Female											
Total											

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format -

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.05%	0.05%

2. Details of retirement benefits, for Current FY and Previous Financial Year

Benefits	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	0.00%	Y	100%	NA	Y
Gratuity	100%	0.00%	Y	100%	NA	Y
ESI	0.00%	0.00%	NA	0%	NA	NA
Others: Retirement Benefits like NPS, Medical, etc.	100%	0	Y	100%	NA	Y

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

RailTel has taken measures to provide accessibility in its office infrastructure and support facilities, wherever required, based on the nature of disability of its employees at their respective office locations. As on 31.03.2026, the Company had 11 differently abled employees. The facilities provided are aimed at enabling safe and convenient access, seamless movement and a supportive work environment, thereby facilitating efficient discharge of duties with dignity and inclusiveness in line with the spirit of the Rights of Persons with Disabilities Act, 2016.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

RailTel follows Equal Opportunity Guidelines in line with the policies, rules and directives issued by the Government of India from time to time. Being a Central Public Sector Enterprise (CPSE), the Company adheres to the recruitment and employment framework prescribed by the Government, which promotes equal opportunity, inclusiveness and non-discrimination in employment practices. RailTel also complies with the provisions of the Rights of Persons with Disabilities Act, 2016 and takes necessary measures to support an inclusive workplace environment for differently abled employees. The web-link to the relevant policy/guidelines is provided below:

Web Link - https://documents.doptcirculars.nic.in/D2/D02est/36035_02_2017-Estt-Res-15012018JKXMk.pdf

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	Not Applicable	
Female	100%	100%		
Total	100%	100%		

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief. Yes/No (If yes, then give details of the mechanism in brief)

Yes/No (If yes, then give details of the mechanism in brief) | Yes

Permanent Workers	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	RailTel has a structured grievance redressal system that enables employees to raise concerns through multiple formal channels, including email, written communication, suggestion boxes, and direct interaction with the HR department. The HR department promptly forwards received grievances for evaluation and resolution. Thorough investigations are conducted, and prompt measures are taken to address the grievances within specified timeframes. This robust approach reflects RailTel's commitment to maintaining a supportive and responsive work environment for its employees. Employees can submit their grievance through dedicated Email id: grievances@railtel.in

Other than Permanent Employees	Other than Permanent Employees also have equal access to formal grievance redressal channels, including email, letters, suggestion boxes, and interaction with HR representatives. Grievances received are duly recorded, assessed, and resolved through a structured process within defined timelines, ensuring equitable treatment and responsiveness across the workforce. Other than Permanent Employees can submit their grievance through dedicated Email id: grievances@railtel.in
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7. Membership of employees and worker in association(s) or Unions recognized by the listed entity

Category	FY 2025-26			FY 2024-25		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
Male	Not Applicable					
Female						
Total Permanent Workers						
Male	Not Applicable					
Female						

8. Details of training given to employees and workers:

Category	FY 2025-26					FY 2024-25				
	Total (A)	On health & safety measures		On skill upgradation		Total (D)	On health & safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	834	446	53%	212	25%	797	318	40%	189	24%
Female	83	77	92%	30	36%	77	41	53%	41	53%
Total	917	523	57%	242	26%	874	359	41%	230	26%
Workers										
Male	Not Applicable									
Female										
Total										

9. Details of performance and career development reviews of employees and worker

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	524	524	100%	467	467	100%
Female	71	71	100%	63	63	100%
Total	595	595	100%	530	530	100%
Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Workers						
Male	Not Applicable					
Female						
Total						

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?

Yes, Considering the nature of its business and operations, occupational health and safety risks are minimal. The company supports employee health and well-being by reimbursing inpatient and outpatient medical expenses and providing medical leave benefits under a comprehensive medical policy. All regular employees of RailTel are also covered through Group Personal Accident Policy.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

RailTel adopts a proactive approach to identifying workplace hazards and assessing risks across office premises and project sites. The company regularly conducts periodic safety audits and camps, while implementing well-defined health and safety protocols for both routine and non-routine activities. Regular monitoring and preventive measures are undertaken to identify potential risks and address them effectively. In addition, standardized first-aid kits and essential medicines are made available round the clock at all locations to ensure prompt response to any health or safety-related incidents and to support employee well-being.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Not Applicable

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, RailTel provides comprehensive non-occupational healthcare benefits to ensure the well-being of both permanent and non-permanent employees, as well as their dependents. Under these benefits, employees have access to outdoor treatment reimbursements, cashless indoor care at empaneled hospitals, and reimbursement options for treatments at non-empaneled facilities. Additionally, the company offers medical advances for critical illnesses, highlighting its commitment to supporting staff health needs.

