

INFORMTION TO BE PUBLISHED UNDER SECTION 4(1) (b) of THE RIGHT TO INFORMATION ACT, 2005.

**UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED (UTIITSL)
Corporate Identification Number (CIN) U65991MH1993GOI072051**

1. Organisation and Function

1.1. Particulars of its Organizations, functions and duties [Section 4 (1) (b) (i)]

1.1.1 Name and address of the Organization

UTI Infrastructure Technology And Services Limited (UTIITSL) is having registered office at Plot No.3, Sector 11, CBD Belapur, Navi Mumbai 400614 and Corporate office at UTI Tower, Ground Floor, 'Gn' Block, Bandra Kurla Complex, Bandra (East), Mumbai 400 051, we are serving through our 4 Regional Offices in metro cities and multiple Branch Offices over 50+ cities across India with Uptime Tier III certified 'state-of-the-art' Data Center facilities.

Company Overview

UTI Infrastructure Technology And Services Limited (UTIITSL), formerly known as UTI Technology Services Limited (UTITSL), was promoted by the erstwhile UTI and incorporated as a limited company on May 19, 1993 to serve the investors of UTI schemes. Consequent to enactment of the Unit Trust of India (Transfer of Undertaking and Repeal) Act 2002, the company is construed as a Government Company under section 2(45) of the Company's Act 2013.

Established in 1993, UTI Infrastructure Technology And Services Limited (UTIITSL) is a government owned company that provides technology and outsourcing services to the financial and government sectors of India.

We are one of the largest Financial Service Providers in India, as a SEBI registered Permanent Category-1 Registrar to an Issue and Share Transfer Agent, offering R&T services to the investors of Mutual Fund AMCs, Bond/Deposit/shareholders of Corporate and Financial Institutions.

The company's registered office is at CBD Belapur, Navi Mumbai, with 4 Regional Offices in metro cities and multiple Branch Offices over 50+ cities across India. With these locations spread over 50+ cities across the country, UTIITSL has proven market leadership in the administration of Mutual funds, PAN Card Issuance and Printing, Insurance Services (Medical Bill Processing), e-Governance and Technology.

UTIITSL delivers complete customer satisfaction to its retail and institutional customers, by harnessing IT and best practices to achieve growth, competitiveness and productivity.

1.1.2 Head of the organization

MD & CEO of the Company.

1.1.3 Vision, Mission and Key Objectives

i. Vision & Mission

We are committed to total customer satisfaction through efficient technology and high quality services in all domain areas.

This will be achieved through managing and upgrading people and technological assets of the Company.

ii. Quality Policy

We strive to achieve business performance by producing and delivering service that matches the best in the industry.

We will have involvement of quality human input, continual improvement of systems and procedures through efficient technology and high quality services in compliance with statutory and regulatory requirements.

iii. Quality Objectives

- Timely delivery of products and services
- Aiming for zero defects
- Monitoring and improving customer satisfaction

1.1.4 Function and duties:

Main activities / functions of the Public Authority

UTI Infrastructure Technology And Services Limited (UTIITSL) is a Government Company under section 2(45) of the Companies Act 2013, registered under the Companies Act 1956 and well established since 1993, and is majorly contributing with state-of-the-art technology and outsourcing services to the financial and government sectors of India.

We are one of the largest Financial Service Providers in India, as a SEBI registered Permanent Category-1 Registrar to an Issue and Share Transfer Agent, offering R&T services to the investors of Mutual Fund AMCs, Bond/Deposit/shareholders of Corporate and Financial Institutions.

UTIITSL is presently an active Mutual Fund Distributor empanelled with various Mutual Fund houses. We play a pivotal and valuable role in promoting sale of Mutual Funds by facilitating investors in buying and selling of units of Mutual Funds.

We have proven market leadership in Mutual Fund Distribution & Sales, R&T Agent services, PAN Card Issuance/ Printing (on behalf of Income Tax Department of India, CBDT) and PAN Verification services, Medical Bill Processing Agency (e-Adjudication & Settlement of Medical Claims for empanelled facilities - hospitals, pathology laboratories, diagnostic centres - on behalf of CGHS, ECHS, ESIC, ESIS, Railways, NIMHANS etc.), Infrastructure (Property Valuation, Interior Works) & Facility Management services for Ministries, Government departments & Public Sector Undertakings (PSUs), e-Governance solutions, and Information Technology services (IT, ITES & ICT).

Apart from our these major expertise services, we also cater to various entities, enterprises and organizations in Government/ Private sectors and PSUs by offering services with proven excellence in the field of Property purchase/ sale/ lease/ valuation/ interior works. We are also strongly equipped with expertise and resources in the domain for providing effective services for various Card based solutions, High Volume Transaction Processing and Citizen Centric solutions.

During our journey of more than 25 years, we have a proven trailblazing service record in delivering complete customer satisfaction to all our retail and institutional customers, by harnessing IT and best industrial practices to achieve growth, competitiveness and productivity.

UTIITSL is a CMMi ML5 Ver 2.0, ISO/IEC 27001:2013, ISO/IEC 20000-1:2018, ISO 9001:2015 (PAN) & ISO 9001:2015 (IT) Certified Company.

1.1.5 **Organizational Structure Diagram**

To view the Organizational Structure of the Company, please refer **Annexure-I “Organizational Structure”** under tab of **RTI & Vigilance** on our website <https://www.utiitsl.com/> of the Company under web-link- <https://www.utiitsl.com/rti>.

1.1.6 **Any other details-the genesis, inception, formation of the department and the HoDs fromtime to time as well as the committees/ Commissions constituted from time to time have been dealt**

The composition of the present Board of Directors of the Company is as follows:

| Sr. No. | Name of Director | |
|---------|-------------------------|----------|
| 1. | Shri B Babu Rao | Director |
| 2. | Smt Vasantha Govindan | Director |
| 3. | Shri Sanjay Kumar | Director |
| 4. | Dr.Gulshan Rai | Director |
| 5. | Shri B Raj Kumar | Director |
| 6. | Col. Jai Parkash Chahal | MD & CEO |

The following are details of Senior Management/ Key Managerial Personnel:

| Sr. No. | Name of Senior Management/ Key Managerial Personnel | Designation & Departments |
|---------|---|---|
| 1. | Shri Manmohan Gupta | CFO, SVP, Head (Accounts, Company Secretarial & Legal) |
| 2. | Shri Shashi Rajan Kumar | VP (Company Secretary & Compliance Officer) |
| 3. | Smt. Susheeba Alex | SVP & Head (MBPD, DoIT, Administration & DMC, Infrastructure- Properties & Valuation) |
| 4. | Shri Sanjeev Tomar | SVP & Head (PAN PPC & AB-PMJAY, Infrastructure-Projects & FMS) |
| 5. | Shri Anil Verma | SVP, Group RM & Head (Marketing & Business Development) |

The above details of the Board of Director, & Senior Management/ Key Managerial Personnel are available under web-link: <https://www.utiitsl.com/BoardDirectors> & <https://www.utiitsl.com/seniormanagement>.

Committees of the Board

The Board of Directors has constituted Board Committees to deal with specific areas and activities which concern the Company and requires a closer review. The Board Committees are formed with the approval of the Board and function under their respective charters. These Committees play an important role in the overall management of day-to-day affairs and governance of the Company. The Board Committees meets at regular intervals and take necessary steps to perform its duties entrusted by the Board. The Board Committee recommendations are placed before the Board for approval. The minutes of the Committee meetings are placed before the Board for noting.

