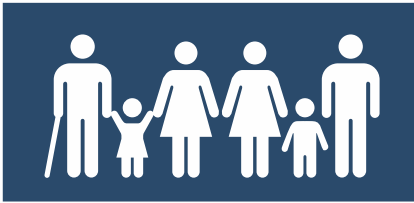




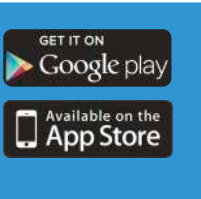
# ADAR POONAWALLA

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## CLEAN CITY INITIATIVE



Sustainability  
Excellence  
Report 2023-24



LEADING INNOVATION FOR  
TECHNOLOGY DRIVEN AND SUSTAINABLE  
WASTE MANAGEMENT IN PUNE



# Message from Mr. Adar C Poonawalla



**Adar C Poonawalla**  
 Founder, Adar Poonawalla Clean City Initiative

Dear citizen,

I am writing to you with immense pride and heartfelt gratitude as we reflect on the incredible journey of the Adar Poonawalla Clean City Initiative. Over the past nine years, our collective efforts have transformed Pune into a cleaner, more liveable city, and it is your unwavering support that has made this possible.

From the very inception of this initiative, our mission has been clear: to bridge the gaps in the city's waste management system and to foster a cleaner, healthier environment for all. We have faced numerous challenges along the way, but each obstacle has only strengthened our resolve and commitment.

One of the most inspiring aspects of our journey has been witnessing the dedication and hard work of our "Waste Warriors." These individuals are not just employees; they are the true heroes of our initiative. They have embraced our vision and work tirelessly every day, often going beyond their call of duty. I recall many instances where there were a lot of operational and weather challenges, still our waste warriors along with civic officials have risen to the occasion and resolved the issues to keep our city clean.

Our efforts have not gone unnoticed. The transformation is evident in the appreciation letters

we receive from the citizens of Pune. Each of the 10,000 letters we have received is a testament to the positive impact of our work. It is humbling to know that our clean-up operations, water distribution programs, and pothole repairs have significantly improved the lives of so many citizens.

Take, for example, our recent milestone of filling over 100,000 potholes. Each pothole filled not only enhances the quality of our roads but also reduces the risk of accidents, making commuting safer for everyone. Similarly, our initiative to distribute clean drinking water has reached over 100,000 litres, benefiting countless underprivileged individuals and reducing waterborne diseases in the community.

Our commitment to transparency and accountability is unwavering. We believe in quantifying our impact to ensure that every step we take is measured, recorded, and accessible to our stakeholders. This dedication allows us to showcase our progress through tangible metrics, demonstrating the transformation your support has facilitated.

We are eager to share the success stories and testimonials that have emerged from our journey, which serve as proof that change is not only possible but already underway. The stories of transformation, empowerment, and progress we have encountered are a testament to the profound impact of our work.

Our partnerships and collaborations have been instrumental in amplifying our impact. We work closely with the Pune Municipal Corporation (PMC), Pune cantonment board (PCB), Khadki cantonment board (KCB), villages & Gram Panchayats, various NGOs, and corporate volunteers. These alliances have enabled us to extend our reach and implement sustainable solutions. For instance, during the devastating floods in Chiplun, our team, despite facing immense hardships, provided crucial support, demonstrating our commitment to communities beyond Pune.

Innovation has been at the core of our operations. As we stand at this juncture of reflection and growth, we are filled with a sense of purpose and optimism. We envision a future where our collaborative efforts continue to bear fruit, where innovation drives efficiency, and where dignity & sustainability are at the forefront of our endeavours. We eagerly anticipate the road ahead and the transformation it promises.

It is with a heart full of gratitude that I acknowledge the unwavering support and contributions of our partners and stakeholders. Your dedication has been instrumental in the remarkable progress we have achieved. Together, we are sowing the seeds of a cleaner, more sustainable future, and your continued support is the nourishment that allows us to thrive.

Thank you for being a part of this incredible journey. Let us continue to work together towards a cleaner, greener future for Pune and beyond.

With heartfelt gratitude,

Adar C Poonawalla

Founder, Adar Poonawalla Clean City Initiative

# Message from Mr. Krishnan S Komandur



**Krishnan S Komandur**  
CEO, Adar Poonawalla Clean City Initiative

Dear citizens,

I hope this letter finds you in good health and high spirits. As the CEO of Adar Poonawalla Clean City Initiative (APCCI), it gives me immense pride and joy to share with you the remarkable progress and impact our organisation has made over the past year. The journey of making Pune city more livable was initiated by Mr. Adar Poonawalla in 2016 and we continue to walk on this principle.

APCCI's fifth sustainability report for the year 2023-24 offers an in-depth look into our ongoing commitment to effective waste management and stakeholder engagement. Our journey, driven by a commitment to create a cleaner, healthier, and more sustainable environment, continues to achieve significant milestones, thanks to the dedication of our team and the unwavering support of our stakeholders.

One of the most poignant aspects of our work is witnessing the transformation in the lives of those we serve and collaborate with. The heartwarming stories shared by our waste warriors, the true heroes of this initiative, highlight the personal and community upliftment that has resulted from their efforts. These individuals, once seen as mere operators, are now respected and integral members of their communities. Their increased social standing and improved livelihoods are a testament to our holistic approach towards waste

management.

In the past year alone, we have witnessed approximately 39,480 active volunteer participations, a clear indication of the growing community engagement and support. This collective effort has allowed us to cover over 1430 chronic waste spots and optimise more than 1,300 fleet routes, using over 280 low-carbon and advanced fleet machines. These statistics are not just numbers; they represent the collective impact of our mission to make Pune a cleaner city.

One of our priorities is to broaden the reach of our Behavioral Change Communication (BCC) program. The BCC program has already shown significant impact in enhancing community education on sustainable waste management, and by expanding our reach, we aim to foster a culture of environmental responsibility from a young age. Our vision includes engaging thousands of students and integrating this program into school curriculums, making sustainability a core part of their education.

One of our standout projects has been the installation of 85 water ATMs, providing potable drinking water to under-served communities. This initiative has benefited over 20,000 individuals, ensuring access to clean and safe drinking water, thereby reducing waterborne illnesses and improving overall health outcomes.

Our founder's vision of a visibly clean city has always been the guiding force behind our initiatives. His philosophy of addressing the gaps left by municipal authorities without resorting to blame has inspired us to take proactive measures. We believe in action—if there is garbage on the road, we collect it and dispose of it responsibly, ensuring the dignity and safety of our operators with state-of-the-art equipment.

We also envision our model being replicated in other cities, enabling corporations to adopt our practices and create similar positive impacts elsewhere. Our journey is one of continuous learning and adaptation, and we are always open to collaborations and partnerships that align with our mission.

In conclusion, I extend my deepest gratitude to each one of you—our stakeholders, beneficiaries, volunteers, and team members. Your support, dedication, and belief in our mission have been the driving force behind our successes. Together, we are not just cleaning streets; we are creating a legacy of sustainability, dignity, and community well-being.

Thank you for being an integral part of this journey. Let us continue to work together towards a cleaner and brighter future.

Warm regards,

Krishnan S Komandur

CEO, Adar Poonawalla Clean City Initiative



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# About the report

APCCI's fifth sustainability report for the year 2023-24 offers an in-depth look into our ongoing commitment to effective waste management and stakeholder engagement. Spanning from April 2023 to March 2024, this report highlights our efforts across Pune and the South G ward of Mumbai, Maharashtra, using 2018-19 as our baseline year.

Prepared in accordance with the GRI Standards 2021, this comprehensive document covers our activities across economic, social, and environmental parameters. Our commitment to transparency is reflected in our adherence to reporting standards, verified through rigorous internal and external audits. The report provides a detailed GRI Content Index, allowing easy access to specific information.

The report development team, led by Krishnan S Komandur (CEO of APCCI), Malhar Karwande, Shivam Shinde along with Dr. Rajesh S. Manerikar and Neehar M. Barve from Strategica as Consultants, played a crucial role in its creation. This collaboration ensured a thorough analysis and strategic development of our waste management initiatives. The team's efforts have been instrumental in enhancing urban cleanliness and sustainability.

For more information about APCCI's services and to access the full report, please visit APCCI Website or contact Krishnan Komandur, CEO, at [ceo@adarpcleancity.com](mailto:ceo@adarpcleancity.com).





# Impact till 2024

## Clean City

- Operative in Pune and Mumbai.
- Covering over 1430+ chronic waste spots.
- Optimising over 1,300 fleet routes.
- Using over 280 low-carbon and advanced fleet-machines.
- Over 470 E-waste pickups with a total collection of over 16,492 kgs of E-waste through DTDC service.
- Installed and/or operating over 4800 litter bins at strategic locations.

## Model of Public-Private Partnership

- Corporates joined hands with essential services provided by the Government Initially ₹100 crore pledged by Mr. Adar C. Poonawalla as a part of social responsibility included waste management, safe drinking water, pothole-free roads.

## Citizens Engagement

### Various Behavior Change Communication (BCC) events

- 78 awareness campaigns carried out in 2023-24
- Approximately 39,480 active participations of volunteers
- 10000+ feedback letters received from citizens and students appreciating the efforts

## Pothole Free Roads for Citizens

- Total Potholes Repaired : 91610
- Potholes repaired: 60 square-metres per day
- 4-stage van occupies 2.5 metres of the road without hindering traffic

## Environmental Performance

- 46.1% of the fleet machinery operated on electricity
- The other 53.9% of the fleet machinery is BS-IV/BS-VI compliant, conforming to the latest emission norms
- 24% reduction in Carbon emissions since route optimization & incorporation of e-vehicles.

## Our People - Waste Warriors

- More than 588 skilled jobs created in the waste management sector
- More than ₹2336 safety budget per waste warrior, annually
- 8 safety items for every waste warrior
- 0% employee injury rate (accidents)
- 96% job retention
- 0 vehicles met with accidents

## Safe Drinking Water for Community

- Maximum production capacity of filtered drinking water at 140,000 litres/Day
- Approximately 105,000 litres, filtered drinking water per day delivered
- 85 water ATMs
- 15566 Beneficiaries in 2023-24

# 1. Purpose and Motivation

## 1.1 Empowering Sustainable Cities Through Innovative Waste Management Solutions

At the heart of this report is our bold declaration: APCCI is committed to transforming urban environments through state-of-the-art waste management solutions. Our mission is driven by the goal of creating cleaner, healthier, and more resilient communities.

APCCI, spearheaded by Adar C. Poonawalla, CEO of Serum Institute of India, aims to tackle the chronic issues of garbage buildup in Pune and South G ward of Mumbai. Our approach involves deploying advanced equipment and fostering public-private partnerships to address urban waste management effectively.

### Motivation Highlights

- **Enhanced Public Health:** By mitigating garbage issues, we aim to improve public health and reduce disease spread.
- **Environmental Stewardship:** Our use of electric and eco-friendly machines underscores our commitment to reducing environmental impact.
- **Innovative Partnerships:** Collaborating with urban bodies, citizens, and NGOs demonstrates our model of effective public-private partnerships.
- **Global Goals Alignment:** Our efforts align with several UN Sustainable Development Goals (SDGs), including SDG 11 (Sustainable Cities and Communities), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action), SDG 17 (Partnerships for the Goals), and SDG 3 (Good Health and Well-being).
- **Community Impact:** We are dedicated to improving urban environments through advanced technology and strategic waste management practices.

Recognized by Honourable Prime Minister Narendra Modi and designated as a Swachh Bharat Ambassador, APCCI's initiatives are a testament to our alignment with the SDGs and our commitment to a sustainable and inclusive future.

Our report illustrates how APCCI's comprehensive waste management practices contribute to our overarching goals of sustainability and urban improvement, supported by data and stakeholder feedback.



**Krishnan S Komandur,**  
Chief Executive Officer

Our founder's vision was to make Pune more livable. Instead of just criticising the authorities, we decided to take action and address the gaps ourselves. This proactive approach has been the driving force behind our initiatives.

## 1.2 Our Contribution to the Swachh Bharat Mission

The Swachh Bharat Mission, launched by the Government of India, set forth an ambitious vision: to achieve a "Clean India" by October 2, 2019, the 150th birth anniversary of Mahatma Gandhi. With an investment of over ₹62,000 crores (US\$ 9.7 billion), this mission has had far-reaching objectives, including eradicating open defecation, promoting sanitation, and ensuring the scientific processing and disposal of municipal solid waste.

At the heart of this national movement, we have been committed to playing our part in realising these objectives. Our journey began with a focus on collection of street waste, where we employed advanced electric and eco-friendly machines to efficiently clean streets and chronic garbage spots. By doing so, we not only contribute to maintaining the cleanliness and health of our cities but also support the United Nations' Sustainable Development Goals (SDGs) related to responsible consumption and production.

Cleaning chronic spots has been another area where we have made significant strides. Deploying state-of-the-art equipment and machines, we've tackled chronic waste buildup, improving waste management in cities across the country. This initiative has allowed us to address long-standing environmental concerns and enhance the quality of life for residents in affected areas.

Waste transportation is a critical component of our efforts. In close collaboration with urban local bodies and other stakeholders, we've ensured that waste is transported and disposed of in an environmentally responsible manner. This partnership has been instrumental in streamlining operations and achieving our shared goals of cleanliness and sustainability.

In collaboration with Poornam Ecovision Foundation, we've also addressed the growing concern of electronic waste (E-waste). Through a comprehensive door-to-door collection system, we've

responsibly managed the disposal of electronic products, promoting environmental sustainability and aligning with the principles of a circular economy.

Raising awareness about waste segregation and management is crucial to our mission. We've launched various programs in schools, colleges, and communities to educate and engage people on the importance of proper waste management. By inspiring action at the grassroots level, we're building a more sustainable future for our cities and beyond.

### Cleanliness: A Shared Responsibility

On October 1, 2023, when Prime Minister Shri Narendra Modi called for nationwide participation in cleanliness drives, we were there, actively contributing to the Swachhata Hi Seva (SHS) campaign. Our focus was on high-traffic public areas, working under the Ministry of Housing and Urban Affairs (MoHUA) and the Department of Drinking Water and Sanitation to achieve the vision of a 'Garbage-Free India.'

## How We Contribute to the Objectives of the Swachh Bharat Mission:

Objective	Our Activity	Our Contribution
To make people aware of healthy sanitation practices by bringing behavioural changes in people	Promotional activities for dry & wet waste segregation at the source	Increasing door-to-door collection and segregation; outreach programs to educate citizens on waste segregation and proper disposal
To empower urban local bodies to design, execute, and operate all systems related to cleanliness	Cooperation, collaboration, capacity building, and resource sharing	Implementing a resource-efficient system; optimising service operations; timely waste pickup; tracking fleet machines with App technology
To scientifically process, dispose, reuse, and recycle municipal solid waste	Capacity building of ULBs' waste helpers for segregation at chronic spots	Supporting ULBs' helpers on-site with information and capacity-building for scientific waste segregation
To provide the required environment for the private sector to participate in capital, operational, and maintenance expenditure	Public-private partnership with ULBs	Mechanised cleaning of streets with 'Electric Glutton'; installation and maintenance of 4,300+ litter bins; management of 1,430+ chronic spots; operation of 286 on-road fleet machines with 595 personnel

Our contribution to the Swachh Bharat Mission is a testament to our commitment to creating cleaner, healthier cities. We take pride in our efforts and remain dedicated to continuing this important work, ensuring a sustainable and prosperous future for all.