11. Details of safety related incidents

Safety Incident/Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	NIL
	Workers	NA	NIL
Total recordable work-related injuries	Employees	0	NIL
	Workers	NA	NIL
No. of fatalities	Employees	0	NIL
	Workers	NA	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	NIL
	Workers	NA	NIL

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

RailTel remains dedicated to cultivating a safe, secure, and healthy work environment through robust safety protocols, advanced equipment, and comprehensive health measures. Over the past year, the organization launched several proactive initiatives to enhance employee well-being:

Comprehensive Medical Camps: RailTel organized extensive health camps, medical talks, and blood donation drives across its corporate and regional offices. These events granted employees access to specialized medical consultations including cardiology, gynecology, orthopedics, ophthalmology, dentistry, and general medicine while raising awareness about managing prevalent health issues. (Detailed metrics are available in the below Table).

Swachhata Hi Sewa Campaign: Aligning with the Government of India's flagship cleanliness drive, RailTel actively participated in the "Swachhata Hi Sewa" campaign. The organization executed deep-cleaning drives across all premises and conducted awareness sessions to promote superior hygiene, sanitation, and environmental sustainability.

Ni-kshay Pledge Advocacy: Supporting the Ministry of Health and Family Welfare's 100-day intensified campaign, RailTel officials and employees collectively took the Ni-kshay Pledge (TB Mukta Bharat) via official QR codes and web links, reinforcing their commitment to a tuberculosis-free nation.

Effective housekeeping services to ensure cleanliness, deep cleaning, dusting, mopping of workplaces and ensuring hygiene of washroom.

Name of Event/ Seminar/Training	Date	Total No. of Employee attended		Permanent		Other than Permanent
		Male	Female	Male	Female	
Health Camp at Corporate Office, East Kidwai Nagar, New Delhi	6-Aug-25	78	58	6	8	6
Health Camp at Corporate Office, Sector-44, Gurugram	5-Jun-25	78	17	8	42	11
Health Camp at Northern Region Office, Shastri Park, New Delhi	17-Jun-25	79	28	1	41	9
Health Camp at Eastern Region Office, Kolkata	22-Sep-25	48	24	4	19	1
Health Camp at Southern Region Office, Hyderabad	25-Sep-25	140	34	6	78	22



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Name of Event/ Seminar/Training	Date	Total No. of Employee attended		Permanent		Other than Permanent
		Male	Female	Male	Female	
Health Camp at Western Region Office, Mumbai	30-Sep-25	100	15	3	82	0
Total		523	176	28	270	49

13. Number of Complaints on the following made by employees and workers

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
at the end of year	Remarks	Filed during the year	Pending resolution	0	0	No complaint made during year
at the end of year	Remarks	0	No complaint made during year	0	0	No complaint made during year
Working Conditions	0	0	No complaint made during year	0	0	No complaint made during year
Health & Safety	0	0	No complaint made during year	0	0	No complaint made during year

14. Assessment for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	Remarks
Health and safety practices	89%	RailTel has implemented a comprehensive process for healthcare and safety practices, ensuring the well-being of its employees. This is achieved through associations with reputed and recognized empaneled hospitals and diagnostics centers that offer state-of-the-art health facilities. Moreover, the working conditions at RailTel and all its offices adhere to the norms set for a CPSE under the Government of India. Additionally, RailTel also undertakes various initiatives for health and safety practices. Details regarding which are provided in point no 12 above
Working Conditions	89%	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Not Applicable

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

RailTel identifies its key stakeholder groups through a structured approach anchored in its materiality assessment process. As part of this exercise, the Company undertakes peer benchmarking to understand industry practices and identify relevant stakeholder categories.