The following are Committees of Board

| Sr. No. | Name of Committee |
|----------------|---|
| 1. | Audit Committee |
| 2. | HR & Nomination, Remuneration Committee |
| 3. | Corporate Social Responsibility Committee |

The composition of the above Committee is as follows:

I. Audit Committee:

| Sr. No. | Name of member | |
|----------------|-----------------------|------------------------------|
| 1. | Dr.Gulshan Rai | Chairman of Committee |
| 2. | Shri B Babu Rao | Member |
| 3. | Shri B Raj Kumar | Member |

II. Corporate Social Responsibility Committee

| Sr. No. | Name of member | |
|----------------|-----------------------|------------------------------|
| 1. | Shri B Babu Rao | Chairman of Committee |
| 2. | Smt Vasantha Govindan | Member |
| 3. | Shri B Raj Kumar | Member |

1.2. Powers and duties of its Officer and employees [Section 4 (1) (b) (ii)]

1.2.1 Powers and duties of officers (administrative, financial and judicial)

- i. The Delegation of Powers (DoP) approved by the Board of Directors of the Company is authorizing certain grades of officials of the Company to exercise the powers viz. Administrative, Financial and Operational to perform the functions of their Department.
- ii. The Standard Operation Practices" (SOP) of the Company and Office Orders, and Administrative/ Office circulars time to time issued by the Company are used by the officers for discharging of their various functions/duties of their Department.
- iii. Conduct, Discipline and Appeals (CDA) Rules 1995 & 2004 as amended in July 2017 & August 2021 and the different Polices approved by the Board.
- iv. In addition of the above, the Board of the Company by passing resolutions also authorizing officials of the Company to exercise the powers viz. Administrative, Financial, and Operational for to perform the specific functions and to discharge the specific duties as and when required.

1.2.2 Power and duties of other employees

The Standard Operation Practices" (SOP) of the Company and Office Orders, and Administrative/ Office circulars time to time issued by the Company are used by other employees for discharging the various functions/duties of the Department.

1.2.3 Rules/ orders under which powers and duty are derived and

- i. The Delegation of Powers (DoP) approved by the Board of Directors of the Company.
- ii. Standard Operation Practices" (SOP) of the Company, Office Orders, and Administrative/ Office circulars time to time issued by the Company.
- iii. Conduct, Discipline and Appeals (CDA) Rules 1995 & 2004 as amended in July 2017 & August 2021 and the different Polices approved by the Board.
- iv. Resolutions time to time passed by the Board of the Company.

1.2.4 Exercised

- i. The certain grades of the officials of the Company are excised powers Administrative, Financial and Operational as per the approved Delegation of Powers (DoP).

- ii. Officers also follow Standard Operation Practices" (SOP) of the Company and Office Orders, and Administrative/ Office circulars time to time issued by the Company and directives of the Board of the Company issued by passing Resolutions.
- iii. Other employees follow the Standard Operation Practices" (SOP), and Office Orders and Administrative / Office circulars time to time issued by the Company.

1.2.5 **Work allocation**

For work allocation please refer **Annexure-I "Organizational Structure"** of the Company under tab of **RTI & Vigilance** on our website <https://www.utiitsl.com/> of the Company under web-link- <https://www.utiitsl.com/rti> and as per details given below:

Work allocation of Senior Management/ Key Managerial Personnel:

| Sr. No. | Name of Senior Management/ Key Managerial Personnel | Designation & Departments |
|----------------|--|---|
| 1. | Shri Manmohan Gupta | CFO, SVP, Head (Accounts, Company Secretarial & Legal) |
| 2. | Shri Shashi Rajan Kumar | VP (Company Secretary & Compliance Officer) |
| 3. | Smt. Susheeba Alex | SVP & Head (MBPD, DoIT, Administration & DMC, Infrastructure- Properties & Valuation) |
| 4. | Shri Sanjeev Tomar | SVP & Head (PAN PPC & AB-PMJAY, Infrastructure-Projects & FMS) |
| 5. | Shri Anil Verma | SVP, Group RM & Head (Marketing & Business Development) |

The above work allocation of Senior Management/ Key Managerial Personnel is available under web-link <https://www.utiitsl.com/seniormanagement>.

1.3. **Procedure followed in the decision making process [Section 4 (1) (b) (iii)]**

1.3.1 **Process of decision making identity key decision making points**

Board Procedures

The Board of Directors of the Company usually meets as per the norms specified to discuss inter alia the following:

- i. All significant Operational and Financial Matters of the Company.
- ii. Annual Revenue and Capital Budgets.
- iii. Formatting business plans and Marketing output.
- iv. Investments made by the Company.

- v. Statutory Compliance made by the Company and any default on compliances.
- vi. Monitoring of Board Directions.
- vii. Financial Results and annual accounts.
- viii. Proceeding of other committee meetings.
- ix. Departmental initiatives of the Company.
- x. Operational and other Activities of the Company.

Committees of the Board

The Board of Directors has constituted Board Committees to deal with specific areas and activities which concern the Company and requires a closer review. The Board Committees are formed with the approval of the Board and function under their respective charters. These Committees play an important role in the overall management of day-to-day affairs and governance of the Company. The Board Committees meets at regular intervals and take necessary steps to perform its duties entrusted by the Board. The Board Committee recommendations are placed before the Board for approval. The minutes of the Committee meetings are placed before the Board for noting.

1.3.2 Final decision making authority

As stated above, the Company is a Government of India, Company under Section 2(45) of the Companies Act, 2013. Hence, the provisions of the Companies Act, 2013 are applicable to the Company. Further, the Company is functioning as per the overall objectives and framework of rules and regulations of the Company are laid down in the Memorandum and Articles of Association of the Company.

The Board of the Company is time to time setting up the norms, procedure, Rules and Regulation, accord required approvals through resolutions for functioning of the Company and also authorizes the Competent Authority/officials of the Company for discharging their duties.

1.3.3 Related provisions, acts, rules etc.

The Company has its own "Internal Audit Manual and Standard Operation Practices" manual, officer circulars etc are used by the employees for discharging of their various functions.

As stated above the Company is SEBI approved Category I - Registrars and Transfer Agents and providing the various financial services to our above-mentioned clientele as a Registrars and Transfer Agents. Hence, the circulars and guidelines issued by the SEBI time to time as far as applicable as well as the Instructions and directions given by the respective clients also used by the employees to perform their various functions.

The Company is also issuing the PAN Card on behalf of the Income Tax Department, Government of India. The guidelines, circulars and instructions issued by the Central Board of Direct Tax (CBDT) are also required to follow for issuing of the Pan Card.

The Company is acting as a Bill Processing Agency (BPA) for Ex- Servicemen Contributory Health Scheme (ECHS). The guidelines, circulars and instructions issued by Ex- Servicemen Contributory Health Scheme (ECHS) are also required to follow for processing of claims.

Also follows the provisions/Rules of the following Acts/Laws and amendments thereof:

(A) Matters relating to Company Affairs

- Memorandum of Articles of Association.
- Companies Act, 2013 and the provisions contains therein.
- Circulars and Notifications time to time issued by MCA.

(B) Matter relating to Finance & Accounts

- Accounting Policies and Accounting Standards issued by ICAI.
- Income Tax Act, 1961.
- GST.

(C) Human Resources Development

- Staff Rules.
- CDA Rules 2017- Amended.
- Employee Provident Fund Act, 1952
- Payment of Bonus Act, 1965
- Payment of Gratuity Act, 1972
- Minimum Wages Act, 1948
- Payment of Wages Act, 1936
- Professional Tax Act
- Govt. Policy for Reservation & Concessions to SC/ST & Other Backward Class
- ESIC Act
- Contract Labour Act
- The Maternity Benefit Act, 1961.