## 1.3 Letters from Stakeholders

स्वायत्तता : ०९/१२/१९६३




### ग्रामपंचायत कदमवाकवस्ती

वा. हवेली, छि. पुणे, ४१२ २०१, ईमेल : gpkadamwakvasti@gmail.com

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श्री. वितलंजन त्रिविक गजराकवाड सरपंच      श्री. नासीरखान मनुलाखान पदाण उपसरपंच      श्री. अमोल महादेव चौकडे नाभविकास आधिकारी

ज. क्र.:

#### अभिनंदन पत्र

दिनांक : १०/०१/२०२३

प्रति,  
**मा. ए. एस. आर. सर्विसेस**  
 आदर पुनवाला विलनी मिटी

विषय - आदर पुनवाला व त्वांच्या प्रयत्ना सर्व कर्मचाऱ्यांचे हार्दिक अभिनंदन...


महोदय,

ग्रामपंचायत कदमवाकवस्ती आपले सक्षेचे आभार मानते आहे, आपल्या आदर पुनवाला तर्फे जे आपण स्वच्छतेचे काम करत आहात ते अतिशय मनमानेच आहे. तसेच हे काम आपण कदमवाकवस्ती भागात एक्सल कोईकल्स टाटा मोटर्स ने अतिशय कौतुकभरद व प्राणविकरणे करत आहात. आपली गाडी क्रमांक MH१२२ PQ २३५५ कदमवाकवस्ती भागात स्वच्छतेचे काम करीत आहे त्यामुळे तेथील दुर्गंधीचे साम्राज्य नष्ट होत आहे. व आभाराचा प्रादुर्भाव या भागात कमी होत आहे. ग्रामपंचायत कदमवाकवस्ती आपले सक्षेचे आभार मानते. ही सेवा पुढील काळात सुद्धा अशीच प्रामाणिकरणे मिळावी. हो नम विनंती...धन्यवाद...

कड्याचे  
 आपले विन्यास  
  
 ग्रामपंचायत कदमवाकवस्ती  
 वा. हवेली, छि. पुणे



*Poonawala - 66*



भारत सरकार  
 Government of India  
 कानून व न्याय विभाग  
 Ministry of Law & Justice  
 आयकर अपीलीय अटिबुनल  
 Income-Tax Appellate Tribunal

दुरध्वनि  
 Phone : 020-2370 1933  
 Fax : 020-0634 5300

पब्लिक अँड ट्रस्ट्स माला, महाराष्ट्र जीवन प्राधिकरण बिल्डिंग,  
 सेंट मेरी स्कूल के पास, 463 स्टावेली रोड,  
 कॅम्प, पुणे - ४११००९.  
 1st & 2nd Floor, Maharashtra Jeevan Pradhikaran Bldg.,  
 Near St. Mary School, 463 Stavoly Road, Camp,  
 Pune - 411001.  
 E-mail : pune.bench@tat.nic.in  
 दिनांक / DATED THE 24/11/2023

क्रमांक  
 No.

To:  
 The Chief Executive Office,  
 Adar Poonawala Clean City Initiative,  
 Pune.

#### Appreciation Letter

Dear Sir,


Income Tax Appellate Tribunal, Pune hereby expresses its deeper gratitude to Mr. Adar Poonawala for his selfless and noble services in keeping the office premises clean and tidy by proper management of filth, waste and garbage.


We are also thankful to your following team members who help us in day to day services in keeping the office premises clean:

1. Mr. Ashwin Mohite (Field Supervisor)
2. Mr. Vishal Pawar (Supervisor)
3. Mr. Mohan Ghadge (Driver)
4. Mr. Durgappa Jadhav (Operator)

We appreciate the efforts being taken by your team and look forward for your continued support in future also.

Thanking you.

Yours faithfully,  
  
 For Assistant Registrar  
 कार्यालय नाभिव/Office Superintendent  
 आयकर अपीलीय अटिबुनल  
 Income Tax Appellate Tribunal,  
 पुणे/Pune



महाराष्ट्र पोलीस  
 महानगर पोलीस  
 महाराष्ट्र पोलीस

POLICE INSPECTOR,  
 LASHKAR POLICE STATION  
 PUNE CITY,

---

POLICE STATION LASHKAR/PUNE CITY,DATE :  
 20/1/2024

TO,  
 Chief Executive Officer  
 Adhar Poonawala Clean City Initiative  
 Pune

#### Appreciation Letter


Dear Sir,

LASHKAR POLICE STATION CAMP PUNE CITY, hereby expresses its deepest to Mr. Adhar Poonawala For his selfless and noble services in keeping the lashkar police station premises clean and tidy by proper management of filth, waste and garbage.

We are also thankful to your following team member who help us in day to day services in keeping the lashkar police station premises clean

- 1) Mr. Vishal Pawar (Supervisor),
- 2) Mr. Mohan Ghadge (Driver),
- 3) Mr. Durgappa Jadhav (Operator)

This is undoubtedly a welcome voluntary initiative that would go a long way in realization of Swachh Bharat. We appreciate the effort being taken by your team and look forward for your continued support in future also.

Thanking you  
  
 वरिष्ठ पोलीस निरीक्षक  
 लखर पोलीस स्टेशन  
 पुणे शहर



## UNIVERSITY WOMEN'S ASSOCIATION, PUNE

AFFILIATED TO INDIAN FEDERATION OF UNIVERSITY WOMEN'S ASSOCIATIONS AND INTERNATIONAL FEDERATION OF UNIVERSITY WOMEN

270-E, Jambhekar Path, Gokhale Nagar, Pune- 411018 Telephone: 020-25899694, 25870324  
E-mail: uwa.pune@gmail.com, Website: www.uwapune.com

Ms. Vinoda Bhalil  
Managing Trustee

Dr. Ujjwala Shinde  
President

Dr. Suchitra Roy  
Vice President  
Convener R&D Cell

Dr. Kalyani Bhande  
Hon. Secretary

Adv. Preme Kulkarni  
Hon. Treasurer

Ms. Preeti Pawar  
Jt. Secretary &  
Convener Scholarships

Ms. Uma Sharma  
Jt. Treasurer

Dr. Neha Athalye  
Association Representative

Ms. Bilo Varma  
Convener Hostel

Adv. Vidhulata Gawade  
Convener Open House &  
Membership Development

Ms. Abhiswarya Pawar  
Convener Sports

Ms. Savita Karandikar  
Convener Chikandarang

Dr. Madhavi More  
Convener Youth Wing

Dr. Sal Keshar  
Convener Progress Even

Dr. Ashwini Ingole  
Convener Constitution &  
Legal Advisory

Ms. Manjushri Foranshi  
Convener Environment Cell

Ms. Neelam Jagdale  
Ex. Office - I/P

Ref No: 408/2023

Date: 15 Sept, 2023

To,  
Adar Poonawalla Cleancity  
Pune.

### Thank You Letter for Garbage Collection

University Women's Association, working women's hostel, 270/E Jambhekar Path, Gokhale Nagar Pune- 411016 would like to thank 1) Mr. Keshav Manohar Sable and 2) Mr. Tanaji Salunke for their hard work as garbage collectors. Your efforts to collect the garbage daily and help us to keep our society clean is highly appreciated. We request you to continue the good work, for which we are grateful.

Hostel Warden

UWA, Pune



Regd. Bombay Public Trust Act No.F-246 Poona I PAN-AAATU0198P I Regd. Under Societies Regn. Act, BOM, / 403 Poona

654



## इंदिरा गांधी मॉडेल स्कूल

(इंदिरा गांधी प्राथमिक विद्यालय)

म. न. पा. शाळा क्रमांक ८७ मुलांची, ऑंध, पुणे- ४११ ०६७.

जा. क्र. ४३७

दिनांक: २९/०३/२०२३

मा. व्यवस्थापक,

आदर पुनावाला क्लीन सिटी, पुणे

मुख्यालय - म. न. पा. शाळा क्रमांक ८७ मुलांची, ऑंध, पुणे.

वाजस्थान,

विषय :- क्लीन सिटी अंतर्गत कचरा उचलणेबाबत

महोदय,

उपरोक्त विषयान्तये आपणांस कळविण्यात येते की, क्लीन सिटी अंतर्गत कचरा उचलण्यासाठी आमच्या विद्यालयात आपली कचरा गाडी नियमित येत असून आपले कर्मचारी येथून नियमित कचरा उचलून नेत आहेत आपल्या कर्मचाऱ्यांच्या सतकार्यामुळे आमचा शाळेचा परिसर स्वच्छ राहण्यास मदत होते. आपुढेही असेच सतकार्ये करावे ही नम्र विनंती.

S. Tanaji Salunke

बन मुख्यालय  
इंदिरा गांधी मॉडेल शाळा  
म. न. पा. शा. क्र. ८७ मुलांची  
ऑंध, पुणे-६७  
(मुलांस. २७२५४४००२)

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KCB-15

ले. कर्नल बी एल भार्गव, वृटन  
प्रशासक अधिकारी  
Lt Col B L Bhargava, Veteran  
Administrative & Account Officer



पेराप्लेजिक पुनर्वास केंद्र  
पार्क रोड, कलकती  
पुणे - ४११०२०  
पारप्लेज सेंटर

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Paraplegic Rehabilitation Centre  
Park Road, Kalkatti  
Pune - 411020  
Maharashtra State

4083/15/15

01 Aug 2023

CEO  
ADAR POONAWALA  
HADARSAK  
PUNE-

### APPLICATION LETTER

Sir,  
It is to inform you that Mr. Dilip Waghmare is working in PRC to care 71 National heroes. As regards these Cleaners, he is doing excellent work for PRC.

Your co-operation in this regards highly appreciated. Yours faithfully  
B. Bhargava

## 1.4 Recognition, Awards and Appreciation

Table: Awards received so far

Sr. No.	Awards Name
1	Prime Minister Letter
2	Pune Running Sport Foundation Award
3	Navabharat Health Care Award
4	(TMC) Top Management Consortium Award
5	Pune Pride 2018 ( By Residency Club)
6	Ministry of Urban development (Swachh Bharat Mission)
7	Smart Cities India Award-2017
8	SKOTCH order of Merit award
9	CSR Health Impact Award (Paras Health Care)
10	ABP News Award
11	CNBC IBLA Award 2018
12	VNRA (Viman Nagar Resident Association) Award
13	PM Nominated Adar Poonawalla As Brand Ambassador for Swachh Bharat Mission
14	MCCIA Award
15	Asia Sustainability Reporting Award (ASRA), 2019
16	Best CSR Impact Award - 2023 (SMX. CSR Leadership)
17	Best CSR Impact Award - 2024 (CSRBOX)
18	Green Conclave 2024: The Carbon Masters Award

### Green Conclave 2024: The Carbon Masters Award

At the Green Conclave 2024, organised by ISHRAE Pune Chapter and NICMAR University Pune, we were honoured to receive the Carbon Masters Award. This recognition, which our CEO, Krishnan Komandur, proudly accepted on behalf of APCCI, highlights our steadfast commitment to sustainability and our leadership in carbon management.

The event brought together experts to delve into the global climate landscape, exploring topics like COP 28, G20, and the National Credit Scheme. Against this backdrop, the Carbon Masters Award, centred on the critical theme of carbon, acknowledged our efforts to reduce carbon footprints and promote environmental stewardship.

This award is more than a recognition; it is a validation of our dedication to driving meaningful change in sustainability practices. Being celebrated alongside such esteemed professionals and institutions strengthens our resolve to continue working towards a cleaner, more sustainable future.



## 2. Sustainability Strategy

Our Sustainability Strategy serves as the compass guiding the Adar Poonawalla Clean City Initiative (APCCI) towards a more responsible and resilient future. At APCCI, we understand that sustainability is not just an option but an imperative, and it is integrated into every facet of our operations.

**Engaging Stakeholders:** Central to our strategy is the active engagement of stakeholders, including our main donor Mr. Adar C. Poonawalla, citizens, employees (our dedicated Waste Warriors), NGOs, urban local bodies, service providers, public relations, volunteers, educational institutions, Prabhag communities, and the media. Their diverse perspectives and concerns drive our actions, aligning our strategies with their needs and expectations.

**Material Topics:** We've identified material topics through a rigorous process that involves understanding the concerns of our stakeholders. These topics range from waste collection, segregation, and disposal to environmental impact, employee care and benefits, community engagement, technological interventions, ethical

practices, collaborations, public perception, and more. These areas represent the core of our sustainability efforts.

**Tracking Our Sustainability Commitment:** We are committed to tracking our progress through a set of key performance indicators (KPIs). These KPIs cover areas like cleanliness improvement, daily waste collection, carbon footprint reduction, investment in personal protective equipment, cost-efficiency, stakeholder engagement, and the resolution of waste pickup concerns. Our progress demonstrates our dedication to achieving our sustainability goals.

As we move towards a more sustainable 2023-24, our strategy will continue to revolve around fostering transparency, accountability, and sustainable practices. With a collaborative approach that builds trust and mitigates risks, we are positioned to drive positive social impact, promote sustainability, and enhance our reputation and brand value. We believe that sustainability is the linchpin for our long-term success, and we are committed to making it a reality.







## 2.1 Stakeholder Engagement

For us stakeholder engagement is of paramount importance because it serves as the linchpin for fostering transparency, accountability, and sustainable practices within our organisation. Engaging with stakeholders, whether they are investors, employees, customers, community members, or regulators, is a fundamental aspect of responsible business conduct. It enables us to gather diverse perspectives, identify critical issues, and address concerns proactively. By involving stakeholders in decision-making processes, organisations can better align their strategies with the needs and expectations of their various constituencies. This collaborative approach not only helps build trust and stronger relationships but also mitigates risks, ensures compliance with ethical and legal standards, and ultimately contributes to the long-term success and resilience of the APCCI. Moreover, in an era where social and environmental responsibility is paramount, stakeholder engagement is essential for driving positive social impact, promoting sustainability, and enhancing the overall reputation and brand value of APCCI and is an essential element of the success of this initiative.

### Identification of Key Stakeholders:

Stakeholder analysis was conducted to proactively identify and understand the varied needs, expectations, and concerns of our stakeholders. This process helps tailor our strategies, mitigate risks, and enhance engagement, ultimately fostering trust, aligning with ethical standards, and promoting sustainability in our operations.

The stakeholder analysis helped APCCI to identify the key stakeholders based on their influence versus their interest.