Stakeholder consultation is conducted through surveys to gather inputs on key environmental, social, and governance (ESG) issues, business priorities, and areas of concern. These inputs, along with insights from peer analysis, are evaluated to determine the impact and significance of various stakeholder groups on the Company's operations and long-term sustainability.

Based on the outcomes of this assessment, stakeholders are mapped and prioritized according to their level of influence and dependence on RailTel. This enables the Company to identify its key stakeholders and engage with them effectively, while also incorporating their feedback into strategic planning and decision-making processes.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholder and Investor Group	No	1. Investor and Analyst meetings 2. Notice and holding of Annual General Meetings 3. Company website 4. Press release/Newspaper Advertisements/Annual Report 5. Stock Exchange websites 6. Email to shareholders on quarterly basis about financial results 7. Emails to eligible shareholders regarding dividend declaration/payment 8. Email communication for redressal of grievances of shareholders	Annual/Half yearly/Quarterly/ Need based	To communicate performance on financial and non-financial parameters, strategic roadmap. AGM allow shareholders to communicate directly with the Board of Directors. Quarterly earning calls allow investors to engage with the Company's management on business strategy and performance. we have dedicated e-mail IDs through which we engage with shareholders to resolve their queries and grievances.



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Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Emails, SMS, Invitation, social media, Helpdesk (24*7)	Ongoing/ continuous	Service delivery, Information, Service improvement, Feedback
Employees	No	E-mail, Notice board, SMS, Conferences, meetings, social media	Ongoing	Information, Events, Trainings, business activities
Government & regulators	No	1. Secretary/MoR level review 2. Meeting with Ministries such MOR, DPE, DOT 3. Integration with CVC, CIC and other regulatory bodies, 4. Letter/E-mail, Telephonic conversations, Physical Meetings 5. Filing of various returns with different regulators in compliance with the applicable statutory laws	Event based, as and when required.	To review works undertaken, resolve operational and policy issues, ensure compliance with Statutory laws/ government guidelines etc.
Business partners	No	E-mail, SMS, meetings, calls (mobile)	As per requirement	New business opportunities, existing project work status, harnessing new technology advancements, Quality assurance, Existing Project deliverables and execution status, Resolution of project related issues.
NGOs	No	Email, Letters	As and when required.	CSR Activities, Audits, Feedback

Principle 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	595	99	16%	530	163	31%
Other than permanent	322	159	49%	344	27	8%
Total Employees	917	258	28%	874	190	22%
Workers						
Permanent	Nil employee under worker category			Not Applicable		
Other than permanent						
Total Workers						

2. Details of minimum wages paid to employees and workers

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	524	0	-	524	100%	467	0	-	467	100%
Female	71	0	-	71	100%	63	0	-	63	100%
Total	595	0	-	595	100%	530	0	-	530	100%
Other than permanent										
Male	310	0	-	310	100%	258	0	-	258	100%
Female	12	0	-	12	100%	14	0	-	14	100%
Total	322	0	-	322	100%	272	0	-	272	100%
Workers										
Permanent										
Male	Nil employee under worker category					Not Applicable				
Female										
Other than permanent										
Male	Nil employee under worker category					Not applicable				
Female										

3. Details of remuneration/salary/wages

a. Median remuneration/ wages:

(₹ in lakh)

	Male		Female	
	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4	70.88	0	0
Key Managerial Personnel**	1	37.35	0	0
Employees other than BoD and KMP	519	22.21	71	21.56
Workers	0		0	

Note: *This signifies only Whole Time Directors

**This signifies KMPs other than Whole Time Directors

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Gross wages paid to females as % of total wages	8.83%	9.16%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, ED/CC is the focal point responsible for addressing human rights impacts or issues caused or contributed to by the business. The organization has a human rights policy under Principle 3 which is uploaded on RailTel Website.