(D) Legal Department

- Civil Procedure Code
- Criminal Procedure Code
- Consumer Protection Act

(E) IT Department

Policies and procedures laid down under:

- CMMi-ML5 ver 2.0 (For Software Development & Maintenance)
- ISO 27001:2013 certification (For Information Security Management System)
- ISO 20000-1:2018 (For IT Service Management System)
- ISO 9001:2015 (PAN)
- ISO 9001:2015 (IT)

(F) Administration Department

- Shop & Establishment Act

(G) MF Marketing

- AMFI Guidelines
- SEBI Guidelines.

(H) R&T Operations

- SEBI Rules of Regulations.
- Depository Act, 1996
- Circulars and Communications of NSDL and CDSL.
- For SUUTI Schemes, Circulars/ guidelines issued by SUUTI.

(I) Vigilance Department

- Vigilance Manual-2021
- Circulars/Office Memorandums time to time issued by CVC.

(J) RTI Section

- Provisions of RTI Act, 2005
- Circulars/Office Memorandums time to time issued by the DoPT.

As per the applicability of various Laws/Acts/Provisions/Rules/Guidelines/Circulars as stated above are required to follow for performing and executions of various activities of the respective Department.

1.3.4 Time limit for taking a decisions, if any

The time limit is prescribed under the respective provisions of Laws/Acts/Rules, and as per issued Guidelines /Circulars, contract/agreements entered into and indicated into the company approved Policies.

1.3.5 Channel of supervision and accountability

Board of Directors – Managing Director & Chief Executive Officer – Head/ In-charge of Functional Departments and attached their officers and staff as per the Organizational Structure of the Company, please refer **Annexure-I “Organizational Structure”** under tab of **RTI & Vigilance** on our website <https://www.utiitsl.com/> of the Company under web-link-<https://www.utiitsl.com/rti>.

1.4. Norms set by its for the discharge of its functions Section 4 (1) (b) (iv)

1.4.1 Nature of functions/service offered

We are one of the largest Financial Service Providers in India, as a SEBI registered Permanent Category-I Registrar to an Issue and Share Transfer Agent, offering R&T services to the investors of Mutual Fund AMCs, Bond/Deposit/shareholders of Corporate and Financial Institutions.

UTIITSL is presently an active Mutual Fund Distributor empanelled with various Mutual Fund houses. We play a pivotal and valuable role in promoting sale of Mutual Funds by facilitating investors in buying and selling of units of Mutual Funds.

We have proven market leadership in Mutual Fund Distribution & Sales, R&T Agent services, PAN Card Issuance/ Printing (on behalf of Income Tax Department of India, CBDT) and PAN Verification services, Medical Bill Processing Agency (e-Adjudication & Settlement of Medical Claims for empanelled facilities - hospitals, pathology laboratories, diagnostic centres - on behalf of CGHS, ECHS, ESIC, ESIS, Railways, NIMHANS etc.), Infrastructure (Property Valuation, Interior Works) & Facility Management services for Ministries, Government departments & Public Sector Undertakings (PSUs), e-Governance solutions, and Information Technology services (IT, ITES & ICT).

Apart from our these major expertise services, we also cater to various entities, enterprises and organizations in Government/ Private sectors and PSUs by offering services with proven excellence in the field of Property purchase/ sale/ lease/ valuation/ interior works. We are also strongly equipped with expertise and resources in the domain for providing effective services for various Card based solutions, High Volume Transaction Processing and Citizen Centric solutions.

1.4.2 Norms/standards for functions/service delivery

UTIITSL being the SEBI approved Category I - Registrars and Transfer Agents and providing the various financial services to our above-mentioned clientele as a Registrars and Transfer Agents. Hence, the circulars and guidelines issued by the SEBI time to time as far as applicable as well as the Instructions and directions given by the respective clients also used by the employees to perform their various functions.

The Company is also issuing the PAN Card on behalf of the Income Tax Department, Government of India and follows the guidelines, circulars and instructions issued by the Central Board of Direct Tax (CBDT) for issuing of the Pan Card.

The Company is acting as a Bill Processing Agency (BPA) for Ex- Servicemen Contributory Health Scheme (ECHS) and follows the guidelines, circulars and instructions issued by Ex-Servicemen Contributory Health Scheme (ECHS) for processing of claims.

UTIITSL is AMFI registered Mutual Fund Distributor empanelled with various Mutual Fund houses for selling of units of Mutual Funds and follows the guidelines, circulars and instructions issued by the AMFI and respective Mutual AMCs for buying and selling of units of Mutual Funds.

As per the terms, and conditions of agreements/contracts entered into with the clients.

1.4.3 Process by which these services can be accessed

The processes are defined for each and every service in the agreements/contracts executed and signed with clients and in the guidelines, circulars, and instructions from time to time issued by respective clients and Regulatory/Controlling Body/Authority.

1.4.4 Time-limit for achieving the targets

Time-limit are defined for each and every service in the agreements/contracts executed and signed with clients and in the guidelines, circulars, and instructions from time to time issued by respective clients and Regulatory/Controlling Body/Authority.

1.4.5 Process of redress of grievances

For escalation of complaints/request the details of designated email ID i.e. customer.care@utiitsl.com of Investor Grievance Redressal Officer is given on the website of the Company under web-link- <https://www.utiitsl.com/grievance>.

1.5 Rules, regulations, Instructions manual and record for discharging function [Section 4 (1)(b)(v)]

1.5.1 Title and nature of record/manual/instruction

1.5.2 List of Rules, regulations, instructions manuals and records

1.5.3 Act/Rules Manual etc.

The Company has its own "Internal Audit Manual and Standard Operation Practices" manual, officer circulars etc are used by the employees for discharging of their various functions.

As stated above the Company is SEBI approved Category I - Registrars and Transfer Agents and providing the various financial services to our above-mentioned clientele as a Registrars and Transfer Agents. Hence, the circulars and guidelines issued by the SEBI time to time as far as applicable as well as the Instructions and directions given by the respective clients also used by the employees to perform their various functions.

The Company is also issuing the PAN Card on behalf of the Income Tax Department, Government of India. The guidelines, circulars and instructions issued by the Central Board of Direct Tax (CBDT) are also required to follow for issuing of the Pan Card.

The Company is acting as a Bill Processing Agency (BPA) for Ex- Servicemen Contributory Health Scheme (ECHS). The guidelines, circulars and instructions issued by Ex- Servicemen Contributory Health Scheme (ECHS) are also required to follow for processing of claims.

Also follows the provisions/Rules of the following Acts/Laws and amendments thereof:

(K) Matters relating to Company Affairs

- Memorandum of Articles of Association.
- Companies Act, 2013 and the provisions contains therein.
- Circulars and Notifications time to time issued by MCA.

(L) Matter relating to Finance & Accounts

- Accounting Policies and Accounting Standards issued by ICAI.
- Income Tax Act, 1961.
- GST.

(M) Human Resources Development

- Staff Rules.
- CDA Rules 2017- Amended.
- Employee Provident Fund Act, 1952
- Payment of Bonus Act, 1965
- Payment of Gratuity Act, 1972
- Minimum Wages Act, 1948
- Payment of Wages Act, 1936
- Professional Tax Act
- Govt. Policy for Reservation & Concessions to SC/ST & Other Backward Class
- ESIC Act
- Contract Labour Act
- The Maternity Benefit Act, 1961.

(N) Legal Department

- Civil Procedure Code
- Criminal Procedure Code
- Consumer Protection Act

(O) IT Department

Policies and procedures laid down under:-

- CMMi-ML5 ver 2.0 (For Software Development & Maintenance)
- ISO 27001:2013 certification (For Information Security Management System)
- ISO 20000-1:2018 (For IT Service Management System)
- ISO 9001:2015 (PAN)
- ISO 9001:2015 (IT)

(P) Administration Department

- Shop & Establishment Act

(Q) MF Marketing

- AMFI Guidelines
- SEBI Guidelines.