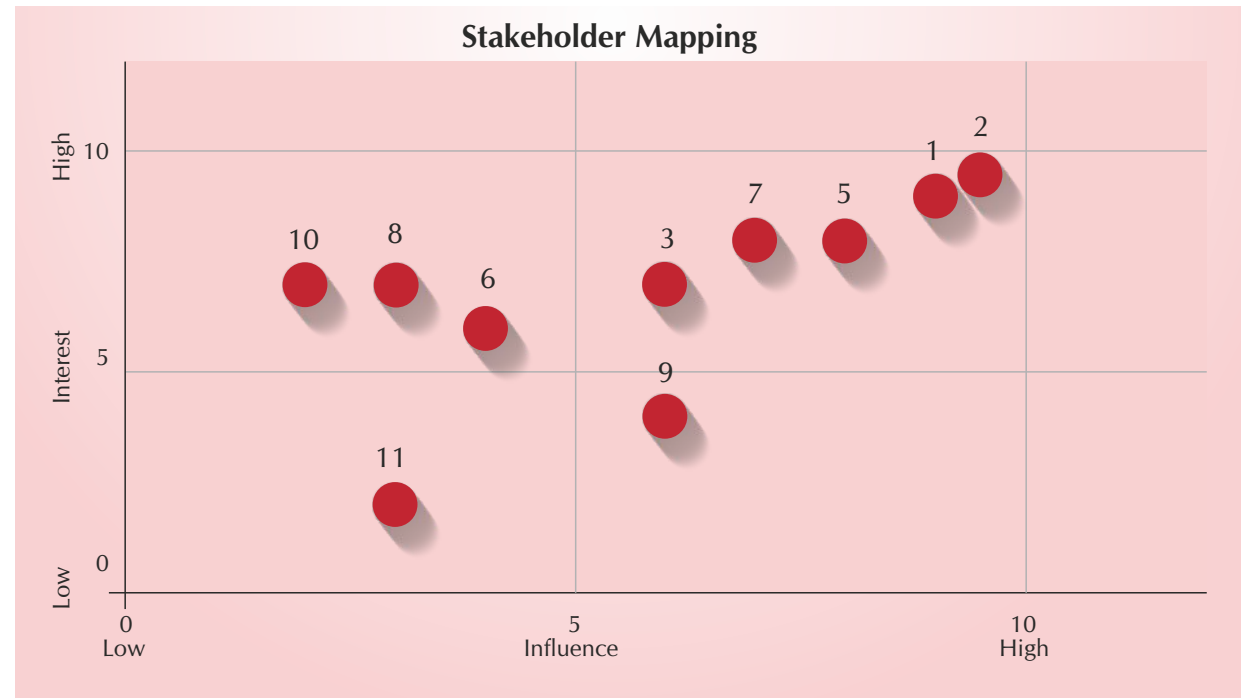


Table: Our Stakeholders &amp; Communication Channels

Code	Stakeholders	Significance to APCCI	Communication Channels	Main Concerned Topics
1	Mr. Adar C. Poonawalla (Main Donor)	Mr. Adar C. Poonawalla is the main donor and visionary behind APCCI. His support is of paramount importance as it provides the financial backbone for the initiative, enabling its operations and expansion.	Updates and reports Meetings	Ethical Governance and Compliance Climate Action and Emission Management
2	Citizens	Citizens are at the heart of APCCI's mission. Their active participation, support, and engagement are crucial for the success of waste management initiatives, raising awareness, and fostering a sense of responsibility towards cleanliness.	Take Feedback Communicate waste pickup concerns Volunteering opportunities Awareness Drives	Client and Public Safety Standards Data Privacy and Information Security
3	Employees (Waste Warriors & water project employees)	Employees, including Waste Warriors and Water Project employees, are the frontline workers who execute APCCI's initiatives. They play a pivotal role in daily waste collection, management, and community engagement.	Reports Meetings Take action on waste pickup concerns Give feedback Work performance audits	Employee Welfare and Development Workplace Diversity and Security Practices
4	Non Governmental Organisation (Janwani, Poornam Ecovision Foundation, Swachh)	These NGOs bring expertise, resources, and a network of volunteers to the table. Their partnership bolsters APCCI's reach, effectiveness, and community engagement.	Meetings Reports Audits	Ecosystem and Biodiversity Awareness Sustainable Supply Chain Management Climate Action and Emission Management
5	Urban Local Bodies (PMC, BMCC, PCB, KCB and 4 Gram Panchayats)	Collaboration with urban local bodies and gram panchayats ensures the alignment of APCCI's initiatives with government policies and regulations, facilitating the implementation of waste management strategies along with provision of transfer stations.	Meetings Reports	Energy and Water Conservation Client and Public Safety Standards

Code	Stakeholders	Significance to APCCI	Communication Channels	Main Concerned Topics
6	Service providers	These service providers offer essential support, technology, and solutions to enhance waste management efficiency and sustainability. Their contributions optimise the mission's impact.	Weekly/Fortnightly meetings	Sustainable Supply Chain Management Ethical Governance and Compliance Data Privacy and Information Security
7	Public Relations	Effective public relations help in building awareness, maintaining a positive image, and mobilising public support. PR plays a critical role in conveying APCCI's message and fostering trust.	Meetings Take Feedback Address waste pickup concerns	Ethical Practices and Governance Climate Action and Emission Management
8	Volunteers	Volunteers bring a grassroots perspective and a pool of willing hands to assist in clean-up drives, awareness campaigns, and various community engagement activities, extending the mission's reach.	Engagement meetings Feedback through emails	Employee Welfare and Development
9	Educational Institutes	Educational institutes are key partners for creating awareness among students and future generations. They serve as platforms for educational programs, workshops, and awareness campaigns	Monthly meetings	Human Rights and Ethical Sourcing Energy and Water Conservation
10	Prabhag communities	Community involvement at the prabhag level is essential for localised solutions and the active participation of residents in waste management practices. Their support is vital in maintaining clean localities.	Monthly meetings	Client and Public Safety Standards
11	Media	Media coverage and partnerships help in spreading the mission's message, sharing success stories, and garnering public support. Media plays a role in creating awareness and holding APCCI accountable.	Weekly updates	Ethical Practices and Governance

Key stakeholders are those with high interest and influence:

Priority	Code	Key Stakeholders
1	2	Citizens
2	1	Main Donor
3	7	PR–Public Relations
4	5	ULB–PMC/BMMC/PCB/KCB and 4 no. of Gram Panchayats
5	3	Employees (Waste warriors)

1. As this initiative is for citizens, they top the list as stakeholders.
2. Mr. Adar C. Poonawalla has pledged ₹100 crore during the first year and continues to pledge further during progressive years for APCCI. APCCI would not have existed without his vision and support.
3. Public representatives help to smoothen the functioning of the initiative.
4. ULBs work on many fronts such as waste collection at transfer stations and route planning.
5. APCCI Employees are the backbone of these services.



We prioritise regular interactions with our external partners, particularly those involved in maintenance and fabrication. We personally visit them every fortnight to understand and address any issues they might be facing and also seeking their suggestions on technical aspects. This proactive engagement helps us maintain strong relationships and ensure smooth operations.

## 2.2 Introduction to Material Topics

In this year's sustainability report, we have refined our approach to identifying and addressing material topics that reflect APCCI's impact and strategic priorities. This process involved an in-depth evaluation of our activities across environmental, social, and operational areas.

To ensure that these material topics are both relevant and comprehensive, we engaged extensively with both internal and external stakeholders. These stakeholders included our employees, service providers, local communities, urban local bodies, educational institutes, and our primary donor. This year, we deepened this engagement by conducting a targeted survey to gather insights directly from these groups. The survey allowed us to assess the significance of various topics, considering both the organisation's internal priorities and the concerns of those we serve.

Through this structured process, we were able to perform a thorough materiality assessment. The input gathered from the surveys, combined with ongoing dialogues, helped us identify and prioritize the topics that are most critical to our stakeholders and the impact of our work. To determine material topics for reporting, we established a threshold based on the significance of impacts as perceived by stakeholders. Topics that surpassed this threshold were classified as material, while those below were deemed non-material. This ensures a clear distinction between the topics included in this report and those excluded.

This year's reframed material topics reflect our commitment to ensuring that our operations align with the evolving needs of our stakeholders and the communities in which we operate. By integrating these insights, APCCI is better positioned to report transparently on our most pressing challenges and achievements. The material topics we have chosen for disclosure this year are more closely aligned with our work on sustainability, community engagement, and environmental responsibility.

### Focus of Material Disclosures

While all the identified topics hold some relevance to APCCI's operations and stakeholders, only those classified as material have been prioritized for disclosure in this report. Material topics were determined by applying a threshold based on the prioritization of impacts, considering their significance as highlighted during the stakeholder survey and assessment process. High and medium materiality topics, representing areas of greatest impact and stakeholder concern, have been included for detailed reporting. Non-material topics, while still relevant, fall below this threshold and will not be reported in detail.

By focusing on these material topics, we aim to provide a transparent and in-depth view of how we are addressing critical challenges and contributing to sustainable development through our work. The topics in the non-material category, while important, are less directly relevant to the core of APCCI's current operations and thus excluded from detailed disclosure this year.

Materiality Rank	Non Material	Medium	High
APCCI Material Topics	Ethical Governance and Compliance	Sustainable Supply Chain Management	Climate Action and Emission Management
	Ecosystem and Biodiversity Awareness	Energy and Water Conservation	
	Workplace Diversity and Security Practices	Client and Public Safety Standards	Employee Welfare and Development
	Human Rights and Ethical Sourcing	Data Privacy and Information Security	Community Engagement and Social Impact



Figure 3: Materiality assessment

Sr No	Material Topics	Organization Impact	Stakeholder Concern
1	Climate Action and Emission Management	Central to APCCI's core mission, reducing emissions and environmental impact are top priorities, influencing policy recommendations and interventions.	NGOs like Swachh, Urban Local Bodies, and Mr. Adar Poonawalla (donor) will have a strong focus on climate action, given its importance for sustainability.
2	Employee Welfare and Development	Providing ongoing training, development, and health and safety measures is crucial to maintaining an engaged and capable workforce.	Employees (Waste Warriors), volunteers, and service providers rely on the organization's commitment to welfare and skill development for optimal performance.
3	Community Engagement and Social Impact	Directly engaging with communities (Prabhag) is fundamental to APCCI's approach, helping build trust and ensuring that projects, such as waste management, meet community needs.	Prabhag communities, NGOs, Urban Local Bodies, and volunteers are highly concerned about the social impact of APCCI's projects.
4	Sustainable Supply Chain Management	Responsible procurement and sustainable vendor management are essential for APCCI.	Service providers and NGOs like Janwani are concerned with sustainable practices across the supply chain, especially regarding environmental impacts.
5	Energy and Water Conservation	Managing energy and water efficiently is crucial for long-term operational sustainability, especially in APCCI's water project.	Urban Local Bodies and NGOs focus heavily on sustainable resource management, while service providers and communities also expect energy and water conservation efforts.
6	Client and Public Safety Standards	Ensuring public safety is vital for APCCI's reputation, particularly when managing waste and water projects in local communities.	Prabhag communities, citizens, and urban local bodies (PMC, BMCC, PCB) are highly concerned about the health and safety of their environment.
7	Data Privacy and Information Security	Protecting data privacy is essential for maintaining trust with the public, particularly for projects that require community engagement and data collection.	Citizens, urban local bodies, and service providers may have concerns over how their data is used and protected.

Sr No	Non-Material Topics	Organization Impact	Stakeholder Concern
8	Ethical Governance and Compliance	Ensuring compliance with governance, ethical policies, and anti-corruption measures helps APCCI maintain trust and transparency in its operations, particularly with key donors like Mr. Adar C. Poonawalla.	Service providers, educational institutes, and NGOs may show moderate concern, focusing more on operational ethics than financial performance.
9	Ecosystem and Biodiversity Awareness	Maintaining focus on local biodiversity preservation aligns with APCCI's goals of sustainability but is a secondary concern in urban environments.	Urban Local Bodies and NGOs such as Poornam Ecovision Foundation and Swachh are likely to have interest due to their environmental focus.
10	Workplace Diversity and Security Practices	Internal policies on diversity and security contribute to a positive organizational culture, which is important for the morale of employees (Waste Warriors) but less critical for external stakeholders.	Employees and volunteers are most concerned about safety and inclusion in the workplace.
11	Human Rights and Ethical Sourcing	Although APCCI operates in relatively regulated environments, ensuring the prevention of labor exploitation remains essential, especially with suppliers.	NGOs, educational institutes, and service providers may show moderate concern, particularly around ethical sourcing and supplier labor practices.



## 2.3 Tracking Our Sustainability Commitment

Sr.No.	Sustainability KPIs	Units of Measurement	2018-19 (Baseline)	2020-21	2021-22	2022-23	2023-24
1	Improvement in the cleanliness of the city's streets compared to the baseline year	Factor (street kilometres cleaned per number of machines on the road)	23.6	25.53	27.36	27.26	27.22
2	Total Daily Waste collection	Tons/Day	Not Calculated	145	174	130	147
3	Carbon footprint per kilometre	Annual kgCO <sub>2</sub> per kilometre	0.328 kgCO <sub>2</sub> per kilometre	0.223 kgCO <sub>2</sub> per kilometre	0.213 kgCO <sub>2</sub> per kilometre	0.215 kgCO <sub>2</sub> per kilometre	0.23 kgCO <sub>2</sub> per kilometre
4	Investment in Personal Protective Equipment (PPE)	Annual Investment for PPE in ₹ per waste warrior	2387	4758	2712	2188	2336
5	The economy of street waste cleaning	Daily costs in ₹ per kilometre	75.5	90.3	74.9	79.8	86.7
6	Strengthening interactions on sustainability for stakeholders (employees, ULBs, NGOs/Service providers, etc.)	Person-hours per year invested by APCCI staff for key stakeholder	3052	3133	3282	3628	3937
7	Strengthening social capital (schools, citizens) for a healthy environment and holistic waste management	Person-hours per year invested by APCCI staff	441	345	361	412	414

## 2.4 Vision for 2024-25: Expanding Horizons and Deepening Impact

As we look toward the future, the coming year promises to be one of bold initiatives, strategic expansions, and renewed commitments to sustainability. Through our collective efforts, we aim to build on the successes of the past while setting the stage for even greater achievements.

### Driving Sustainability Through Electric Vehicle (EV) Integration

In line with our commitment to sustainability, one of our flagship initiatives for the upcoming year is the strategic expansion of our fleet, with a particular emphasis on electric vehicles (EVs). This year, we will introduce five new EVs into our operations, marking the beginning of a broader transition towards a cleaner, greener fleet. This move not only reduces our carbon footprint but also sets a precedent for sustainable practices in waste management. Our goal is to gradually phase out fossil fuel vehicles, leading to a fleet that is predominantly powered by clean energy.

### Enhancing Community Outreach and Employee Wellness

Our commitment to community outreach will see a significant boost, with plans to expand our operations to the peripheral areas of Pune and newly urbanised villages. We will double our water distribution capacity, from 1 lakh litres to 2 lakh litres, and introduce an additional pothole filling machine, addressing critical infrastructure needs. These enhancements will not only improve the quality of life for residents but also ensure that our services reach those who need them the most.

Internally, we are equally focused on the well-being of our team. To this end, we will enhance our employee wellness programs,

offering comprehensive health check-ups, eye check-ups, blood donation camps, and physiotherapy sessions. A healthy and motivated workforce is essential for driving our mission forward, and these initiatives reflect our dedication to our employees' physical and mental health.

### Strengthening Volunteer Engagement and Partnerships

Volunteerism has always been at the heart of our efforts, and in 2024-25, we are determined to strengthen this foundation. We will focus on identifying and empowering lead volunteers who can spearhead local initiatives, ensuring a more robust and organised volunteer network. To enhance our operational efficiency, we will introduce QR codes for better data collection, allowing for real-time tracking and analysis of volunteer activities. Our partnerships will also be intensified, particularly with NGOs, government bodies, and new stakeholder groups, such as marathon organisers. These collaborations will be key in scaling our impact and reaching new communities.