<https://www.railtel.in/others/brsr-principal-wise-policies.html?id=347>

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

To address human rights concerns effectively, RailTel has established a comprehensive internal mechanism that allows employees to submit grievances through email, letters, suggestion boxes, or in-person HR meetings. Upon receipt, the HR department promptly escalates these matters to the appropriate departmental head at the corporate office for resolution within a defined timeframe. Recognizing the sensitive nature of these complaints, the organization enforces a dedicated whistleblower policy to guarantee strict confidentiality and protection from retaliation, while maintaining complete transparency by updating the employee on the progress and final resolution through official channels. Employees can raise their grievances through dedicated Email Id: help@railtel.in

6. Number of Complaints on the following made by employees and workers:

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	No complaint reported during the year.	0	0	No complaint reported during this year
Discrimination at workplace	0	0	No complaint reported during the year	0	0	
Child Labor	0	0		NA	NA	
Forced Labour/ Involuntary Labour	0	0		NA	NA	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0%	0%
Complaints on POSH upheld	0	0

8. Mechanisms to prevent adverse consequences to the complaints in discrimination and harassment cases.

RailTel has implemented a system in line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, and its corresponding regulations. The framework aims to safeguard women against sexual harassment and ensure prompt resolution of complaints. RailTel's dedication to upholding a secure working environment is further strengthened by a strong code of conduct that discourages any instance of sexual harassment. RailTel has an Internal Complaints Committee (ICC) in place at its Corporate Office and all four Regional Office(s) which is responsible to: -

1. Investigate every formal written complaint of sexual harassment.
2. Meet at regular intervals.
3. Workshops/Seminars are regularly organized for employees on topics related with sexual harassment and discrimination in workplace.
4. Take appropriate remedial measures to respond to any substantial allegations of sexual harassment including avoidance of interaction between complainant and the accused till the inquiry is over.



9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes

10. Assessments for the year:	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	NA
(RailTel does not engage in, support, or tolerate any form of child labour, in any of its operations)	NA (RailTel does not engage in, support, or tolerate any form of forced labour, or involuntary labour in any of its operations)
Forced/involuntary labour	NA
(RailTel does not engage in, support, or tolerate any form of forced labour, or involuntary labour in any of its operations)	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others-please specify	NA

11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.

Not Applicable.

Principle 6: Businesses should respect and make efforts to protect & restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity

Parameter	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A)	13787.36 GJ	0 GJ
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	13787.36 GJ	0 GJ
From non-renewable sources		
Total electricity consumption (D)	55,364.67 GJ	56,925.39 GJ
Total fuel consumption (E)	4009.68 GJ	5,022.64 GJ
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	59,374.35 GJ	61,948.03 GJ
Total energy consumed (A+B+C+D+E+F)	73161.71 GJ	61,948.03 GJ
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations) GJ/INR	17.10	17.81
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)		
(Total energy consumed / Revenue from operations adjusted for PPP) GJ/USD	347.89	
Energy intensity in terms of physical output		
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: PPP factor used: 20.34, IMF WEO May 2026

<https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/ADVEC/WEOWORLD/TW>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company did not carry out independent assessment by an external agency, as the energy consumptions are limited to buildings and office complex.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

3. Provide details of the following disclosures related to water

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	10068.66	9,557.19
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	10068.66	
Total volume of water consumption (in kilolitres)	2013.73	9,557.19
Water intensity per rupee of turnover (Total water consumption/ turnover)	0.47	2.75
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	9.58	61.56
Water intensity in terms of physical output		
Water intensity (optional) – the relevant metric may be selected by the entity		
Note: PPP factor used: 20.34, IMF WEO May 2026		
https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/ADVEC/WEOWORLD/TWN		
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		
No		



4. Provide details of the following details related to water discharged:

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment	0	0
- With treatment – please specify level of treatment		
(v) Others		
- No treatment	8054.93	9,557.19
- With treatment – please specify level of treatment		
Total volume of water discharge (in kiloliters)	8054.93*	9,557.19

Note: Water withdrawal and consumption figures are estimated based on NBC 2016 norms (45 LPCD) for office facilities. Water source is assumed to be third-party/municipal supply. water consumption is estimated at 20% while water discharge is estimated at 80% of total withdrawal.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Not applicable, RailTel is not a manufacturing or production entity. However, environmental issues if any, are identified through site visits and the review of applicable rules laid down by the concern local government authorities.