(R) R&T Operations

- SEBI Rules of Regulations.
- Depository Act, 1996
- Circulars and Communications of NSDL and CDSL.
- For SUUTI Schemes, Circulars/ guidelines issued by SUUTI.

(S) Vigilance Department

- Vigilance Manual-2021
- Circulars/Office Memorandums time to time issued by CVC.

(T) RTI Section

- Provisions of RTI Act, 2005
- Circulars/Office Memorandums time to time issued by the DoPT.

As per the applicability of various Laws/Acts/Provisions/Rules/Guidelines/Circulars as stated above are required to follow for performing and executions of various activities of the respective Department.

1.5.4 Transfer Policy and transfer orders

Transfer Policy of the Company and transfer orders are available on the intranet site of the Company under web-link- <https://intranet.utiitsl.com/HRPolicies> and https://intranet.utiitsl.com/HRCirculars/officeOrder.jsp?f_year=2324 respectively.

1.6 Categories of documents that are held by the authorities under its control [Section 4(1)(b)(vi)]

1.6.1 Categories of documents

1.6.2 Custodian of documents/categories

UTI Infrastructure Technology Services Ltd is a category – I Registrars to an issue and Share Transfer Agent registered under SEBI (Securities and Exchange Board of India) Act, 1992 and acting as Registrars and Transfer Agents for the schemes of **SUUTI, NABARD** and maintaining the data and the records of unit holders/ bondholders of **SUUTI & NABARD** in fiduciary capacity.

UTI Infrastructure Technology And Services Ltd is also issuing the PAN Cards and maintaining the data and records of issued PAN Cards on behalf of Income Tax Department, Government of India in fiduciary capacity.

The Company is acting as a Bill Processing Agency (BPA) for Ex- Servicemen Contributory Health Scheme (ECHS) and maintaining the data and records of claims processed on their behalf in fiduciary capacity.

In addition to the above, the categories of documents available are furnished in the **Annexure-II (Information Manual & Handbooks)** under web-link– <https://www.utiitsl.com/rti> of the Company.

1.7 Boards, councils, committees and other bodies constituted as part of the Public AuthoritySection 4(1)(b) (viii)

1.7.1 Name of Boards, Council, Committee etc.

The names of the present Board of Directors of the Company are furnished under web-link- <https://www.utiitsl.com/BoardDirectors> and the details of Committees of the Board constituted with the approval of Board are provided in the Annexure-B- Corporate Governance- Compliance of the Directors' Report under web-link- <https://www.utiitsl.com/annualreport>.

1.7.2 Composition

The composition of the present Board of Directors of the Company and Committees are furnished in the Annexure-B- Corporate Governance- Compliance of the Directors' Report under web-link <https://www.utiitsl.com/annualreport>.

1.7.3 Date from which constituted

The details of re-constitution of Board and Committees are furnished in the Annexure-B- Corporate Governance- Compliance of the Directors' Report under web-link- <https://www.utiitsl.com/annualreport>.

1.7.4 Terms/Tenure

Not Applicable.

1.7.5 Powers and functions

The details of Powers and functions of Board and Committees are furnished in the Annexure-B- Corporate Governance- Compliance of the Directors' Report under web-link- <https://www.utiitsl.com/annualreport>.

1.7.6 Whether their meetings are open to the public?

No.

1.7.7 Whether the minutes of the meeting are open to the public?

No.

1.7.8 Place where the minutes if open to the public are available.

Not Applicable.

1.8 Directory of its officers and employees [Section 4(1)(b) (ix)]

1.8.1 Name and designation.

UTI Infrastructure Technology And Services Limited (UTIITSL) is having registered office at Plot No.3, Sector 11, CBD Belapur, Navi Mumbai 400614 and Corporate office at UTI Tower, Ground Floor, 'Gn' Block, Bandra Kurla Complex, Bandra (East), Mumbai 400 051, we are serving through our 4 Regional Offices in metro cities and multiple Branch Offices over 50+ cities across India.

The list of Regional Offices and the respective Branch offices with the details of the names of Regional Head and Branch-In-charge are available in our website <https://www.utiitsl.com/> under the caption "**Contacts**" under web-link- <https://www.utiitsl.com/branchlocator>.

1.8.2 Telephone, fax and email ID

The list of Regional Offices and the respective Branch offices with the details of the names of Regional Head/Branch-In-charge, addresses, contact Nos., email IDs, and google map are available in our website <https://www.utiitsl.com/> under the caption "**Contacts**" under web-link- <https://www.utiitsl.com/branchlocator>.

1.9 Monthly remuneration received by officers and employees, including the system of compensation [Section 4(1)(b) (x)]

1.9.1 List of employees with Gross monthly remuneration

For pay scales of officers/ employees please refer **Annexure-III" Pay Scale** under tab of RTI & Vigilance on our website <https://www.utiitsl.com/> of the Company under web-link- <https://www.utiitsl.com/rti>.

1.9.2 System of Compensation as provided in its regulations

The details are mentioned in the Staff Rules, Standard Operating Manual (SoP) of HR Department and time to time Circulars and Orders issued in the matter and the same are available on the intranet site of the Company i.e. <https://intranet.utiitsl.com/index> and under web-link- <https://intranet.utiitsl.com/HumanResource>.

1.10 Names, designations and other particulars of the Public Information Officers [Section 4(1) (b) (xvi)]

1.10.1 Name and designation of the public information officer (PIO), Assistant Public Information officer (APIO) & Appellate Authority

1.10.2 Address, telephone numbers and email ID of each designed official

The following are details of Appellate Authority, PIO, Nodal Officer & Transparency Officer under Right to Information Act, 2005

| | Name and Address of the Officer | Telephone No. | Email ID |
|--|--|---------------|--|
| Appellate Authority | Shri Man Mohan Gupta Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614 | 022-67931034 | manmohan.gupta@utiitsl.com |
| Public Information Officer & Nodal Officer | Shri Sandeep R Rajeshirke Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614 | 022-67931029 | sandeep.rajeshirke@utiitsl.com |
| Transparency Officer | Shri Dinesh Tiwari Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614 | 022-67931135 | dinesh.tiwari@utiitsl.com |

1.11 No. of employees against whom Disciplinary action has been proposed/taken (Section) 4(2))**1.11.1 No. of employees against whom disciplinary action has been (i) Pending for minor or major penalty proceedings**

The details of for FY-2023-24 are furnished below:

| <u>Sr. No.</u> | <u>Particular</u> | <u>No. of employees</u> |
|----------------|---------------------------------------|-------------------------|
| 1. | Pending for minor penalty proceedings | 4 |
| 2. | Pending for major penalty proceedings | |

1.11.2 (ii) Finalised for Minor penalty or major penalty proceedings

The details of for FY-2023-24 are furnished below:

| <u>Sr. No.</u> | <u>Particular</u> | <u>No. of employees</u> |
|----------------|--|-------------------------|
| 1. | <u>Finalised for Minor penalty proceedings</u> | 1 |
| 2. | <u>Finalised for major penalty proceedings</u> | Nil |

1.12 Programmes to advance understanding of RTI (Section 26)

1.12.1 Educational programmes

- RTI Section subscribed for the Book on RTI Cases Study publishing by the Right to Information Reporter to refer Judgments passed by Hon'ble Supreme Court of India, Various High Courts & Information Commissions.