### Expanding Our Behavioral Change Communication (BCC) Program

Our first priority is to broaden the reach of our Behavioral Change Communication (BCC) program. In the upcoming year, we plan to bring this vital initiative to more schools across Pune. The BCC program has already shown significant impact in enhancing community education on sustainable waste management, and by expanding our reach, we aim to foster a culture of environmental responsibility from a young age. Our vision includes engaging thousands of students and integrating this program into school curriculums, making sustainability a core part of their education.

## Scaling Proven Initiatives and Expanding Our Impact

2024-25 will also be a year of scaling our most successful programs. Initiatives like "My Wari Swachh Wari" and our sustainable marathons, which have already garnered significant community involvement, will be expanded to cover more events and locations. These programs have set a high standard for community-driven sustainability efforts, and we are committed to making them a permanent fixture in Pune's calendar.

Additionally, our "My Bharat" and "My Heritage My Pune" initiatives will receive increased attention, as we aim to involve more youth in Swachhata missions and protect the city's cultural heritage through dedicated clean-up drives. These efforts are designed to instil a sense of pride and responsibility among Pune's residents, ensuring that our city remains not only clean but also vibrant and full of life.

## Innovating for a Cleaner, Greener Pune

As we continue to innovate, our long-term goals include refining our operational model to potentially replicate our success in other cities. We are exploring partnerships with corporations to adopt and adapt our waste management strategies in new locations, addressing similar challenges with the professionalism and high standards that have defined our approach in Pune.

In conclusion, the year ahead is filled with opportunities to make a lasting impact. Through strategic expansions, enhanced volunteer engagement, and continued innovation, we are poised to take significant strides toward our vision of a cleaner, more sustainable Pune. While this plan outlines our key initiatives, we will continue to refine and quantify our goals as more data becomes available, ensuring that our efforts remain focused and impactful. Together, we are building a future where sustainability is not just an ideal but a lived reality for all.



## 3. Sustainability Governance: A Story of Ambition and Impact

At the Adar Poonawalla Clean City Initiative (APCCI), sustainability is more than a strategy—it's our guiding principle, shaping every decision and action we take. As we look back on the fiscal year 2023-24, our commitment to Environmental, Social, and Governance (ESG) principles stands as the compass that has led us through challenges, driving us toward a sustainable and responsible future.

### 3.1 Our Ambitions

In the bustling streets of Pune and the dense urban expanse of South G ward in Mumbai, our work begins each day with a singular purpose: to create cleaner, healthier environments for the communities we serve. This purpose fuels our ambitions in sustainability governance—ambitions that are both bold and deeply rooted in our values.

**Environmental Stewardship** is at the heart of our mission. We've made it our goal to minimise environmental impact through innovative waste management solutions and resource conservation. Expanding our electric vehicle fleet is just one example of how we're reducing our carbon footprint and setting new standards in eco-friendly practices. But our ambitions don't stop there. As Malhar Karwande, COO, puts it, “Our long-term ambition is to establish a model that can be replicated in other cities or areas. We're leveraging the expertise and systems we've developed to create a scalable approach to urban cleanliness and sustainability.”

#### The Journey: Challenges and Triumphs

Our journey hasn't been without its challenges. When we first introduced our waste management initiatives, there was scepticism—both from the Pune Municipal Corporation (PMC) and the labourers tasked with carrying out this vision. Yet, our persistence and dedication began to turn the tide.

“We aim to make a significant impact on urban cleanliness,” shares Nilesh Ramekar, Operation Manager. “Despite initial scepticism from the PMC and labourers, our projects have proven effective. By leading by example, we've inspired more citizens to join our efforts, creating a ripple effect of positive change in governance and community engagement.”

This ripple effect has been a testament to the power of **Social Impact** and **Community Engagement**. Our collaboration with NGOs, citizen groups, and Urban Local Bodies (ULBs) has fostered inclusive growth and empowered local communities. The result? Cleaner streets, healthier environments, and a community that's more engaged than ever in the journey toward sustainability.

**Diversity and Inclusion** have also been key to our success. We're building a workforce that reflects the diversity of the communities we serve—a workforce where every team member feels valued and empowered to contribute their unique skills to our mission. This inclusive environment not only strengthens our team but also enhances our ability to connect with and serve the community effectively.

#### A Culture of Integrity and Innovation

At APCCI, integrity is non-negotiable. Ethical Business Conduct underpins our governance model, ensuring that our actions are always in the best interest of our mission. This commitment to

transparency and accountability is what allows us to build and maintain the trust of our stakeholders.

Our team, affectionately known as “Waste Warriors,” is the backbone of our operations. Their **Safety and Well-being** is of paramount importance to us. By providing state-of-the-art protective gear and promoting a culture of trust, we ensure that our team members can perform their duties with confidence and pride.

The relentless pursuit of excellence drives our Continuous Improvement and Innovation. We're constantly refining our waste management strategies, leveraging cutting-edge technology, and implementing Best Operating Practices (BOPs) to enhance operational efficiency. This commitment to innovation is what keeps us at the forefront of sustainable urban development.

## The Impact: A Legacy of Sustainability

As we look to the future, our focus remains on Long-term Value Creation. By aligning our business practices with ESG principles, we're not only contributing to a cleaner, healthier environment but also securing the well-being and prosperity of future generations.

In the words of Malhar Karwande, “This vision drives our continuous improvement and innovation efforts.” It's a vision that has already begun to take shape in Pune and Mumbai—a vision that, through unwavering dedication and collaborative efforts, will leave a lasting legacy of environmental stewardship, social impact, and ethical governance for generations to come.

Our story is one of ambition, perseverance, and profound impact. As we continue this journey, we remain committed to the principles that guide us, confident that our efforts today will shape a better, more sustainable tomorrow.



## 3.2 Governance Body: Leadership and Vision

### **Mr. Krishnan Komandur, CEO**

As the visionary at the helm, Mr. Krishnan Komandur's leadership is defined by his unwavering commitment to transforming urban sustainability. He has been instrumental in steering the organisation toward a model of proactive environmental stewardship. His focus on strategic initiatives and long-term sustainability reflects his deep understanding of the city's evolving needs, guiding the organisation to not just meet but exceed expectations in urban cleanliness and waste management. Under his leadership, the organisation continues to set new standards, driven by a blend of innovation, community engagement, and a relentless pursuit of excellence.

### **Mr. Malhar Karwande, COO**

Mr. Malhar Karwande's leadership is synonymous with action-driven innovation. His belief that "complaints alone won't create change" is evident in every initiative he leads. With nearly 300 vehicles in the fleet and cutting-edge technology powering daily operations, Malhar ensures that every kilometre cleaned, every bin strategically placed, and every volunteer inspired aligns with the organisation's broader vision. His emphasis on both the dignity of his workforce and the cleanliness of the city positions him as a key figure in shaping Pune's environmental future. His leadership style is marked by resilience, strategic foresight, and an unwavering commitment to continuous improvement.

### **Mr. Ashish Marathe, General Manager**

Innovation and integrity define Mr. Ashish Marathe's contributions. From introducing electric vehicles to ensuring timely payments to vendors, Ashish blends forward-thinking strategies with ethical

governance. His regular engagement with external partners fosters strong relationships that drive the organisation's efficiency, while his hands-on approach to maintenance and quality assurance guarantees high standards across all operations. Whether it's transitioning to BS6 vehicles or maintaining rigorous daily checks for fleet safety, Ashish's leadership reflects a dedication to both environmental responsibility and operational excellence.

### **Mr. Uttam Yewale, Administrator**

With a keen eye for balancing economic and environmental interests, Mr. Uttam Yewale's contributions to the organisation lie in his strategic management of commercial activities. His focus on building sustainable financial models aligns perfectly with the organisation's broader mission of urban cleanliness. Uttam's leadership ensures that the financial backbone of the operations remains strong, allowing the team to continue investing in new technologies and initiatives that reduce environmental impact.

### **Mr. Nilesh Ramekar, Operations Manager**

Mr. Nilesh Ramekar exemplifies the power of community-driven change. Through his work on initiatives like 'My Wari, Swachh Wari,' which engaged 1,400 volunteers over a 125 km route, he has demonstrated the immense potential of collective action. His leadership is rooted in transparency, with initiatives like the "Before and After" system of photos ensuring accountability at every level. By fostering trust and leading by example, Nilesh has transformed urban waste management into a shared responsibility, creating ripples of positive change in governance and community involvement.

### Mr. Farooq Bangi, Operations Manager

From the early days of eliminating scattered garbage piles to leading the transition towards source segregation, Mr. Farooq Bangi has played a pivotal role in reshaping Pune's waste management landscape, especially in the Zone I area of which he is in-charge. His leadership is marked by a deep commitment to sustainability and public health. Through a holistic approach that focuses on both immediate clean-up and long-term prevention, Farooq has contributed to a significant reduction in pollution and a more organised system of waste management. His work has directly supported the objectives of the Swachh Bharat Mission, making him a cornerstone of the organisation's operational success.

### Mr. Vijay Barkul, Operations Manager

With an eye for detail and a passion for efficient service, Mr. Vijay Barkul plays a crucial role in the operational success of the organisation. He is incharge of Zone 2 and Khadki Cantonment Board. His consistent efforts to enhance daily operations ensure that the streets remain clean and that the organisation's waste management practices continue to evolve in alignment with urban needs.

### Mr. Ashwin Mohite, Operations Manager

Mr. Ashwin Mohite's role as an Operations Manager is characterised by his hands-on approach to ensuring the efficiency of daily operations. His work focuses on a few areas of Zone 1, Zone 4, Zone 6 and Pune Cantonment Area. He prioritises creating smooth workflows, addressing day-to-day challenges with a solution-driven mindset. His attention to detail ensures that the organisation's operational standards remain uncompromised, even as they scale up.

### Mr. Pawan Badgujar, Operations Manager

Steadfast and solution-oriented, Mr. Pawan Badgujar focuses on improving operational efficiency while ensuring that the organisation's goals are met. He is incharge of Zone 4 and Gram Panchayats of Theur, Awhalwadi and Manjari Khurd. His leadership is driven by a passion for making a tangible difference, ensuring that every operational process, from route optimization to waste collection, contributes meaningfully to the larger mission of sustainability.

### Mr. Tushar Jadhav, Stores Keeper

Behind the scenes, Mr. Tushar Jadhav ensures the smooth functioning of the organisation's daily operations. His meticulous management of supplies and equipment allows the front-line workers to operate efficiently. Tushar's role may be less visible, but his contributions are vital to maintaining the operational flow that keeps the city's streets clean. His attention to detail and commitment to supporting the larger mission reflect the organisation's value of teamwork at every level.

Our Support Staff:

Department	Designation	Support Roles
Administration	Administrator	Mr. Santosh Madhwale
New Projects and R&D	Lead Consultant	Mr. Sameer Paranjape
	Technical Engineer	Mr. Shivam Shinde
Citizen Outreach	Lead Consultant	Mr. Amit Jonarikar
	Website Developer	Mr. Pankajkumar Sah
	Media Consultant	Mr. Sameer Ranade
	Lead Volunteer	Mr. Sathya Natarajan

## 3.3 Governance and Business Conduct: A Commitment to Integrity

In the bustling streets and neighbourhoods where the Adar Poonawalla Clean City Initiative (APCCI) operates, governance and business conduct are more than just words—they are the lifeblood that fuels our mission. This is the story of how these principles have not only guided our actions but also shaped our identity, becoming the very compass that steers us toward a cleaner, healthier future.

### Governance and Ethics at APCCI

At the helm of APCCI, our CEO and senior managers are the torchbearers of transparency and ethical conduct. They lead by example, championing strategies that align perfectly with our core mission: to create a sustainable future through innovative waste management. This leadership isn't just about making decisions; it's about forging partnerships, working closely with Urban Local Bodies (ULBs), and engaging with various stakeholders to ensure that our governance standards are not only met but exceeded.

"Our governance approach is rooted in transparency and accountability," shares Nilesh Ramekar, an Operation Manager at APCCI. "We implemented a system of 'Before and After' photos for our cleaning operations, which significantly reduced blame-shifting between citizens and the PMC. This initiative has not only improved our operational efficiency but also built trust with our stakeholders."

### The Ethical Code: Where Integrity Meets Action

Integrity is at the heart of everything we do at APCCI. In the fiscal year 2023-24, our commitment to ethical conduct was unwavering. We continued our strict policy against accepting gifts in any form—whether cash or kind—ensuring that our decisions are driven solely by the best interests of our mission. This integrity is not just a

policy; it's a principle that permeates every level of our organisation. Our dedication to ethical conduct extends to the meticulous maintenance of our vehicles, a critical aspect of our operations. "As part of our ethical code, we maintain our vehicles exclusively at authorised workshops," explains Ashish Marathe, General Manager at APCCI. "This ensures high standards of service and safety, minimising operational challenges. While we occasionally face delays due to spare part shortages, this approach underscores our commitment to quality and integrity in all aspects of our operations."

### The Waste Warriors: Stories of Loyalty and Honesty

But the true essence of APCCI's ethical code is best reflected in the stories of our Waste Warriors, the unsung heroes who bring our mission to life every day. Farooq Bangi, an Operation Manager, recounts tales that illustrate the deep-rooted values of loyalty and honesty among our team members.

"From the very beginning, our Waste Warriors have shown incredible dedication. Many of them, despite hardships and opportunities to move on, have chosen to stay with us," Farooq shares. "One such example is a group of workers who have been with the Adar Poonawalla Clean City Initiative since day one. Even when some found better jobs or moved away, these loyal few remained committed to our mission. Their steadfastness is not just about loyalty to a job but to the vision of a cleaner, healthier city for all."

Farooq also recalls an incident that truly embodies the integrity of our Waste Warriors. "Last year, during a wedding, a family's gold jewellery was accidentally thrown out with the trash. The family was devastated, thinking their valuables were lost forever. But our Waste



Warriors didn't hesitate. As soon as they heard, they sprang into action, tracing every step of the garbage's journey. The driver and the team meticulously sorted through the waste, piece by piece, until they found every last item. They returned the gold, not for praise or reward, but because honesty is woven into the fabric of who they are."

### **The Machinery Behind the Mission: Best Operating Practices**

Our commitment to excellence doesn't end with our people; it extends to the tools and practices that enable us to achieve our goals. In 2023-24, we remained steadfast in our dedication to maintaining our machinery and refining our Best Operating Practices (BOPs). These practices, which include daily vehicle inspections, preventive maintenance, and rigorous safety protocols, are the backbone of our operational efficiency.

"Our operators follow a strict daily check sheet, inspecting vital aspects like oil levels and coolant before starting their routes," notes Ashish Marathe. "Any issues are immediately reported and addressed. This rigorous procedure ensures our vehicles are always in optimal condition, maximising efficiency and minimising downtime."

