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L&T FINANCE LIMITED IS PROMOTING A SUSTAINABLE FUTURE THROUGH CSR

L&T Finance Limited (LTF) believes that businesses must address societal challenges and contribute to sustainable development. In an interview with Fortune India, Mr. Sudipta Roy, Managing Director & CEO, LTF, shares the Company's Corporate Social Responsibility (CSR) journey, emphasizing commitment, action, and community impact.

- **How far is your CSR embedded with business strategy?**

► At LTF, delivering sustainable products and services is paramount. The Company adopted the Lakshya 2026 strategy in FY22, achieving it ahead of schedule in FY24 by leveraging technology and maintaining a customer-centric approach.

Moving forward, LTF aims for consistent, predictable, and sustainable organizational performance through five key pillars, one of which is Capability Building with Consciousness, focusing on social good in a participatory manner.

The forward-looking sustainability roadmap includes a CSR strategy extending to FY28, aiming to impact over 1.40 crore lives.

- **How CSR is contributing to inclusive growth and sustainability?**

► We empower individuals and communities through digital and financial inclusion, disaster response, road safety, and healthcare programs. Our CSR thrust area also includes Climate Impact Management, addressing water conservation through Jalvaibhav 2.0, horticulture plantation via Project Prakruti and income augmentation for farmers. Our approach focuses on long-term, transformative change aligned with our core competencies and societal needs.
- **Can you give us high impact CSR program illustrations of positive and sustainable change?**

► Our CSR flagship initiative, "Digital Sakhi" bridges the digital divide, empowering individuals, especially rural women, with digital literacy, promoting micro-entrepreneurship for women, and enhancing access to financial services in rural areas.

In FY24, we impacted over 11.50 lakh community members, providing essential know how on digital and financial literacy and bringing 5.90 lakh women under digi-finclusion campaign. Same year, we expanded Digital Sakhi program from Karnataka, Kerala, Odisha



SUDIPTA ROY,
Managing Director
& CEO,
L&T Finance Limited

- and West Bengal (East Medinipur) to Uttar Pradesh (Gorakhpur), Bihar (Supaul), Tamil Nadu (Madurai), and West Bengal (Murshidabad). During FY24, our 885 active Digital Sakhis spread across 7 states, 13 districts, and 1,800 villages linked over 1 lakh community members with social entitlement schemes worth Rs. 60 crore and provided various services through 200+ Digital Seva Kendras. The initiative has trained over 7,500 women entrepreneurs, fostering economic empowerment and sustainable development. Since inception in 2017, Digital Sakhi has reached to over 40 lakh community members.
- **How LTF measures the impact of its CSR programs?**

► In order to assess the efficacy of the programs, we engage with credible third-party specialised agencies to conduct independent impact assessment studies. These impact studies help not only in assessing the impact of the program but also provide insights for corrective action.

In FY24, we conducted the Social Return on Investment (SROI) study for our completed Digital Sakhi projects, and notably the outcome was amazing. For every single rupee invested, the project was able to generate Rs. 123 in social value which signifies high-scale impact.

(Source: SROI, CRISIL FY24)
- **Please tell us about CSR governance and standards?**

► We have very robust internal CSR governance systems and practices that is directly overseen by the Board. We have a very strong community redressal feedback mechanism that are applicable to all our projects. In FY24, we created Community Advisory Panels (CAPs) for the involvement of larger stakeholder groups in all our projects. We also encourage time to time internal audits of our partner NGOs which further helps to build strong accountability.

Notably, in FY24, we earned the prestigious ISO 26000-2010 Social Responsibility Certificate of Conformance, underscoring our CSR leadership in the NBFC sector, which testifies our commitment to national and international standards of social responsibility. ■