1.12.2 Efforts to encourage public authority to participate in these programmes

1.12.3 Training of CPIO/APIO

Residential Training Program/workshop on Right to Information Act was attended by PIO and FAA, which covered the following aspects:

- Provisions & Procedure under RTI Act, 2005
- Exemptions & Exclusions under the Act
- Personal & third party information under the Act
- Roles & functions of various officials (PIOs, AAs, Nodal Officers, etc.)
- Improvement in the drafting skills to minimize the number of appeals
- Judgments passed by Hon'ble Supreme Court of India, Various High Courts & Information Commissions.

Attended Training organized by the Ministry of Personnel, Public Grievances and Pensions Department of Personnel and Training (IR Division), RTI - Project Monitoring Unit on Handling of Online RTI application.

1.12.4 Update and publish guidelines on RTI by the Public Authorities concerned

RTI Act and Circulars of DoPT for guidelines for information seekers under RTI Act, 2005 are unloaded on the website- <https://www.utiitsl.com/> of the Company under web-link- <https://www.utiitsl.com/rti>.

1.13 Transfer policy and transfer orders [F No. 1/6/2011- IR dt. 15.4.2013]

1.13.1 Transfer Policy And Transfer Orders[F No.1/6/2011- IR Dt. 15.4.2013]

Transfer Policy of the Company and Office orders/ Circulars regarding Transfer Orders are available on the Intranet site of the Company i.e. <https://intranet.utiitsl.com/index>.

2. Budget and Programme

2.1 Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc.[Section4(1)(b)(xi)]

The details for the FY-2023-24:

| Rupees in Lakhs | | |
|------------------------|--|----------------|
| 2.1.1 | Total Budget for the public authority | 59,117.00 |
| 2.1.2 | Budget for each agency and plan & programmes | Not Applicable |
| 2.1.3 | Proposed expenditures | 32,663.00 |
| 2.1.4 | Revised budget for each agency, if any | Not Applicable |
| 2.1.5 | Report on disbursements made and place where the related reports are available | Not Applicable |

2.2 Foreign and domestic tours (F.No. 1/8/2012- IR dt. 11.9.2012)

2.2.1 Budget

Budget for Domestic tours is included in the total Budget of Public Authority under head of Travelling & Conveyance Expenditure during financial year 2023-24 (1.4.2023 to 31.03.2024). However, no Budget allocated for foreign tours.

2.2.2 Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department.- (a) Places visited, (b) The period of visit, (c) The number of members in the official delegation, (d) Expenditure on the visit

a. Foreign Tour:

The details for the FY-2023-24:

| <u>Sr. No.</u> | <u>Name of official</u> | <u>Designation</u> | <u>Place visited</u> | <u>Period of visit</u> | <u>No. of members in official delegation</u> | <u>Expenditure on the visit</u> |
|----------------|-------------------------|--------------------|----------------------|------------------------|--|---------------------------------|
| 1. | Nil | Nil | Nil | Nil | Nil | Nil |

b. Domestic Tour:

| Sr.No. | Name of Officials | Designation | Place visited | Period of visit | No. Of members in official delegation | Expenditure on the visit (Amt in Rs.) |
|--------|------------------------|-------------|--------------------|--------------------------|---------------------------------------|---------------------------------------|
| 1 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 13.04.2023 to 24.04.2023 | 0 | 45058.00 |
| 2 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 04.05.2023 to 09.05.2023 | 0 | 38016.00 |
| 3 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 18.05.2023 to 22.05.2023 | 0 | 35979.00 |
| 4 | Mr. Jai Parkash Chahal | MD&CEO | Bhubaneswar | 24.05.2023 to 26.05.2023 | 0 | 22663.00 |
| 5 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 02.06.2023 to 15.06.2023 | 0 | 43307.00 |
| 6 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 04.07.2023 to 05.07.2023 | 0 | 54252.00 |
| 7 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 04.09.2023 | 0 | 23132.00 |
| 8 | Mr. Jai Parkash Chahal | MD&CEO | Delhi & Chandigarh | 29.09.2023 to 01.10.2023 | 0 | 25993.00 |
| 9 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 10.08.2023 to 11.08.2023 | 0 | 19855.00 |
| 10 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 22.08.2023 to 24.08.2023 | 0 | 14875.00 |
| 11 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 11.10.2023 | 0 | 19203.00 |
| 12 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 23.10.2023 to 29.10.2023 | 0 | 18179.00 |
| 13 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 23.11.2023 | 0 | 28706.00 |
| 14 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 29.11.2023 to 01.12.2023 | 0 | 36068.00 |
| 15 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 01.03.2024 | 0 | 28380.00 |
| 16 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 08.02.2024 to 10.02.2024 | 0 | 22027.00 |
| 17 | Mr. Jai Parkash Chahal | MD&CEO | Delhi | 06.03.2024 to 16.03.2024 | 0 | 30682.00 |
| | | | | | TOTAL | 506375.00 |

| Sr.No. | Name of Officials | Designation | Place visited | Period of visit | No. Of members in official delegation | Expenditure on the visit (Amt in Rs.) |
|--------|--------------------|-------------|---------------|--------------------------|---------------------------------------|---------------------------------------|
| 1 | Mr. Manmohan Gupta | SVP & CFO | Delhi | 19.05.2023 | 1 | 35195.00 |
| 2 | Mr. Manmohan Gupta | SVP & CFO | Indore | 14.01.2024 to 18.01.2024 | 1 | 18789.00 |
| 3 | Mr. Manmohan Gupta | SVP & CFO | Mahabaleshwar | 29.02.2024 to 03.03.2024 | 1 | 600.00 |
| | | | | | TOTAL | 54584.00 |
| Sr.No. | Name of Officials | Designation | Place visited | Period of visit | No. Of members in official delegation | Expenditure on the visit (Amt in Rs.) |
| 1 | Ms. Susheeba Alex | SVP | Hyderabad | 12.04.2023 to 13.04.2023 | 1 | 28536.00 |
| 2 | Ms. Susheeba Alex | SVP | Bhubaneswar | 25.05.2023 to 26.05.2023 | 1 | 29911.00 |
| 3 | Ms. Susheeba Alex | SVP | Delhi | 06.07.2023 to 07.07.2023 | 1 | 42285.00 |
| 4 | Ms. Susheeba Alex | SVP | Delhi | 27.07.2023 to 28.07.2023 | 1 | 24508.00 |
| 5 | Ms. Susheeba Alex | SVP | Hyderabad | 07.08.2023 to 08.08.2023 | 1 | 33931.00 |
| 6 | Ms. Susheeba Alex | SVP | Delhi | 23.08.2023 to 24.08.2023 | 1 | 24743.00 |
| 7 | Ms. Susheeba Alex | SVP | Delhi | 04.09.2023 | 1 | 26310.00 |
| 8 | Ms. Susheeba Alex | SVP | Hyderabad | 21.09.2023 to 22.09.2023 | 1 | 25325.00 |
| 9 | Ms. Susheeba Alex | SVP | Delhi | 05.10.2023 to 06.10.2023 | 1 | 25216.00 |
| 10 | Ms. Susheeba Alex | SVP | Delhi | 08.02.2024 to 09.02.2024 | 1 | 25138.00 |
| 11 | Ms. Susheeba Alex | SVP | Indore | 14.01.2024 to 17.01.2024 | 1 | 26032.00 |
| 12 | Ms. Susheeba Alex | SVP | Delhi | 01.03.2023 | 1 | 27959.00 |
| 13 | Ms. Susheeba Alex | SVP | Delhi | 07.03.2023 | 1 | 29990.00 |
| | | | | | TOTAL | 369884.00 |