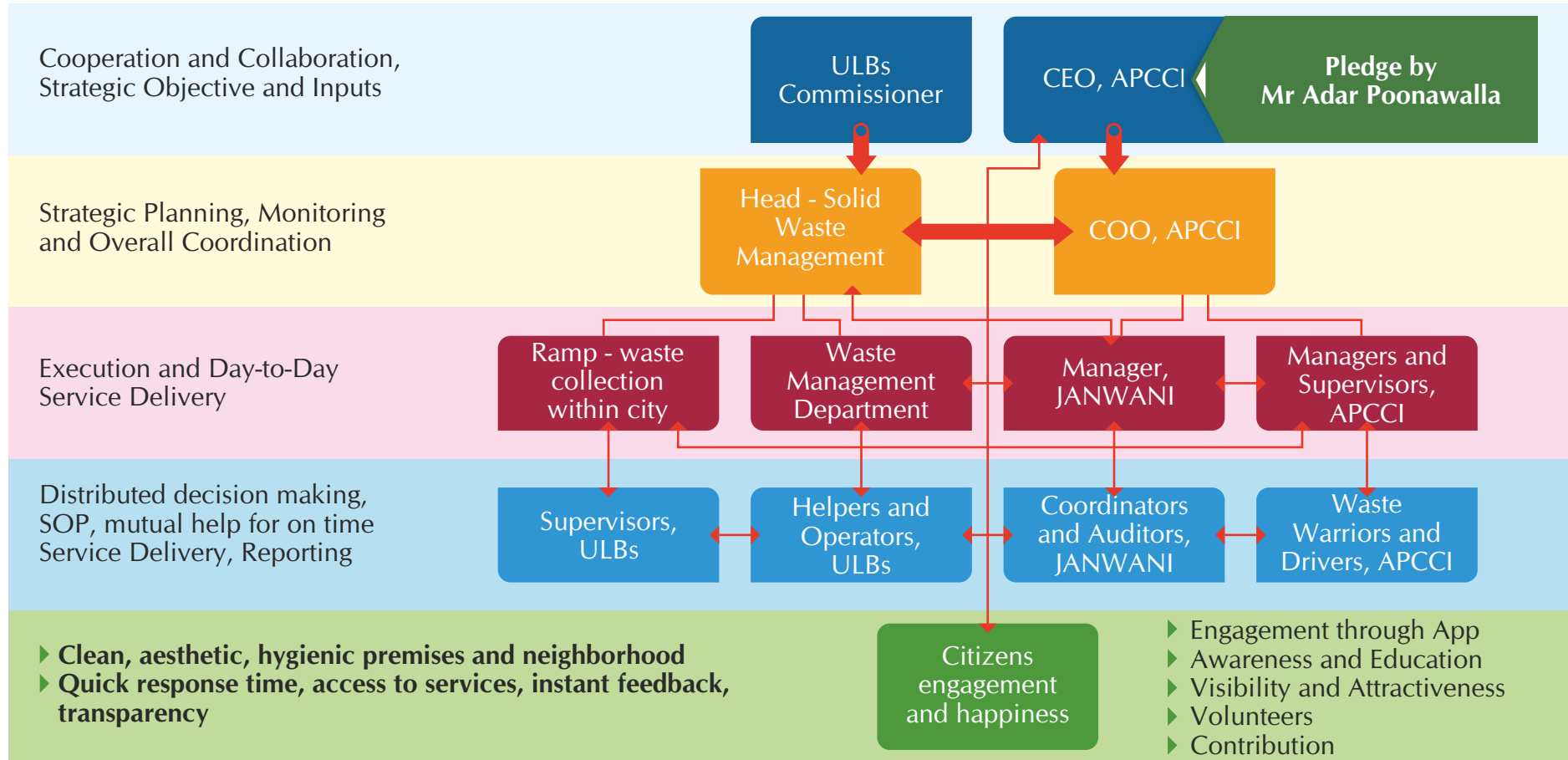
### **The Impact: A Cleaner, More Sustainable Future**

The impact of our governance, ethical conduct, and operational excellence is clear. Through transparency, integrity, and a relentless commitment to our mission, APCCI has not only enhanced its operational efficiency but also strengthened its relationships with stakeholders and the communities we serve. Our Waste Warriors, with their unwavering dedication and honesty, continue to be the driving force behind our success, embodying the values that define us.

In the words of Nilesh Ramekar, "Our governance approach has built trust, not just with our stakeholders but within our team. It's this trust that empowers us to continue pushing forward, towards a cleaner, more sustainable future."

As we look ahead, the principles that have guided us thus far will continue to be our guiding star. With a foundation built on ethical governance and a team of Waste Warriors who live these values every day, APCCI is more than just an initiative—it's a movement, one that's transforming not only the physical landscape of our cities but the ethical landscape of how we do business.

Functional structure





## 4. Enhancing Urban Sustainability Through Our Service



**Krishnan S Komandur,**  
Chief Executive Officer

Our approach to enhancing urban sustainability is multifaceted. We're cleaning more than 750 kilometres of road daily, strategically placing close to 1000 bins, and leveraging advanced technology for efficient waste collection. Our goal is not just to clean, but to prevent litter from accumulating in the first place, creating a sustainable model for urban cleanliness.

### 4.1 The Waste Crisis: A City at the Tipping Point

In the heart of Pune, a city of 3.1 million people, the waste crisis looms large. Every day, Pune generates a staggering 1,900 tons of waste—enough to fill 190 large trucks. This immense volume, equivalent to the weight of 380 adult elephants, poses a critical challenge. It's not just a statistic; it's a daily struggle that threatens to overwhelm the city's infrastructure, pollute the environment, and compromise the health of its residents.

Each resident contributes to this mountain of waste. On average, every Punekar generates 454.62 grams of waste per day—the weight of a loaf of bread. While this might seem negligible on an individual level, when multiplied across millions, it compounds into a significant crisis demanding urgent action.

APCCI: Innovating for a Cleaner Tomorrow

Amid this pressing challenge, the Adar Poonawalla Clean City Initiatives (APCCI) emerges as a beacon of hope. Recognizing both the crisis and the opportunity in urban waste management, APCCI is more than just a waste collection service; it represents a transformative shift in how Pune approaches its waste dilemmas.

In the face of rising global waste generation, driven by factors such as urbanisation, population growth, and shifting consumption patterns, Pune mirrors the world's growing environmental and health risks. APCCI has embarked on a holistic journey to address these issues. With a steadfast commitment to environmental stewardship and public well-being, APCCI's approach goes beyond mere waste collection and

disposal. It includes eradicating chronic waste spots that plague the city and promoting eco-friendly practices through innovative solutions.

"We recognized both the crisis and opportunity in urban waste management. Our goal isn't just to clean up; it's to transform how our city lives," explains Nilesh Ramekar, Operation Manager at APCCI. This philosophy has driven APCCI to implement a range of forward-thinking strategies. From deploying a fleet of "waste warriors" equipped with modern technologies to optimising waste collection routes, the initiative strives for operational efficiency while minimising environmental impact.

Community Engagement and Innovation

APCCI's commitment extends beyond traditional waste management. Their innovative waste collection strategies include transitioning to eco-friendly vehicles and actively engaging the community. The introduction of the Door-to-Door waste collection project addresses the critical issue of electronic waste, setting a remarkable example of responsible e-waste management.

"Climate change and waste management are crucial issues," notes Malhar Karwande, COO of APCCI. "Awareness about garbage management is vital because once garbage leaves our homes, we often don't think about its fate. Proper disposal and recycling are essential to prevent environmental damage." This perspective drives APCCI's approach to integrating education with action, encouraging citizens to understand and participate in the waste management process.

## 4.2 From Chronic Waste Spots to Community Spaces

At APCCI, our mission to enhance Pune's urban environment has yielded remarkable results, particularly in transforming chronic waste spots into vibrant community spaces. These areas, once notorious for their unsightliness and health hazards, are now celebrated as clean and welcoming places that benefit local residents.

### A Transformative Journey

Pune's waste management challenge began with widespread issues of scattered garbage dumps, creating both environmental and health concerns. Chronic waste spots, often breeding grounds for pests and harmful bacteria, posed significant risks to community well-being. Recognizing the urgency, we embarked on a comprehensive approach to address these persistent problems.

“When we began, Pune was facing a severe problem with scattered garbage dumps. Our holistic approach has led to a visible improvement in the city's overall cleanliness and public health,” reflects Farooq Bangi, Operation Manager at APCCI. Our strategy encompasses three key dimensions: environmental stewardship, public health, and sound governance.

### Innovating for Cleaner Streets

Our commitment to innovation is evident in our approach to waste collection. As Malhar Karwande, COO of APCCI, explains, “Innovation is at the heart of our waste collection strategy. We've implemented state-of-the-art equipment and machinery, including a fleet of nearly 300 vehicles equipped with the world's best technology for litter picking. This approach not only ensures cleaner streets but also enhances the dignity and safety of our operators, setting new standards in urban waste management.”

Through our ongoing efforts, we continue to transform waste management in Pune and beyond, setting new benchmarks for urban cleanliness and community well-being.

Waste Elimination Photos: Before and After Photos





Before

Balaji Dhanya Bhandar



After



Before

Sriman Garden



After



Before

Bhandalkar Nagar



After

## The Waste Warriors: Unsung Heroes of Urban Cleanliness

Meet Rajesh, one of APCCI's dedicated "waste warriors." His day begins at dawn with a selfie - not for social media, but to clock in for his shift. By 7:30 AM, Rajesh and his team are already on Pune's streets, armed with state-of-the-art equipment and a determination to make their city cleaner.

"Every piece of litter we pick up is a step towards a healthier Pune," Rajesh says with pride. "It's not just a job; it's a mission."

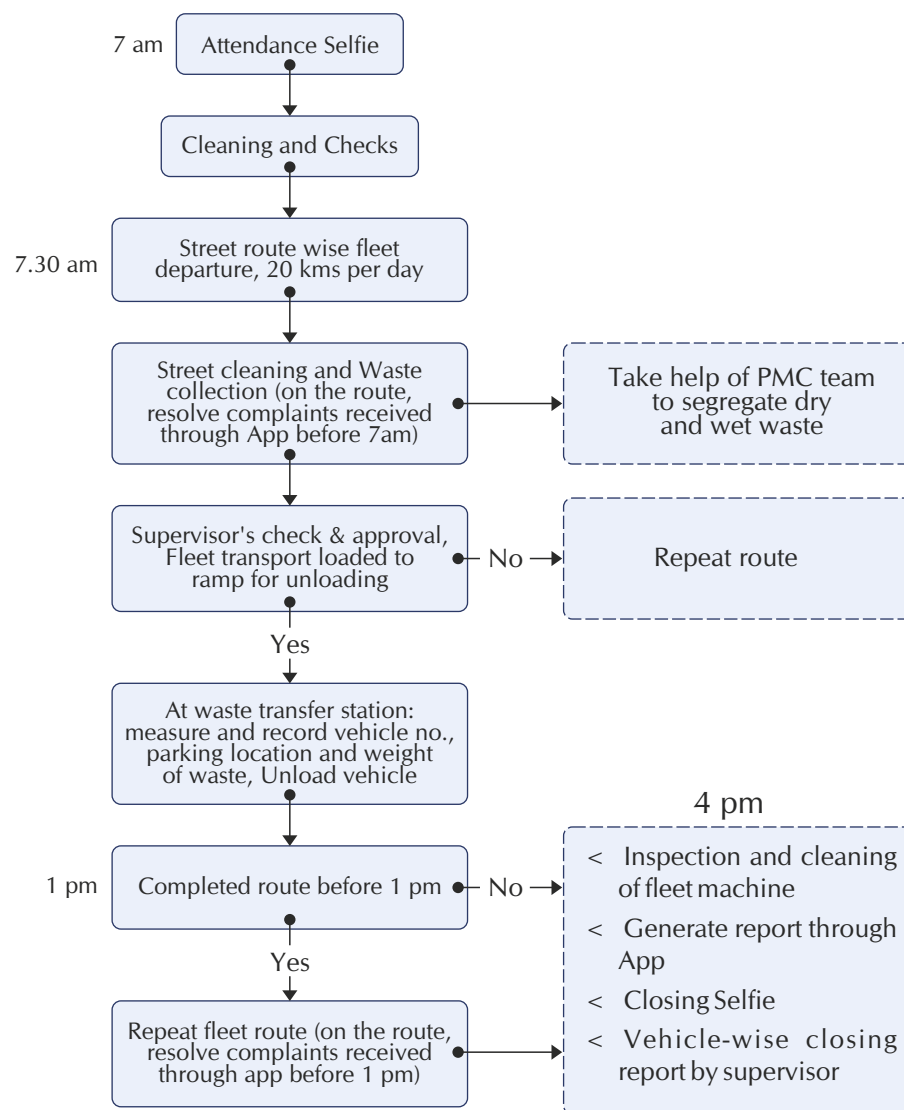
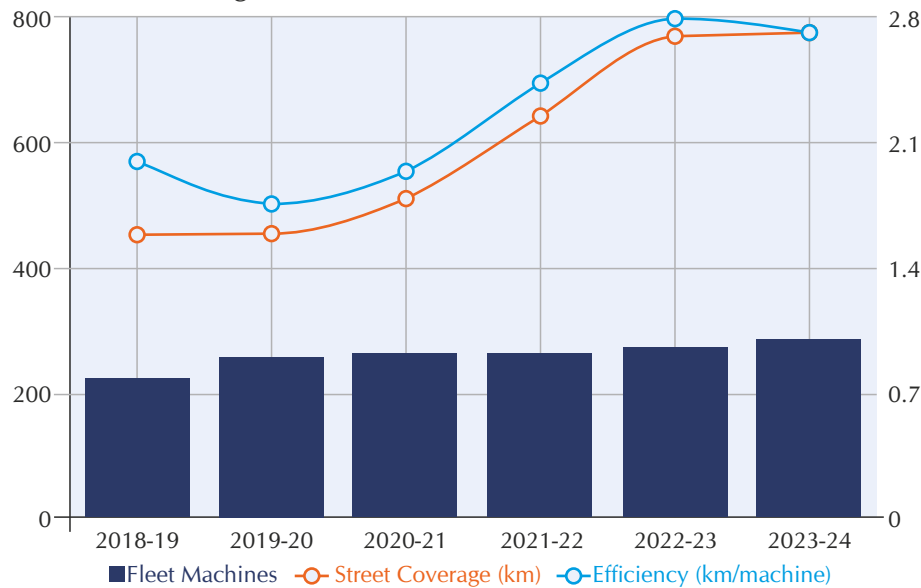


Figure 6: Operational flow for waste pickup, cleaning and waste transport activities

## Technology Meets Tradition: APCCI's Innovative Approach

APCCI's approach blends cutting-edge technology with community engagement:

**1. Smart Route Optimization:** AI-powered algorithms ensure efficient cleaning routes.



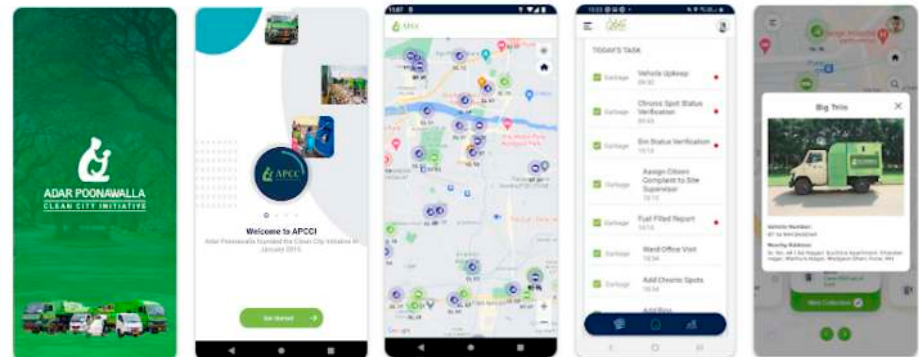
This chart illustrates the remarkable efficiency gains in our street cleaning operations from 2018 to 2024. While our fleet has grown modestly from 227 to 286 machines (26% increase), our street coverage has expanded dramatically from 455 km to 778 km (71% increase). The green line represents our efficiency metric - kilometres covered per machine - which has risen from 2.00 km/machine in 2018-19 to 2.72 km/machine in 2023-24, peaking at 2.80 km/machine in 2022-23. This 36% efficiency improvement demonstrates our commitment to maximising the impact of our resources and continually enhancing our operational effectiveness.