6. Please provide details of air emissions (other than GHG emissions) by the entity

Parameter	Please specify unit	FY 2025-26	FY 2024-25
NOx		In the operation of RailTel Services no chemical processes are involved, resulting in no generation of any air pollutants in our operations/establishments. The sole sources of air pollution in RailTel Services are Diesel Generators, which are used as a backup arrangement and run occasionally only in case of power failure for very short duration.	
SOx			
Particulate matter (PM2.5)			
Particulate matter (PM10)			
Carbon Monoxide (CO)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company did not carry out independent assessment by an external agency

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity

Parameter	Please specify unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	748.88	684.41
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	13,638.32	11,321.83
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ Eq./ Rupee	3.36	3.45
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)		68.41	0.15
Total Scope 1 and Scope 2 emission intensity in terms of physical output.			
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity			
Note: PPP factor used: 20.34, IMF WEO May 2026 https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/ADVEC/WEOWORLD/TWN Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.			
Not applicable, as RailTel is not a manufacturing or production entity.			

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Not applicable.

9. Provide details related to waste management by the entity

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tons)	0	0
Plastic waste (A)	0	0
E-waste (B)	1.253	1.403
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	0	0
Battery waste (E)	21.9724	85.24
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other non-hazardous waste generated (H). Paper & Cardboard waste	2.709	NA
Biodegradable (textile based)	NA	NA



Parameter	FY 2025-26	FY 2024-25
Non-Biodegradable (Metals)		
Total (A + B + C + D + E + F + G + H)	25.93	86.64
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.12	0.56
Waste intensity in terms of physical output		
Waste intensity (optional) – the relevant metric may be selected by the entity		

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)

Category of waste

Category of waste		
(i) Recycled (Plastic waste) (Paper & Cardboard waste) (Metal waste) (E – waste)	0	0
(ii) Re-used	0	0
(iii) Other recovery operations- Take back & Selling to Authorized vendor		
Total	0	0

For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)

Category of waste		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations	25.93	86.64
Total	25.93	86.64

* RailTel implemented an innovative alien wavelength integration strategy to reuse legacy DWDM systems instead of replacing them. This enabled high-capacity upgrades (100G) over existing infrastructure, resulting in significant CAPEX savings (~₹40 crore), faster deployment, and improved scalability. It also promotes sustainability by reducing e-waste, as functional legacy equipment is retained and repurposed rather than discarded.

Note: PPP factor used: 20.34, IMF WEO May 2026

<https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/ADVEC/WEOWORLD/TWN>

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

To advance its commitment to sustainable waste management, RailTel utilizes a dedicated committee to oversee the handling and disposal of scrap materials in strict accordance with a comprehensive Scrap Disposal Policy. This policy establishes detailed Standard Operating Procedures (SOPs) for both disposal and sales, ensuring that every stage from handling to final documentation is managed with maximum transparency, efficiency, and compliance. Furthermore, the organization conducts structured auctions for hazardous battery waste, adhering closely to specific environmental regulations to guarantee responsible disposal and support a greener, more environmentally conscious operation. RailTel does not use hazardous and toxic chemicals as it is not a manufacturing company.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required

Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
RailTel Schedule A PSU with PAN India presence, its registered and corporate office in New Delhi. The Company has no office in/around ecologic sensitive area.		

12 Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
Not Applicable.					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances.

S. No.	Specify the law/ regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
RailTel is not a manufacturing company and hence it is not applicable.				

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do in a manner that is responsible and transparent

Essential Indicators

1.	a. Number of affiliations with trade and industry chambers/ associations	2
	b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.	
S. No.	Name of the trade and industry chambers/	Reach of trade and industry chambers/ associations (State/National/International)
1	Stading Conference of Public Enterprises	National
2	Bharat IPV6 forum	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
For FY 2025-26, CS there is no complaints regarding anti-competitive conduct		

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of social impact assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable					

2. Provide information on project(s) for which ongoing rehabilitation and resettlement (R&R) is being undertaken by your entity

Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable					

3. Describe the mechanisms to receive and redress grievances of the community

RailTel has a robust CPGRAMS mechanism to receive and redress grievances. Legislated timeframe has been set to redress the grievances. Local community members also submit their grievances conveniently online, by phone, and by email. These grievances are promptly investigated by RailTel, appropriate action is taken, and the issue is resolved in a timely manner.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers

Particulars	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ small producers	66.83%	33.04%
Directly from within India	NA	NA