| Sr.No. | Name of Officials | Designation | Place visited | Period of visit | No. Of members in official delegation | Expenditure on the visit (Amt in Rs.) |
|--------|-------------------|-------------|---------------|--------------------------|---------------------------------------|---------------------------------------|
| 1 | Mr. Anil Verma | SVP | Kolkata | 28.04.2023 | 1 | 17991.00 |
| 2 | Mr. Anil Verma | SVP | Mumbai | 31.05.2023 to 02.06.2023 | 1 | 41537.00 |
| 3 | Mr. Anil Verma | SVP | Jaipur | 04.07.2023 | 1 | 4246.00 |
| 4 | Mr. Anil Verma | SVP | Mumbai | 06.07.2023 to 07.07.2023 | 1 | 24805.00 |
| 5 | Mr. Anil Verma | SVP | Mumbai | 17.07.2023 to 18.07.2023 | 1 | 20378.00 |
| 6 | Mr. Anil Verma | SVP | Jaipur | 28.07.2023 | 1 | 3844.00 |
| 7 | Mr. Anil Verma | SVP | Mumbai | 17.08.2023 to 18.08.2023 | 1 | 32871.00 |
| 8 | Mr. Anil Verma | SVP | Mumbai | 24.08.2023 to 26.08.2023 | 1 | 25988.00 |
| 9 | Mr. Anil Verma | SVP | Jaipur | 19.09.2023 | 1 | 4606.00 |
| 10 | Mr. Anil Verma | SVP | Lucknow | 29.09.2023 | 1 | 6782.00 |
| 11 | Mr. Anil Verma | SVP | Chandigarh | 30.09.2023 | 1 | 9290.00 |
| 12 | Mr. Anil Verma | SVP | Jaipur | 04.12.2023 | 1 | 7953.00 |
| 13 | Mr. Anil Verma | SVP | Ahmedabad | 19.11.2023 to 25.11.2023 | 1 | 36824.00 |
| 14 | Mr. Anil Verma | SVP | Ludhiana | 08.12.2023 | 1 | 5558.00 |
| 15 | Mr. Anil Verma | SVP | Mumbai | 17.12.2023 to 19.12.2023 | 1 | 36361.00 |
| 16 | Mr. Anil Verma | SVP | Varanasi | 25.12.2023 to 27.12.2023 | 1 | 8699.00 |
| 17 | Mr. Anil Verma | SVP | Kolkata | 04.02.2024 to 07.02.2024 | 1 | 31747.00 |
| 18 | Mr. Anil Verma | SVP | Indore | 18.02.2024 to 21.02.2024 | 1 | 13374.00 |
| 19 | Mr. Anil Verma | SVP | Bangalore | 07.03.2024 to 08.03.2024 | 1 | 26132.00 |
| | | | | | TOTAL | 358986.00 |
| Sr.No. | Name of Officials | Designation | Place visited | Period of visit | No. Of members in official delegation | Expenditure on the visit (Amt in Rs.) |
| 1 | Mr. Sanjeev Tomar | SVP | Delhi | 05.04.2023 to 09.04.2023 | 1 | 21345.00 |
| 2 | Mr. Sanjeev Tomar | SVP | Bhubaneshwar | 25.05.2023 to 26.05.2023 | 1 | 21748.00 |
| 3 | Mr. Sanjeev Tomar | SVP | Delhi | 07.08.2023 to 08.08.2023 | 1 | 14910.00 |
| 4 | Mr. Sanjeev Tomar | SVP | Delhi | 21.08.2023 to 22.08.2023 | 1 | 11037.00 |
| 5 | Mr. Sanjeev Tomar | SVP | Delhi | 27.12.2023 to 30.12.2023 | 1 | 17513.00 |
| 6 | Mr. Sanjeev Tomar | SVP | Indore | 19.02.2024 to 21.02.2024 | 1 | 13180.00 |
| | | | | | TOTAL | 99733.00 |

2.2.3 Information related to procurements- (a) Notice/tender enquires, and corrigenda if any thereon, (b) Details of the bids awarded comprising the names of the suppliers of goods/services being procured, (c) The works contracts concluded – in any such combination of the above-and, (d) The rate/ rates and the total amount at which such procurement or works contract is to be executed.

a) Notice/tender enquires, and corrigenda if any thereon,

The details of Notice/tender enquire, and corrigenda if any thereon are available on the website of the Company under web-link– <https://www.utiitsl.com/tenders> of Tenders.

(b) Details of the bids awarded comprising the names of the suppliers of goods/services being procured, (c) The works contracts concluded – in any such combination of the above-and, (d) The rate/ rates and the total amount at which such procurement or works contract is to be executed.

The details of Bids awarded for FY-2023-24 are furnished in the **Annexure-IV “Bids Awarded”** under tab of **RTI & Vigilance** on our website <https://www.utiitsl.com/> of the Company under web-link- <https://www.utiitsl.com/rti>.

2.3 Manner of execution of subsidy programme [Section 4(i)(b)(xii)]

2.3.1 Name of the programme of activity

Not applicable

2.3.2 Objective of the programme

Not applicable

2.3.3 Procedure to avail benefits

Not applicable

2.3.4 Duration of the programme/ scheme

Not applicable

2.3.5 Physical and financial targets of the programme

Not applicable

2.3.6 Nature/ scale of subsidy /amount allotted

Not applicable

2.3.7 Eligibility criteria for grant of subsidy

Not applicable

2.3.8 Details of beneficiaries of subsidy programme (number, profile etc)

Not applicable

2.4 Discretionary and non-discretionary grants [F. No. 1/6/2011-IR dt. 15.04.2013]

2.4.1 Discretionary and non-discretionary grants/allocations to State Govt./ NGOs/other institutions

Not applicable

2.4.2 Annual accounts of all legal entities who are provided grants by public authorities

Not applicable

2.5 Particulars of recipients of concessions, permits of authorizations granted by the public authority[Section 4(1) (b) (xiii)]

2.5.1 Concessions, permits or authorizations granted by public authority

Not applicable

2.5.2 For each concessions, permit or authorization granted - (a) Eligibility criteria, (b) Procedure for getting the concession/ grant and/ or permits of authorizations, (c) Name and address of the recipients given concessions/ permits or authorizations, (d) Date of award of concessions/permits of authorizations

Not applicable

2.6 CAG & PAC paras [F No. 1/6/2011- IR dt. 15.4.2013]

2.6.1 CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament.

No CAG and PAC paras and the action taken reports (ATRs) thereon were on the table of both houses of the parliament.

3. Publicity Band Public interface

3.1 Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of [Section 4(1)(b)(vii)] [F No 1/6/2011-IR dt. 15.04.2013]

3.1.1 Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens

Relevant Acts, Rules, which are normally accessed by citizens, are available in public domain. Forms and other documents for issue of PAN Card, Mutual Fund services, Medical Bills Processing, Aadhar Services, PM-JAY Services are made available to citizens through our website <https://www.utiitsl.com/>.

3.1.2 Arrangements for consultation with or representation by - (a) Members of the public in policy formulation/ policy implementation, (b) Day & time allotted for visitors,(c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants

Not applicable

3.1.3 Public- private partnerships (PPP)- Details of Special Purpose Vehicle (SPV), if any

Not applicable

3.1.4 Public- private partnerships (PPP)- Detailed project reports (DPRs)

Not applicable

3.1.5 Public- private partnerships (PPP)- Concession agreements.

Not applicable

3.1.6 Public- private partnerships (PPP)- Operation and maintenance manuals

Not applicable

3.1.7 Public- private partnerships (PPP) – Other documents generated as part of the implementation of the PPP

Not applicable

3.1.8 Public- private partnerships (PPP) – Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorisation from the government

Not applicable

3.1.9 Public- private partnerships (PPP) –Information relating to outputs and outcomes

Not applicable

3.1.10 Public- private partnerships (PPP) - The process of the selection of the private sector party (concessionaire etc.)