**2. Real-time Tracking:** Citizens can monitor cleaning progress through the APCCI app.

**Malhar Karwande,**  
Chief Operating Officer

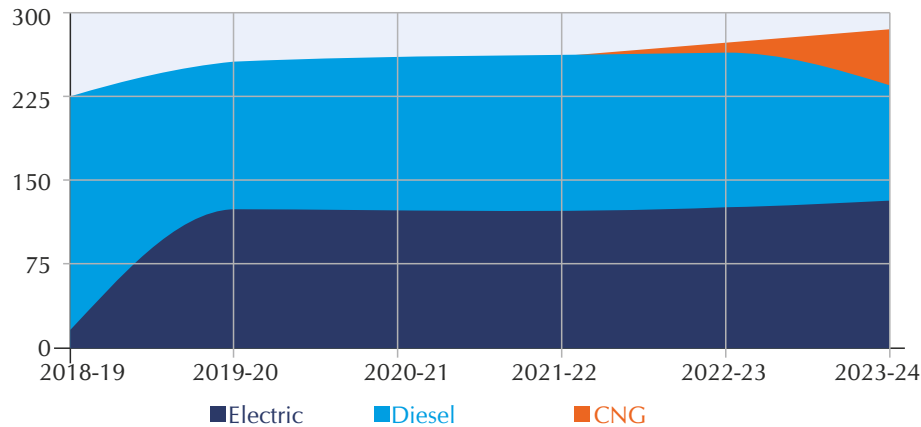
We've harnessed advanced technology to streamline our data handling and operations management. Our fleet is equipped with GPS tracking, and we've developed a mobile app for real-time reporting by citizens. These tools not only enhance our operational efficiency but also provide valuable intelligence for continuous improvement of our services.

Our GPS-based mobile application is the linchpin for real-time monitoring of on-road fleet machines, significantly enhancing their performance and optimization. The application captures data, including waste warrior attendance, punctual service, and transportation, response to citizen waste pick-up concerns, fuel efficiency, fleet tracking, and route completion. Additionally, customised software collects instances of fleet machine breakdowns, with daily and monthly data summaries meticulously analysed to drive performance improvements.





**3. Eco-friendly Fleet:** A growing number of electric and CNG vehicles reduce carbon footprint.



**4. Upgrading Our Application for Greater Impact:** As part of our ongoing commitment to enhancing our services and blending tradition with modern innovation, our organisation has recently made significant upgrades to its application.

Initially designed with a singular focus on redressing public grievances and tracking vehicle locations, the application served as a simple yet vital tool. It allowed citizens to report issues related to waste management, and enabled our team to monitor vehicles efficiently as they performed their daily rounds.

However, as our responsibilities expanded and the scope of our initiatives grew, so too did the need for more sophisticated digital solutions. In response, we have transformed the application to include a suite of new features that bring cutting-edge technology into the heart of our traditional service model. Today, the app offers enhanced functionality such as:

- **Waste Warriors Attendance:** This feature ensures that our dedicated workforce is effectively managed, enabling us to

monitor and maintain attendance records seamlessly.

- **Daily Reports from Supervisors, Drivers, and Operators:** By integrating this feature, we can now access real-time data on daily activities, enabling quicker decision-making and more responsive management.
- **Tracking of Chronic Spots and Bins:** This innovation allows us to keep a close eye on areas that frequently require attention, ensuring that we proactively address any issues before they become widespread.
- **Monitoring of Water Production and Distribution:** For our Water project, the app now includes capabilities for tracking water production and ensuring equitable distribution to all areas in need.
- **Water ATM and Water Tanker Locations:** With the new Water ATM and tanker tracking features, we have experienced an increase in internal operation efficiency, taking us a step closer to ensuring that clean water remains accessible at all times.
- **AI-Powered Waste Identification via Photo Queries:** This feature allows us to identify and categorise different types of waste through photos submitted during query registration. This not only streamlines the process of sorting and responding to waste-related issues but also enables more accurate and efficient resource allocation based on the type of waste identified.
- **Vehicle Maintenance and Daily Upkeep - Upcoming addition:** In line with our mission of operational excellence, this addition has been added to the upcoming roster to track the health and upkeep of our fleet, ensuring that vehicles remain in optimal condition for uninterrupted service.

These advancements not only enhance our operational efficiency but also align directly with our mission to provide high-quality,

community-focused services. By combining the reliability of traditional practices with the power of modern technology, we are not only preserving our core values but also expanding our capacity to make a lasting impact.

## Introducing our Fleet

Assets - fleet machines	2023-24
Glutton (Electric)	124
Big Trilo (Diesel)	50
Small Trilo (Diesel)	33
Tipper & HYVA (Diesel & CNG)	49
Road Sweeper (Diesel)	2
E-Kart	5
Compactor	9
Jetting Machine	2
Potholes Repair Machine	3
Water Tanker	6
DTDC Vehicle (Electric)	3
<b>Total</b>	<b>286</b>



Glutton



Big Trilo



Small Trilo



Tipper



Tipper (CNG)



Road Sweeper



E-Kart



Compactor



Jetting Machine



Pothole Repair Machine



Water Tanker



DTDC Vehicle

## Economics of Waste Management

These state-of-the-art fleet machines and IT support for operations has required substantial investments. The following table provides asset-wise capital:

Capital for Assets	All values in ₹lakhs						TOTAL
	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	
Glutton (Electric)	180	103	103	-	-	-	<b>386</b>
Big Trilo (Diesel)	645	78	78	-	-	87	<b>887</b>
Small Trilo (Diesel)	320	-	-	-	-	142	<b>462</b>
Tipper (Diesel)	180	-	-	-	-	-	<b>180</b>
Road Sweeper (Diesel)	154	-	-	-	-	-	<b>154</b>
Electric Auto Tipper (Electric)	16	-	-	-	-	-	<b>16</b>
HYVA	-	66	66	-	-	-	<b>132</b>
Jetting Machine	6	-	-	12	-	-	<b>18</b>
Potholes Repair Machine	16	-	105	-	-	-	<b>121</b>
Litterbins	16	17	22	39	-	35	<b>129</b>
Container	21	-	-	-	10	12	<b>43</b>
Compactor	63	-	-	-	-	115	<b>178</b>
Water Tanker	-	28	38	-	-	-	<b>66</b>
Composting Unit	-	-	-	5	-	-	<b>5</b>
Water Plant	-	-	-	8	-	-	<b>8</b>
Water ATM	-	-	-	1	18	13	<b>31</b>
DTDC Vehicle (Electric)	-	-	-	-	52	-	<b>52</b>
Tipper (CNG)	-	-	-	-	9	-	<b>9</b>
Big Trilo Hoppers	-	-	-	-	42	-	<b>42</b>
<b>Total investment in fleet assets</b>	<b>1617</b>	<b>292</b>	<b>411</b>	<b>64</b>	<b>130</b>	<b>344</b>	<b>2919</b>

The project has successfully resulted in building a large asset of fleet machines. The current operating expenses are being funded from Mr. Poonawalla's pledge.



This treemap visualises APCCI's capital investments, showing the proportion allocated to different types of assets.

APCCI's mission is backed by significant financial commitment. Since 2018, over ₹2,703 lakhs have been invested in state-of-the-art fleet machines and IT support.

While the investment is substantial, the returns - in terms of public health, quality of life, and environmental sustainability - are immeasurable.



**Ashish Marathe,**  
General Manager

We're making strategic investments in sustainability, such as transitioning to BS VI vehicles and EVs despite their higher cost. The rationale is clear: their exhaust is much cleaner compared to older models, aligning with our goal to minimise pollution and improve urban air quality. This decision reflects our commitment to balancing economic considerations with environmental responsibility in our waste management approach.

APCCI yearly Operating expenses to keep the city clean are as follows (Figures in Lakhs rupees):

Parameters	All values in ₹lakhs			
	2020-21	2021-22	2022-23	2023-24
Fuel cost (Diesel)	136.3	180.5	202.6	198.9
Fuel cost (Petrol)	2.4	3.5	2.8	1.55
Fuel cost (Electricity)	5.7	6.3	8.3	6.7
Fuel Cost (CNG)	-	-	5.9	6.95
Manpower Expenses	1625.3	1416.9	1597.7	1751.9
Maintenance Expenses	181.0	209.3	288.0	306.3
Admin And Managerial cost	125.0	130.0	137.0	145.0
Personal protection equipment (PPE) Cost	25.0	21.0	12.9	13.9
<b>Total Cost</b>	<b>2100.6</b>	<b>1967.6</b>	<b>2255.2</b>	<b>2431.2</b>



## 4.3 Zero Garbage Project – A Five-Year Journey of Transformation

For the past five years, the Zero Garbage Project has worked tirelessly to tackle the pressing issue of chronic waste spots across Pune, transforming these neglected areas into cleaner, community-friendly spaces. APCCI with Janawani led execution and in collaboration with key stakeholders such as the Pune Municipal Corporation (PMC), SWaCH, and local volunteers, has focused on eradicating these chronic spots, engaging citizens in sustainable waste disposal practices, and promoting lasting community involvement.

The project's mission has been clear: identify chronic garbage spots, eliminate the waste, and ensure these locations do not relapse into unsanitary conditions by connecting residents with proper waste disposal systems and beautifying the areas. This multifaceted approach not only improves the physical environment but also fosters a sense of responsibility within the community.

### Project Growth and Key Metrics

The last five years of the Zero Garbage Project have seen both growth and challenges, reflected in our key performance indicators (KPIs). These numbers are more than just statistics; they tell the story of an evolving initiative that has made a lasting impact across Pune.

#### 1. Eliminated Chronic Waste Spots:

Over the course of six years, the project successfully eliminated 121 chronic waste spots, with a noticeable trend toward sustained impact through beautification efforts in 34 of those spots. While the number of spots eliminated each year has fluctuated—ranging from 11 to 30—the steady push toward beautifying more areas in the last few years showcases a commitment to lasting change. This year alone, 19 chronic spots were eliminated, with 9 beautified to

prevent further dumping.

#### 2. Door-to-Door Collection Monitoring:

Door-to-door waste collection remains the backbone of sustainable waste management in Pune. While there has been fluctuation in household coverage—ranging from 3,847 households last year to 1,363 in 2023-2024—the cumulative impact of 51,010 households receiving this service since the project's inception cannot be overlooked. These efforts ensure that waste reaches the right disposal channels, significantly reducing the likelihood of recurrence in chronic spots.

### Reflections from the Field

Feedback from the Zero Garbage Project team and community members has been crucial in refining our strategies. Reflecting on the past year, several key insights emerged:

- **Community Feedback:** Local residents noted a significant reduction in illegal dumping in beautified areas. One resident remarked, *"Since the area was cleaned and the wall painted, no one has had the heart to dump garbage here anymore."*
- **Team Observations:** The project team recognized that while beautification helps prevent re-dumping, consistent citizen engagement remains vital to maintaining these improvements. A team member noted, *"Beautification is not just about aesthetics; it's about giving the community a reason to care."*

### Looking Ahead

The Zero Garbage Project continues to evolve, learning from past successes and challenges to build a more sustainable future for Pune. The long-term goal remains clear: eliminate waste at its source,

engage citizens in responsible disposal practices, and ensure every chronic spot transformed stays that way.

By integrating KPIs such as spot elimination, and door-to-door collection into this narrative, we not only measure success but demonstrate the profound and lasting impact of these efforts. Moving forward, the emphasis will be on deepening community engagement, refining waste monitoring processes, and extending beautification projects across more areas.

APCCI remains committed to leading this charge, with the shared belief that cleaner, healthier communities benefit everyone.



## 4.4 The Road to Safety: Transforming Pune's Streets, One Pothole at a Time

In the bustling city of Pune, where the rhythm of life is dictated by the hum of vehicles and the chatter of pedestrians, the simple act of filling a pothole can become a symbol of change. The Pothole Filling Initiative, a cornerstone of our mission at the Adar Poonawalla Clean City Initiative (APCCI), represents not just the repair of roads but the restoration of safety, trust, and community spirit.

### A Humble Beginning

The initiative began with a modest goal: to address a few kilometres of Pune's roads that were most in need of repair. Initially, our team operated with just one vehicle, filling 30 to 40 potholes each day. The work was gruelling—stretching from early morning until late into the night, with teams working in shifts to ensure that the roads were safe for the city's residents. Yet, as word spread about our efforts, so did the appreciation from the community. What started as a small-scale operation soon became a city-wide movement, driven by the gratitude of those who saw their daily commutes become safer.

As one of our team members recalled, "When we started, we aimed to cover 20-25 or 30 kilometres of road. But as we started getting appreciation from citizens, it encouraged us to expand our efforts. Today, we operate with a fleet of 3 vehicles and have addressed more than 90 thousand potholes."

### Impact on the Community

Each pothole filled represents a story—of an accident prevented, a life saved, or simply a smoother journey for someone on their way to work or school. The impact of this initiative goes beyond the physical repairs; it's about the tangible difference felt by the people

of Pune. We have received over 10,000 letters of appreciation, each one a testament to the lives touched by our work across the board.

One particularly moving account came from a citizen near Solapur Road. "There was a village panchayat near the Datta Mandir," he shared. "A colleague of mine slipped on a pothole and fractured his leg. I followed up with the APCCI team, and within two days of my call, they filled the pothole. I got feedback immediately—because of your work, accidents have reduced, and the road is much safer now."

Such stories are a source of immense pride for our team, reinforcing our commitment to the initiative. Each pothole filled is meticulously documented with before-and-after photos uploaded to our app, ensuring transparency and accountability in our work.

### Expanding Our Reach

The success of our Pothole Filling Initiative has led to a growing demand across Pune, from both citizens and local authorities. Areas that once had little hope of repair now regularly receive our attention, thanks to the dedication of our teams and the strategic expansion of our resources. Today, we have doubled our capacity, with teams now filling up to 85 potholes a day using our fleet of specialised vehicles.

As we move into 2024-25, our goal is to further scale this initiative. We plan to add another pothole filling machine to our fleet and expand our coverage to include smaller, lateral roads that have often been neglected. Additionally, we are working towards a doubling of our water distribution capacity, from 1 lakh litres to 2 lakh litres per day, to support underprivileged areas alongside our

road repair efforts.

## A Commitment to Quality and Innovation

Our commitment to quality has been unwavering. From the materials used in filling potholes to the meticulous planning of repair schedules, we ensure that every aspect of the initiative meets the highest standards. Our use of hot mix, as opposed to the more common cold mix, ensures that repairs are durable and long-lasting, often extending the life of the roads by 1 to 1.5 years. This commitment to excellence has not gone unnoticed, earning us recognition from local bodies and driving a growing number of requests for our services.

Looking ahead, we see the potential for this initiative to serve as a model for other cities facing similar challenges. We are exploring partnerships that could help replicate our success beyond Pune, bringing safer roads to communities across the country.

## The Road Ahead

The Pothole Filling Initiative is more than just a project—it is a mission to make Pune’s roads safer, one pothole at a time. As we continue to expand and refine our efforts, we are guided by the stories of those whose lives have been impacted by our work. Each pothole filled is a step closer to a safer, more livable city, and with every new kilometre covered, we strengthen the bonds between APCCI and the community we serve.