5 Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2025-26	FY 2024-25
Rural	NIL	NIL
Semi-urban	NIL	NIL
Urban	3.75%	0.13%
Metropolitan	2.98%	0.22%

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

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback

To ensure high-quality service, RailTel utilizes a robust response framework to manage consumer complaints and feedback through diverse channels, including email, social media monitoring, helpline services, and the CPGRAM portal. Alongside these avenues, a dedicated Network Operating Centre (NOC) and a 24/7 helpline provide continuous, specialized support for B2B corporate customers facing service-related issues. Once received, every complaint undergoes a thorough analysis and is forwarded to the appropriate department for a timely, customer-centric resolution, allowing the company to deliver satisfactory solutions while leveraging consumer feedback to drive continuous operational improvement.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about

	As a percentage to total turnover
Environmental and social parameters relevant to the product	RailTel does not have any manufacturing facility and is primarily engaged in providing telecom, IT, and network-related services. The Company's operations are service-oriented in nature and do not involve the manufacture, processing, or sale of physical products. Further, no chemical processes are involved in the delivery of RailTel's services.
Safe and responsible usage	Accordingly, the environmental and social parameters relevant to products, including product-specific environmental impacts, do not arise in the context of RailTel's services. Similarly, parameters relating to safe and responsible usage are not applicable, as RailTel does not supply consumer-facing products that require usage instructions or safety-related disclosures. Same has been clearly recorded at the bottom of SL no.9 of Principal-6 (waste management by the entity) that RailTel is not involved in any manufacturing or production.
Recycling and/or safe disposal	Aspects relating to recycling and/or safe disposal are not applicable, as RailTel's services do not result in the generation of product-related waste requiring end-of-life management by customers. Further, aspects relating to recycling and/or safe disposal are not applicable, as RailTel's services do not result in the generation of product-related waste requiring end-of-life management by customers. However, as a bulk consumer, under SL no.9 of Principal-6 (waste management by the entity), RailTel has duly recorded details of Recycling and/or safe disposal. It may be noted that disposal of obsolete/unserviceable telecom equipment, electronic items and other scrap, including telecom assets that have completed their prescribed codal life, is undertaken in accordance with RailTel's Scrap Disposal Policy.

3. Number of consumer complaints

	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber-security	0	0		2	0	Customer services were affected
due to issue in infra	0					
Delivery of essential services	NA	NA		NA	NA	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	0	0		NA	NA	

The measures are in place to prevent incidents related to cyber security and protect the privacy of customer data.

4. Details of instances of product recalls on account of safety issues

	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, to ensure a safe and trusted digital environment, RailTel maintains a robust cybersecurity and data privacy framework by adopting the Cyber Security Guidelines for Government Employees issued by the Ministry of Electronics & Information Technology alongside the detailed statutory directions under Section 70B (6) of the Information Technology Act, 2000. This comprehensive approach covers all aspects of information security practices, from risk prevention and vulnerability reporting to the real-time collection, analysis, and dissemination of cyber incident data. By integrating proactive measures like threat forecasting, emergency response coordination, and the issuance of security advisories, RailTel systematically defends its infrastructure while maintaining strict compliance and data privacy.

Various industry standards and frameworks have been implemented by RailTel to guarantee robust cyber security and privacy. These include ISO/IEC 27001:2022, ISO/IEC 27017:2015, and ISO/IEC 27018:2019. These standards provide guidelines for establishing and maintaining an information security management system, ensuring three confidentiality, integrity, and availability of customer data. RailTel also adheres to ISO/IEC 20000-1:2018 for ITT service management and ISO 9001:2015 for quality management. Additionally, RailTel follows the Payment Card Industry Data Security Standard (PCI-DSS) to secure cardholder data during payment transactions.

The web-link for the policy is given here

<https://www.railtel.in/images/Cyber Security Policy Ver no. 1.1.pdf>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not Applicable. The measures are in place to prevent incidents related to cyber security and protect the privacy of customer data.

7. Provide the following information relating to data breaches:

a.	Number of instances of data breaches
	0
b.	Percentage of data breaches involving personally identifiable information of customers
	0%
c.	Impact, if any, of the data breaches
	Not applicable