Not applicable

3.1.11 Public- private partnerships (PPP) - All payment made under the PPP project

Not applicable

3.2 Are the details of policies / decisions, which affect public, informed to them[Section 4(1) (c)]

| | | |
|--------------|--|---|
| 3.1.1 | Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Policy decisions/ legislations taken in the previous one year. | All the required information/details/documents relating to the functions and activities of the Company and the services provided by the Company to public on behalf of our clients are published on the official website of the Company and update time to time if there are any changes. For more information/details, please visit to the official website i.e. https://www.utiitsl.com/ of the Company. |
| 3.1.2 | Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive- Outline the Public consultation process. | Not Applicable. |
| 3.1.3 | Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive- Outline the arrangement for consultation before formulation of policy. | Not Applicable. |

3.3 Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]

3.3.1 Use of the most effective means of communication - Internet (website)

All the required information/details/documents relating to the functions and activities of the Company are published on the official website of the Company. For more information/details, please visit to the official website i.e. <https://www.utiitsl.com/> of the Company.

3.4 Form of accessibility of information manual/ handbook[Section 4(1)(b)]

3.4.1 Information manual/handbook available in Electronic format

The categories of documents available in Electronic format are furnished in the **Annexure-II (Information Manual & Handbooks)** under web-link– <https://www.utiitsl.com/rti> of the Company.

3.4.2 Information manual/handbook available in Printed format

The categories of documents available in printed format are furnished in the **Annexure-II (Information Manual & Handbooks)** under web-link– <https://www.utiitsl.com/rti> of the Company.

3.5 Whether information manual/ handbook available free of cost or not [Section 4(1)(b)]

3.5.1 List of materials available Free of cost

The categories of documents available Free of cost are furnished in the **Annexure-II (Information Manual & Handbooks)** under web-link– <https://www.utiitsl.com/rti> of the Company.

3.5.2 List of materials available At a reasonable cost of the medium

Not applicable

4. E-Governance

4.1 Language in which Information Manual/Handbook Available [F No. 1/6/2011-IR dt. 15.4.2013]

4.1.1 English

4.1.2 Vernacular/ Local Language

The categories of documents available in English/Vernacular/Local Language are furnished in the **Annexure-II (Information Manual & Handbooks)** under web-link– <https://www.utiitsl.com/rti> of the Company.

4.2 When was the information Manual/Handbook last updated?[F No. 1/6/2011-IR dt 15.4.2013]

4.2.1 Last date of Annual updation

The details of Last date of Annual updation for the categories of documents are furnished in the **Annexure-II (Information Manual & Handbooks)** under web-link– <https://www.utiitsl.com/rti> of the Company.

4.3 Information available in electronic form [Section 4(1)(b)(xiv)]

4.3.1 Details of information available in electronic form

4.3.2 Name/ title of the document/record/ other information

4.3.3 Location where available

The details of information available in electronic form, Name/title of the documents/record/other information, and the location where available for the categories of documents are furnished in the **Annexure-II (Information Manual & Handbooks)** under web-link– <https://www.utiitsl.com/rti> of the Company.

4.4 Particulars of facilities available to citizen for obtaining information[Section 4(1)(b)(xv)]

4.4.1 Name & location of the faculty

4.4.2 Details of information made available

4.4.3 Working hours of the facility

The above information is available on the website of the Company i.e. <https://www.utiitsl.com/> under the following web-links:

- i. **For PAN Services**-The details are provided under web-link- <https://pan.utiitsl.com/>.
- ii. **For Aadhaar Services**-
The details are provided under web-link- <https://www.utiitsl.com/aadhaarServices> and <https://www.utiitsl.com/aadhaarCenter>.
- iii. **PM-JAY Services**-
The details are provided under web-link- <https://www.pmjay.utiitsl.com/pmjayecard/>
- iv. **SUUTI Scheme Investors**- The details are provided under web-link- <https://www.utiitsl.com/rtServices> and <https://suuti.utiitsl.com/>.

4.4.4 Contact person & contact details (Phone, fax email)

The list of Regional Offices and the respective Branch offices with the details of the Regional Head/ Branch In charge and their address, contact No. and email addresses are already available in our website <https://www.utiitsl.com/branchlocator> under the caption "**Contacts**". The Information seeker may contact to nearest Regional Offices/ Branch Office or contact through email /on telephone or the Information seeker also approach to the Public Information Officer for information/ documents.

The Information seeker can also refer to the caption "**Write to us**" in our website <https://www.utiitsl.com/writetous> for any feedback or queries.

Follow us on facebook under web link- <https://www.facebook.com/UTIITSL1993>, youTube- <https://www.youtube.com/c/UTIITSLICTPROVIDER> and on Twitter Account i.e. **utipanservices** for Information/queries.

4.5 Such other information as may be prescribed under Section 4(i) (b)(xvii)

For any Additional information of the Company please visit to our website <https://www.utiitsl.com/>.

4.5.1 Grievance redressal mechanism

- i. **For PAN Query**- The details of All India Customer Care Centre are provided under the following web link:
<https://www.utiitsl.com/panquery>
- ii. **For Other Queries** – Contract details of respective Regional Offices are provided under the following web link:
<https://www.utiitsl.com/otherquery>
- iii. **For Escalation of Grievance Redressal**- Contract details of respective Regional Offices are provided under the following web link:
<https://www.utiitsl.com/grievance>

a. List of completed schemes/ projects/ Programmes:

i. IT Projects:

The details of IT Projects executed by the Company are provided under the following web link:

<https://www.utiitsl.com/itprojects>

ii. Infrastructure:

The details of Project Management Services are provided under the following web link:

<https://www.utiitsl.com/infraProjmngmntServices>

4.5.2 Details of applications received under RTI and information provided

The details of applications received under RTI and information provided in the monthly Report and Quarterly Report, which are available under the following web link:

<https://www.utiitsl.com/rti>

4.5.3 List of completed schemes/ projects/Programmes

4.5.4 List of schemes/ projects/ programme underway

i. IT Projects:

The details of IT Projects are provided under the following web link:

<https://www.utiitsl.com/itprojects>

ii. Infrastructure:

The details of Facility Management Services are provided under the following web link:

<https://www.utiitsl.com/infraProjmngmntServices>

iii. Mutual Funds:

The details of MF Schemes we sell are provided under the following web link:

<https://www.utiitsl.com/aboutmf>

iv. Medical Bill Processing:

The details of Medical clients are provided under the following web link:

<https://www.utiitsl.com/medicalclient#>

v. R & T Services:

The details of R& T Services are furnished under the following web link:

<https://www.utiitsl.com/rtServices>

vi. Aadhaar Services:

The details of Aadhaar Services are furnished under the following web link:

<https://www.utiitsl.com/#>

vii. PM-JAY Services:

The details of PM-JAY Services are furnished under the following web link:

<https://www.pmjay.utiitsl.com/pmjayecard/>

4.5.5 Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract

The details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract are furnished in the **Annexure-IV “Bids Awarded”** under tab of **RTI & Vigilance** on our website <https://www.utiitsl.com/> of the Company under web-link- <https://www.utiitsl.com/rti>.

4.5.6 Annual Report

For Annual Report, please refer **Annexure-II** and the following given web-link. <https://www.utiitsl.com/annualreport>

4.5.7 Frequently Asked Question (FAQs)

- i. **PAN:** FAQ & Instructions -General, 49A, 49AA, CSF, Instruction for filing 49A, 49AA & CSF are provided under web-link- <https://pan.utiitsl.com/fags.html>.
- ii. **PM-JAY-** FAQ are provided under web-link- <https://www.pmjay.utiitsl.com/pmjayecard/#faq>.
- iii. **SUUTI Scheme Investors-** Procedure to Claim- Maturity Payment, unclaimed amount & Where original certificate not available are furnished under web-link- <https://suuti.utiitsl.com/>.