Our journey is far from over. The road ahead is filled with new challenges and opportunities, and we remain committed to tackling them with the same passion and dedication that has brought us this far. As we pave the way for a brighter future, we invite the citizens of Pune to join us in this endeavour, helping to ensure that no road, no matter how small, is left behind.

# 30964

Potholes Repaired in Reporting Year (23-24)

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# 91610

Total Potholes Repaired till March 2024

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## 4.5 Water for All: A Journey Towards Clean Water

At the Adar Poonawalla Clean City Initiative (APCCI), we've always believed that access to clean water is not just a basic need but a fundamental right. In 2017, we set out to make this right a reality for underserved communities in the eastern part of Pune, encompassing areas such as Manjari, Phursungi, Loni, and beyond. Understanding the critical need for safe, potable water, we introduced a pioneering Hub and Spoke model to ensure that even the most remote areas could access this vital resource.

The backbone of our initiative is the network of water purification units, or hubs, equipped with state-of-the-art RO + UV + UF technologies. These hubs treat and store clean water, which is then distributed through a series of strategically placed Water ATMs, our spokes, across the region. These solar-powered, IoT-enabled Water ATMs, anchored on sturdy foundations, provide up to 20 litres of water per household each day via an RFID-tagged system.

This approach not only ensures safe drinking water but also guarantees that the water is available consistently, monitored in real-time to maintain quality and availability. Over the years, our Clean Water Supply project has grown significantly. In the fiscal year 2023-24, we expanded our capacity to provide 140,000 litres of filtered water daily, a significant increase from the previous year. With 85 Water ATMs now in operation, we've distributed 3,118 Water ATM cards, benefiting 15,566 individuals this year alone. This project has also generated employment opportunities, with 18 dedicated employees managing and maintaining the clean water supply system.

Our mission is clear: to continue expanding our reach and impact, ensuring that every family in these communities has access to safe, clean, and pure drinking water.

### A Village's Call for Change: Sortapwadi's Transformation

One of the most inspiring moments in our journey came from a small village named Sortapwadi, located about 30 kilometres from Pune. Sunny Popatrao Chowdhary, the newly elected head of Sortapwadi's village committee, had a vision. He had seen firsthand the impact our Water ATMs had in the nearby village of Phursungi, and he was determined to bring the same transformation to his community.

Sunny shared his story with us: "I am Sunny Popatrao Chowdhary. I am from Sortapwadi. Three years ago, I was elected as Sarpanch in our village committee, and I wanted to do something new for my village. During my visits to nearby villages, I saw the water tanks (ATMs) in Phursungi and learned that they were provided by the Adar Poonawalla Clean City Initiative. Seeing the impact they had, I knew this was what our village needed."

Sunny took the initiative to visit our office in Pune, where he met with our COO, Malhar Karwande. He explained the challenges his village faced: "The water in our village is very dirty, especially in the baby canal we rely on. Families spend a significant amount of money on buying clean water, and it's a burden. If we could have Water ATMs like the ones in Phursungi, it would make a huge difference for our community."

Malhar was moved by Sunny's determination and the pressing need in Sortapwadi. He personally visited the village to assess the situation. What he found was alarming—the water was unfit for consumption, and the community was struggling as a result. Recognizing the urgency, Malhar and the APCCI team decided to

act.

Sunny continued, "For the first time, we received three water tanks for our village, and we prioritised the areas with the poorest residents. The impact was immediate—families finally had access to clean, safe drinking water. This wasn't just a one-time effort; the foundation has committed to supporting us. Our entire village is grateful, but I always tell them to praise the Adar Poonawalla Foundation and the team at APCCI because they are the ones who made this possible."

### A Commitment to the Future

Reflecting on this journey, Malhar Karwande, our COO, shared his thoughts on the initiative's significance:

"Our commitment to community welfare extends beyond waste management. We've implemented a significant water purification and supply project, distributing over 1,00,000 litres of drinking water daily to underprivileged communities. Our aim is to double this amount in the coming year, addressing a critical need for clean, safe drinking water and improving public health in underserved areas."

As we continue to grow and expand our efforts, the story of Sortapwadi serves as a powerful reminder of why we do what we do. It's not just about providing water; it's about transforming lives, one village at a time. We remain dedicated to this mission, ensuring that every drop of water we provide brings hope, health, and a better future to the communities we serve.



## 4.6 A Collective Effort in E-Waste Management: The Door-to-Door Initiative

In August 2022, a visionary collaboration was born, uniting the Adar Poonawalla Clean City Initiative (APCCI), the Pune Municipal Corporation, and the Poornam Ecovision Foundation. Their mission was clear: to tackle the growing challenge of electronic waste (e-waste) in Pune, a problem that, if left unchecked, threatened both environmental and public health. The result was the Door-to-Door Electronic Waste Collection Initiative, a project that would not only address the city's e-waste crisis but also serve as a model for sustainable waste management practices.

This initiative, driven by the Poornam Ecovision Foundation's tireless groundwork and supported by APCCI's logistical expertise, set out to create a systematic approach to e-waste collection, handling, and disposal. The program aimed to divert e-waste from informal and often hazardous disposal methods, channelling it instead towards scientifically sound recycling and disposal processes.

The project's success hinged on community engagement. With the introduction of two electric vehicles dedicated to e-waste collection, the team launched a series of awareness programs designed to educate the public on the importance of responsible e-waste disposal. These programs highlighted the dangers of improper e-waste handling and offered practical solutions, making the process accessible and easy for the residents of Pune.

From April 2023 to March 2024, the initiative's impact became increasingly evident. During this period, the program facilitated 475 successful pickups, collecting an impressive 16,492 kilograms of electronic waste. This was no small feat—each kilogram represented hazardous materials diverted from landfills and unsafe recycling practices, ensuring that these potentially dangerous

elements were processed in an environmentally responsible manner.

The achievements of this initiative stand as a testament to the power of collaboration and community involvement. The Poornam Ecovision Foundation's deep-rooted connection with local communities was crucial in driving the initiative forward, while APCCI provided the logistical framework necessary to support these efforts. Together, they created a seamless operation that not only addressed the immediate challenge of e-waste but also laid the groundwork for sustainable waste management practices in Pune.

As the Door-to-Door Electronic Waste Collection Initiative draws to a close, its legacy is clear. It has demonstrated that coordinated, community-driven efforts can lead to significant environmental benefits. By the end of its operation, the initiative had made a lasting impact on Pune's approach to electronic waste management, setting a new standard for how cities can address the complex challenges of e-waste in a responsible and effective manner.



## 4.7 Our Journey Toward Sustainable Garden Composting

In July 2021, we embarked on a mission that would not only address a pressing issue in Pune but also pave the way for a sustainable future rooted in the principles of a circular economy. The challenge was clear: the incomplete treatment of garden waste was contributing to the ever-growing burden on landfills, posing environmental hazards, and threatening public health. It was a call to action that we could not ignore.

Recognizing the urgency, we partnered with Poornam Ecovision Foundation, a respected knowledge partner, to bring our vision to life. Together, we established a composting facility designed to tackle the problem at its source. What began as a solution to a local issue quickly evolved into a cornerstone of our comprehensive waste management strategy.

The facility, which started with the capacity to handle 300 kilograms of garden waste per day, was soon expanded to accommodate 500 kilograms daily. This expansion allowed us to significantly reduce the amount of waste sent to landfills, transforming what was once considered refuse into a valuable resource for the community. The compost produced—approximately 18,000 kilograms to date—has enriched the soil in neighbouring areas, enhancing its capacity to capture carbon and contributing to our broader efforts to combat greenhouse gas emissions.

This initiative was more than just a response to a waste management challenge; it was a testament to our commitment to sustainability and environmental stewardship. By integrating composting into our waste management framework, we not only addressed an immediate need but also laid the foundation for long-

term ecological benefits. The success of the Garden Composting Project reflects our belief in the power of community-driven solutions and our dedication to creating a cleaner, healthier environment for future generations.

As we look back on our journey, we see more than just numbers and outputs. We see a thriving ecosystem where waste is no longer a burden but a resource, where communities are actively engaged in sustainable practices, and where the principles of a circular economy are not just ideas but actions that drive real change. Our garden composting initiative is a story of transformation—of waste into wealth, of challenges into opportunities, and of our ongoing commitment to a sustainable future.





# The Future is Clean: APCCI's Vision for Pune

## Join the Clean Revolution

APCCI's success is not just about technology or investment - it's about people. Every citizen has a role to play in this transformation.

From segregating waste at home to reporting issues through the APCCI app, every small action contributes to a cleaner, healthier Pune.

As we stand at this critical juncture, the question for every citizen is clear: What will your role be in Pune's clean city revolution?

As APCCI looks to the future, its goals are ambitious yet achievable:

- Reduce per capita waste generation by 20% by 2025
- Achieve 100% segregation of wet and dry waste at source
- Convert all fleet vehicles to eco-friendly alternatives by 2030



**Malhar Karwande,**  
Chief Operating Officer



Climate change and waste management are crucial issues. We need to educate ourselves on the journey of garbage and its impact. Effective waste management starts with individual awareness.



# 5. Driving Towards a Greener Future: Our Carbon Reduction Journey



**Krishnan S Komandur,**  
Chief Executive Officer

Our commitment to environmental stewardship is reflected in every aspect of our operations. We're not just cleaning the city; we're working towards a circular economy model. This includes initiatives like composting and waste segregation to minimise landfill waste. Our goal is to create a sustainable urban environment that goes beyond mere cleanliness to true ecological balance.

## 5.1 A Commitment to Change

At the Adar Poonawalla Clean City Initiative (APCCI), we recognize that the path to a sustainable future is paved with responsible actions today. Our commitment to environmental stewardship goes beyond mere words – it's deeply ingrained in every aspect of our operations. As we navigate the challenges of urban waste management, we're not just cleaning cities; we're reimagining a cleaner, greener future for all

## 5.2 Our Carbon Footprint: Understanding the Challenge

To tackle any problem, one must first understand its scope. That's why we've taken a meticulous approach to measuring our carbon footprint. Our emissions primarily fall into two categories:

**1. Scope-1 Emissions (Direct):** These come from our fleet of vehicles that transport waste and water. In 2023-24, our diesel consumption alone contributed to 581.72 MtCO<sub>2</sub> equivalent emissions.

**2. Scope-2 Emissions (Indirect):** Generated from the electricity we use to power our electric gluttons and e-carts, these accounted for 65.15 MtCO<sub>2</sub> equivalent in 2023-24.

Here's a breakdown of our GHG footprint over the years:

Emissions (MtCO <sub>2</sub> Equivalent)	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Scope-1 (Diesel)	521.8	506.7	495.3	487.29	511.11	581.72
Scope-1 (Petrol)	12	6	6	8.47	5.5	3.52
Scope-1 (CNG)	-	-	-	-	0.02	0.02
Scope-2 (Electricity)	57.4	46.8	46.8	62	62.86	65.15
<b>TOTAL Emissions</b>	<b>591.2</b>	<b>559.6</b>	<b>548.3</b>	<b>557.76</b>	<b>579.49</b>	<b>650.41</b>

## 5.3 Journey Towards Green Operations: Pioneering Change

Armed with this knowledge, we've embarked on a multi-faceted journey to reduce our carbon footprint:

**1. Embracing Low-Carbon Fleet Machines:** We've invested in technology-based, low-carbon fleet machines. As Ashish Marathe, our General Manager, explains:

"This year marks a significant step in our sustainability journey with the introduction of electric vehicles. We've decided to acquire Small Rillos (EVs) for the next financial year (2024-25), currently under fabrication. If they meet our performance expectations, we plan to gradually transition our majority fleet from fossil fuel vehicles to EVs, substantially reducing our environmental impact."

**2. Optimising Routes, Maximising Efficiency:** We've implemented a data-driven approach to route optimization. By analysing fleet travel distances, high-density waste areas, and traffic patterns, we've significantly reduced unnecessary travel and fuel consumption.

**3. Empowering Our Team:** We believe that change starts from within. That's why we've implemented comprehensive driver training programs, focusing on efficient driving techniques that reduce emissions.

**4. Embracing Alternative Fuels:** We've introduced CNG-powered Tipper machines, marking a shift towards cleaner fuel options.

### Climate Change Resilience

At APCCI, we acknowledge the impact of climate change on our operations. We've observed:

- Irregular waste patterns
- Suction Machines become non operational during unexpected rains

- Heightened demand for potable drinking water from Water ATMs

- Efficiency of Glutton operators reduces due to harsh summer.

In response, we're continually adapting our strategies and implementing innovative solutions to ensure the continued provision of essential services, regardless of climate challenges.

### Our Growing Fleet and Expanding Reach

As we've worked to reduce our emissions, we've simultaneously expanded our operations to serve our communities better. Here's how our fleet and coverage have grown:

Parameters	2018-19	2023-24
Fleet machines	227	286
Road length covered (km/day)	455	778
Total fleet's travel (km/day)	5,353	7,785
Electric gluttons travel (km/day)	868	1,172
Diesel fleet machines travel (km/day)	4,485	6,543

## 5.4 Energy Consumption

Our commitment to sustainability is reflected in our careful monitoring of energy consumption:

Energy Type	2018-19	2023-24
Electricity consumed by gluttons (kWh/year)	58,590	66,960
Diesel consumed (KL/year)	190	215.45
Petrol consumed (KL/year)	5	1.47
CNG consumed (Ton/year)	-	8.91

## 5.5 Impact and Results: Measuring Our Progress

Our efforts have yielded tangible results:

- **Emissions Reduction:** We've achieved a remarkable 24% reduction in carbon emissions compared to our business-as-usual scenario.
- **Improved Efficiency:** Our electric glutton machines now run 6.02 kilometres per kilowatt-hour of electricity, while our diesel fleet machines achieve 12.4 kilometres per litre of diesel.
- **Expanded Reach:** Despite reducing emissions, we've increased our daily coverage from 455 kilometres in 2018-19 to 778 kilometres in 2023-24.

**“ Malhar Karwande,**  
Chief Operating Officer

To effectively reduce our carbon footprint, we first needed to accurately measure it. We've implemented comprehensive monitoring systems to track the emissions from our fleet and operations. Based on this data, we're developing targeted strategies to reduce our environmental impact, such as route optimization, vehicle upgrades, and exploring alternative fuel options. This data-driven approach ensures our reduction efforts are both effective and measurable.

## Emissions Per Kilometre: A Story of Improvement

One of our key metrics for measuring progress is emissions per kilometre travelled. Here's how we've improved over the years:

Year	2016-17	2017-18	2018-19	2020-21	2021-22	2022-23	2023-24
Emissions per km (KgCO <sub>2</sub> /km)	0.293	0.355	0.328	0.223	0.215	0.215	0.230
Actual km travelled per day	1,176	2,820	4,515	6,664	7,197	7,497	7,785
Fleet machines on road	147	191	227	261	263	275	286

## 5.6 Looking Ahead: Committed to a Sustainable Future

While we're proud of our progress, we recognize that the journey towards sustainability is ongoing. Looking forward, we're committed to:

- 1. Expanding Our Electric Fleet:** Building on our initial success with EVs, we aim to gradually transition our entire fleet to electric vehicles.
- 2. Enhancing Data Analytics:** We'll continue to refine our data collection and analysis processes to identify new opportunities for emissions reduction.
- 3. Exploring Innovative Technologies:** We're constantly on the lookout for cutting-edge technologies that can help us further reduce our carbon footprint.