4.5.8 Any other information such as - (a) Citizen’s Charter, (b) Result Framework Document (RFD), (c) Six monthly reports on the , (d) Performance against the benchmarks set in the Citizen’s Charter

| | | |
|-----|---|---|
| (a) | Citizen’s Charter | For Citizen’s Charter, please refer Annexure-V “Citizen’s Charter” under tab of RTI on our website https://www.utiitsl.com/ of the Company under web-link- https://www.utiitsl.com/rti . |
| (b) | Result Framework Document (RFD) | |
| (c) | Six monthly reports on the | |
| (d) | Performance against the benchmarks set in the Citizen’s Charter | |

4.6 Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]

4.6.1 Details of applications received and disposed

The following are the details of RTI Applications and 1st Appeals received and disposed for FY-2023-24:

| RTI Monthly Return- April-2023 to March-2024 | | | | | | |
|---|---|---|--|--|---|--|
| Month- April -2023 to March,2024 | Opening Balance as on 01/04/2023 | No. of applications received as transfer from other PAs u/s 6(3) | Received during the month (including cases transferred to other Public Authority) | No of cases transferred to other Public Authorities | Decisions where requests/ appeals rejected | Decisions where requests/appeals accepted |
| | | | | | | |
| Request | 16 | 16 | 107 | 6 | 28 | 103 |
| | | | | | | |
| First Appeals | 0 | 1 | 10 | 0 | 6 | 5 |
| Total | 16 | 17 | 117 | 6 | 34 | 108 |

Monthly Report furnishing the details of the total numbers of RTI Applications/1st Appeal received, total numbers of RTI Applications/ Appeals accepted/rejected and total amount of fee collected along with the RTI Application and Quarterly Report submitted to the Central Information Commission (CIC) are uploaded on the website of the Company under web-link- <https://www.utiitsl.com/rti>.

4.6.2 Details of appeals received and orders issued

The following are the details of 2nd Appeals received and orders issued for FY-2023-24:

| Sr. No | Name of Appellant | 2nd Appeal No. | CIC Orders date |
|---------------|----------------------------|----------------------------------|------------------------|
| 1. | Shri Tushar Mahapatra | CIC/UITSL/A/2022/602990 | 25-08-2023 |
| 2. | Shri Om Prakash Lakhina | CIC/UITSL/A/2020/134121 | 11-10-2023 |
| 3. | Shri Tapas Haldar | CIC/UITSL/A/2021/121953 | 05-06-2023 |
| 4. | Shri Tapas Haldar | CIC/UITSL/A/2021/128253 | 05-06-2023 |
| 5. | Shri Kartikesware Mishra | CIC/UITSL/A/2022/144715 | 14-03-2024 |
| 6. | Shri Jitendra Prasad Singh | CIC/UITSL/A/2022/104984 | 12-03-2024 |

4.7 Replies to questions asked in the parliament[Section 4(1)(d)(2)

4.7.1 Details of questions asked and replies given

No question asked in the Parliament. Hence, no replies given.

5. Information as may be prescribed

5.1 Such other information as may be prescribed [F.No. 1/2/2016-IR dt. 17.8.2016, F No. 1/6/2011-IR dt. 15.4.2013]

5.1.1 Name & details of - (a) Current CPIOs & FAAs,(b) Earlier CPIO & FAAs from 1.1.2015

Information about the Public Information Officers, Nodal Officer Appellate Authority and Transparency Officer of the Company

(a) The following details of current Appellate Authority, PIO, Nodal Officer & Transparency Officer under Right to Information Act, 2005

| | Name and Address of the Officer | Telephone No. | Email ID |
|--|--|----------------------|--|
| Appellate Authority | Shri Man Mohan Gupta Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614 | 022-67931034 | manmohan.gupta@utiitsl.com |
| Public Information Officer & Nodal Officer | Shri Sandeep R Rajeshirke Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614 | 022-67931029 | sandeep.rajeshirke@utiitsl.com |
| Transparency Officer | Shri Dinesh Tiwari Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614 | 022-67931135 | dinesh.tiwari@utiitsl.com |

The above details are furnished at point 1.10.2 above and under the following web-link:
<https://www.utiitsl.com/rti>.

(b) The following details of earlier Appellate Authority, PIO, Nodal Officer & Transparency Officer under Right to Information Act, 2005 from 1.1.2005

| Designation | Name of the Officer |
|----------------------------|--|
| Appellate Authority | a. Shri M Parameswaran b. Shri Krishna B N Singh c. Shri Deepak Kumar |
| Public Information Officer | a. Shri Krishna B N Singh b. Dr Keshab Nandy c. Shri Krishna B N Singh |
| Transparency Officer | Ms Pushpa Priyani |

5.1.2 Details of third party audit of voluntary disclosure-(a) Dates of audit carried out , (b) Report of the audit carried out

Indian Rubber Manufacturers Research Association conducted Third-Party Audit of the Proactive Disclosure of UTI Infrastructure Technology and Services Limited under the RTI Act, 2005 from 12 & 18 Oct, 2023 in accordance with Guidelines on suo motu disclosure under Section 4 of the RTI Act issued by Government of India, Ministry of Personnel, Public Grievances & Pensions, Department of Personnel & Training. The audit was conducted in accordance with the standard operating procedure for the Third-party audit on suo motu disclosures (As per Para 4.4 & 4.5 of DOPT's OM No. /6/2011-IR dated 15.04.2013 & Para 6 of DOPT's OM No. 1/34/2013-IR dated 30.06.2016). For Audit Report please refer **Annexure-VI** "Third Party Audit Report" under tab of RTI & Vigilance on our website <https://www.utiitsl.com/rti> of the Company.

5.1.3 Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD - (a) Date of appointment , (b) Name & Designation of the officers

| | Name and Address of the Officer | Designation | Date of Appointment |
|---------------|---|--------------------------------------|---|
| Nodal Officer | Shri Sandeep R Rajeshirke Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614. | Assistant Vice President (AVP) | Government of India, Ministry of Finance, Department of Public Asset Management (DIPAM) vide its letter Ref. No F No.2/3/2015-UTI dated 06/12/2016 have been Appointed Nodal Officer. |

5.1.4 Consultancy committee of key stake holders for advice on suo-motu disclosure - (a) Dates from which constituted, (b) Name & Designation of the officers

The following are details of Committee:

| Date of Constitution | Name and Designation of Members of the Committee |
|-----------------------------|--|
| 13.9.2023 | a. Mr Avinash Kumar, PIO-SUUTI b. Ms. Vinutha Shetty, Nodal Officer-SUUTI c. Mr. Sandeep Rajeshirke, PIO & Nodal Officer-UTIITSL d. Mr. Dinesh Tiwari, Transparency Officer-UTIITSL |

5.1.5 Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI - (a) Dates from which constituted, (b) Name & Designation of the Officers

The following are details of Committee:

| Date of Constitution | Name and Designation of Members of the Committee |
|-----------------------------|--|
| 13.9.2023 | a. Mr Avinash Kumar, PIO-SUUTI b. Mr. Purushottam Bandekar, FAA c. Mr. Sandeep Rajeshirke, PIO & Nodal Officer-UTIITSL |

6. Information Disclosed on own Initiative

6.1 Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information

6.1.1 Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information

All the required information/details/documents relating to the functions and activities of the Company are published on the official website of the Company. For more information/details, please visit to the official website i.e. <https://www.utiitsl.com/> of the Company.

6.2 Guidelines for Indian Government Websites (GIGW) is followed (released in February, 2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public

6.2.1 Whether STQC certification obtained and its validity

Not applicable.

6.2.2 Does the website show the certificate on the Website?

Not applicable.