At APCCI, we believe that every small step towards sustainability contributes to a giant leap for our planet. As we continue our mission to clean cities, we remain steadfast in our commitment to do so in the most environmentally responsible way possible. Together, we're not just managing waste – we're paving the way for a cleaner, greener future.

# 6. Empowering Communities for a Sustainable Tomorrow: Social Initiatives in Action

## 6.1 Our Ambitions

At the heart of our social initiatives lies a profound commitment to fostering sustainable, inclusive, and empowered communities. We believe that true change begins with collective action—when individuals, organisations, and local institutions come together with a shared vision of a cleaner, healthier, and more sustainable future. Our journey is driven by a deep sense of responsibility to not only address immediate challenges but to also lay the groundwork for lasting, transformative impact.

Our ambitions extend beyond the successful execution of our initiatives; they are rooted in the desire to inspire a culture of environmental stewardship and social responsibility. We aim to ignite a sense of ownership within the communities we serve, encouraging every citizen to take part in the collective effort to protect and preserve our environment.

As we continue to expand our efforts, our focus remains on creating scalable, impactful programs that engage diverse groups—youth, volunteers, local leaders, and citizens—each playing a pivotal role in our mission. Together, we are building a legacy of resilience, sustainability, and shared responsibility, one initiative at a time.

 **Farooq Bangi,**  
Operation Manager

Social initiatives are at the heart of our mission. We've seen remarkable transformations among our ground staff, many of whom come from marginalised communities. Today, their improved livelihoods have led to more stable family lives and reduced social issues. We regularly organise programs for our staff, providing platforms for them to share their stories and celebrate their achievements, fostering a sense of community and empowerment.



## 6.2 Our Volunteer-Led Initiative: The Palkhi Route Clean 2023 Campaign

In June 2023, as the sacred Palkhi procession wound its way through the historic routes from Pune city to Saswad and Yawat, our commitment to maintaining these revered paths was on full display. The Palkhi Route Clean 2023 Campaign, a part of the 'Majzi Wari, Swachh Wari' (My Wari, Clean Wari) movement, saw an unprecedented level of community involvement and impact.

This initiative was not just about cleaning roads; it was a testament to what we can achieve when communities unite with a shared purpose. Over 750 volunteers, alongside NGOs, Gram Panchayats, and local institutions, came together in an extraordinary effort to collect 69 tons of dry waste along a 125 km stretch of the Palkhi route.

### Our Collaborative Effort

The success of this year's campaign was rooted in the strong collaboration between various stakeholders. The Gram Panchayats of Loni Kalbhori, Kunjirwadi, Sortapwadi, Uruli Kanchan, Kadamwak Vasti, Wadki, Saswad, and the enthusiastic volunteers from these villages played a crucial role. APCCI, as always, provided essential logistical support, including collection bags, hand gloves, and garbage pickup vehicles.

One of the most notable improvements this year was the installation of 25 green nets by APCCI, which significantly streamlined the process of collecting and segregating waste. This innovation made it easier for volunteers to work efficiently, ensuring that the waste, including plastic bottles and paper cups, was quickly separated and sent for scientific recycling.

The movement was carefully coordinated over fifteen days, with the PMC, ULBs, and volunteer groups working tirelessly to plan the drive. APCCI's 123 vehicles and 110 waste warriors were deployed for four days to support the massive cleanup operation.

### Leadership and Coordination

The leadership and coordination provided by our team were pivotal in the success of the campaign. APCCI COO Malhar Karwande, manager. Nilesh Ramekar, and lead volunteer Satya Natarajan made on-ground visits to all the villages, ensuring smooth operations. Mobilising volunteers through WhatsApp groups, they fostered a strong sense of community and collective responsibility.

As our Operation Manager, Nilesh Ramekar, aptly put it: "Our Palkhi Route Clean campaign exemplifies our community-led approach to environmental cleanup. In 2022, we mobilised 400-500 volunteers. By 2023, this number grew to 750, and the impact of this increased participation is evident in the 69 tons of waste we collected this year. This annual growth in participation demonstrates the rising community engagement in our mission."

### A Growing Movement

The Palkhi Route Clean campaign has grown beyond just an environmental initiative; it has become a movement, one that reflects our deep commitment to the communities we serve. Each year, the increasing participation of volunteers and the expanding scale of our operations signal a broader cultural shift towards environmental stewardship and sustainability.

Our efforts this year were guided by APCCI CEO Krishnan Komandur, whose vision and dedication have inspired us all. This campaign, like those in previous years, stands as a shining example of what can be achieved when we come together with a shared goal of preserving our environment.

As we look ahead, we remain committed to expanding this initiative, further engaging with local communities, and making even more significant strides towards a cleaner, more sustainable future.

## 6.3 Inspiring Change through Behaviour Change Communication: Educating and Engaging Future Generations

At the Adar Poonawalla Clean City Initiative (APCCI), we recognize that the future of environmental stewardship rests in the hands of today's youth. Our mission to foster a cleaner and more sustainable world is deeply rooted in educating the younger generation and driving behaviour change across communities. This holistic approach, which combines Behavior Change Communication (BCC) and Educational Programs, is transforming how individuals perceive and interact with their environment.

### Cultivating a Culture of Cleanliness

Our journey began with a small pilot project in Salisbury Park, where we tried advanced waste management technologies. What started as a localised effort has since expanded to cover 701 kilometres of roads in Pune and 77 kilometres in Mumbai's South G ward. This growth was not merely about scaling operations; it was about instilling a new mindset—a culture of cleanliness that resonates with every individual we engage with.

Changing behaviours requires more than just providing the right tools; it necessitates effective communication and education. Our Behavioral Change Communication strategy is built on a foundation of collaboration, from planning routes with local Prabhat committees to empowering our Waste Warriors with the knowledge and resources they need to make a tangible impact.

Amit Janorikar, Media & IT Coordinator, encapsulates the essence of our approach: "Our Behavioral Change Communication program is a cornerstone of our long-term strategy. We're conducting year-long sessions in over 70-80 schools in Pune, reaching around 300 students weekly through 45-minute sessions. These sessions focus on sustainable waste management practices, aiming to instil environmentally responsible habits from a young age. By educating children, we're also indirectly influencing their families, creating a ripple effect of positive change in the community."

### Empowering Through Education

Since 2018, **621 BCC sessions** have reached over **166,000 students**, embedding the principles of waste segregation and responsible disposal in younger generations. Education is the bedrock of our efforts to inspire future generations. We believe that by empowering young minds with knowledge, we are laying the groundwork for a sustainable future. Our educational initiatives are not just about imparting information; they are about nurturing a sense of responsibility and commitment to the environment.

Our school programs cover a wide range of topics, from the basics of waste management to the critical importance of segregation. We engage students in hands-on learning experiences, showing them real waste samples and involving them in activities like poster presentations, awareness campaigns, and cleanliness drives. These interactive sessions are designed to make the concepts of waste management tangible and relevant to their daily lives.

The impact of these programs is profound. In the 2023-24 school year alone, we conducted 78 school awareness sessions, reaching over 10,703 students. Each session is a step towards shaping responsible citizens who will carry the torch of environmental stewardship into the future.

### Building a Sustainable Future with Climate Troopers and Green Campus Program

Our commitment to nurturing young changemakers extends beyond the classroom. Through initiatives like Climate Troopers and the Green Campus Program, we are empowering students to take the lead in combating climate change and promoting sustainability within their communities.

Climate Troopers, a dedicated group of volunteers, embody the spirit of proactive environmentalism. Their efforts, ranging from

waste-negative events to rainwater harvesting projects, demonstrate how individual actions can collectively create a significant impact. This program encourages students to learn, share, and act—turning them into advocates for sustainability and catalysts for change.

The Green Campus Program, a collaboration between the Climate Reality Project India and APCCI, is another pillar of our educational outreach. This program aims to transform educational institutions into green campuses by promoting resource conservation, energy efficiency, and waste management. Students and educators work together to implement sustainable practices, with campuses being rated and recognized for their efforts. This initiative not only creates healthier learning environments but also prepares students to lead sustainable lives beyond their school years.

As Amit Janorikar, Media & IT Coordinator, aptly puts it: "Educating the future generation is pivotal to our strategy for long-term change. Through our school programs, we're reaching hundreds of students weekly, teaching them about waste management and recycling. These young minds are not just learning; they're becoming advocates for cleanliness and sustainability in their homes and communities, driving a cultural shift towards environmental responsibility."

### The Ripple Effect of Change

The success of our programs lies in their ability to create a ripple effect. By focusing on behaviour change communication and educating the youth, we are not only addressing immediate waste management challenges but also fostering a generation that values and practises environmental responsibility. The shift from passive recipients of services to active participants in waste management is a testament to the power of education and community engagement.

As we continue to expand our initiatives, we remain committed to

inspiring change at every level—one student, one community, and one step at a time. Together, we are building a cleaner, more sustainable future for all.





## 6.4 A Passionate Journey: The Volunteer Initiative at Adar Poonawalla Clean City Initiative

By Satya Natarajan, Lead Volunteer

As the lead volunteer for the Adar Poonawalla Clean City Initiative (APCCI), I've had the privilege of witnessing firsthand the transformative power of community engagement. Our journey has been one of growth, challenge, and immense satisfaction, driven by the shared belief that a cleaner city isn't just a goal—it's a collective responsibility.



Our initiative began with a simple yet powerful vision: to bring together citizens from various groups and backgrounds to work towards a cleaner and greener Pune. Over the last few years, this vision has taken shape through a series of volunteer-driven programs, each designed to engage the community in meaningful and sustainable ways.

### Key Activities and Achievements

**Volunteer driven clean-up drives:** Over the last five years, **170 clean-up drives** have engaged citizens and volunteers alike, helping instil a sense of ownership over their community's cleanliness.

**My Wari Swachh Wari:** One of our flagship initiatives is My Wari Swachh Wari, a program that exemplifies the power of volunteerism during the annual pilgrimage to Pandharpur. Each year, **over five to six lakh Varkaris (pilgrims)** cross through Pune, and our volunteers, alongside citizens, schools, and colleges, come together to clean the streets within a two-hour window after the Wari passes. The impact has been profound, with volunteers embracing the initiative as their own. This program was even recognized with a CR Award for its effectiveness and community engagement. "It's a success by itself when people start asking when we're going to announce the initiative—it shows they've owned the brand," I often reflect.

**Sustainable Marathons:** Another significant achievement has been our work with marathons across Pune. Out of the **52 marathons** held each year, we've **partnered with 12**, promoting sustainability at every event. Our approach has been to start by helping organisers reduce waste—particularly focusing on dry waste like plastic bottles—while encouraging participants to adopt more sustainable practices. One of our greatest successes was at a hill marathon, where, thanks to the participants' conscious efforts, only four kilograms of waste were generated—a significant reduction from previous years.

**My Bharat:** Our My Bharat initiative, launched under the broader Swachhata Mission, focuses on engaging the youth in heritage and cleanliness projects. Through this program, we're creating a sustainable legacy that ties the city's heritage to the next generation's sense of responsibility. Although still in its early stages, this program has already sparked interest from local colleges and is set to grow in the coming years.

### Volunteer Voices: The Heartbeat of Our Mission

Our success would not be possible without the passionate involvement of our volunteers. Their stories, commitment, and relentless energy are the backbone of every initiative we undertake.

Kailash Narawade, from the Being Volunteer Foundation, captured the essence of our mission perfectly: "It's been a continuous effort. But in the end, nothing will work if volunteers don't come out and engage the community. Thanks to everyone who joins us, we're working together to create a culture where waste isn't littered, and we educate people about why this area was chosen."

For many, volunteering is not just about the act of cleaning but about taking ownership of their environment. Vrund Shete, a member of Eco Exist, expressed it beautifully: "Volunteering is nothing but you

taking ownership of the area that you live in. It helps us grow, it helps us know more, and it is also good for the city, good for the environment, good for the community that we live in.”

And then there are those who see volunteering as an essential part of citizenship. Pranjal Oswal from Philants Organization emphasised this when he said, “It's the general responsibility of every citizen to just come out and help the city get cleaner. Nothing like getting into volunteering and socialising and networking with like-minded people and making a positive impact on the city.”

## Looking Ahead: Future Plans and Continued Commitment

As we look to the future, our commitment remains as strong as ever. This past year alone, we conducted 78 volunteer-driven cleanup drives, with a remarkable 39,480 active volunteer participations. These numbers represent more than just activities—they symbolise a growing movement of citizens who are stepping up to take responsibility for their city.

Our future goals include expanding our My Bharat program, continuing our work with sustainable marathons, and exploring new ways to engage the community through innovative and impactful initiatives. We're also focused on improving our communication and outreach, ensuring that every volunteer feels connected, valued, and informed about upcoming events.

The journey ahead is filled with possibilities, and with the continued support of our volunteers and the community, I am confident that we will achieve even greater heights. Our mission is not just about cleaning the city—it's about building a culture of responsibility, sustainability, and pride in our shared spaces. Together, we can make Pune not only cleaner but also a shining example of what collective action can achieve.

Let's keep the momentum going, and together, let's create a legacy we can all be proud of.



## 6.5 Citizen Feedback

### “ Subha Swain

I wanted to take a moment to express my sincere appreciation for the incredible work that you and your team have been doing in keeping Manjari Budruk clean and beautiful. Your dedication and hard work have not gone unnoticed. It is evident that you take great pride in your work, and it reflects in the impeccable cleanliness of our community. Please accept this heartfelt thanks on behalf of the entire community. Thank you so much for making us a proud citizen of India. Jai Hind.

### “ David Patekar

Today after my daughter's school she dropped her school bag on the way home to Kondhwa. As the contact details mentioned in the school bag Mr. Amit Ghadge, Mr. Dyneshwar Popat Farande and Mr. Sumit Babar found the school bag at Bhairoba Nala and they had called me to collect the school bag. This is called honest work with their company. I really appreciate it from my family.

### “ Kolte Dhananjay

I am writing to express my sincere appreciation for the outstanding repair work carried out on the tar road at Eon IT park. The condition of the road had been a matter of concern for the employees and visitors of Eon IT Park for quite some time. However, thanks to the swift and efficient intervention of your team, the road has been restored to a pristine state, ensuring smoother and safer commuting. The commitment of the Adar Poonawalla Clean City Initiative towards enhancing infrastructure and cleanliness is truly commendable.

### “ Abbasali Hussain

I am writing to extend my sincerest gratitude and appreciation for the outstanding support and dedication demonstrated by your team during the clean drive organised by Kshrugal Icon Residence. Your tireless efforts, enthusiasm, and commitment truly made a significant difference. The positive attitude and teamwork displayed by your members served as an inspiring example for all of us. Thank you once again for your exceptional service and dedication to keeping our surroundings clean and beautiful.

**“ Hasindu Randil Abeywickrama**

Dear Sir, My name is Hasindu Randil Abeywickrama, a Sri Lankan who came to India for ICC World Cup-2023 to perform as a freelance mascot in all Sri Lankan matches. Yesterday I was walking along the streets of Pune. Then I met two guys walking along with the two machines. They told me that the machine is sucking the dry waste on the streets. I very much appreciated their service. If they don't clean properly, no one will be happy living happily in Pune. So, once again I would like to appreciate the service of the cleaning staff in Pune.

**“ Mrs. Parveen Tambe**

I am writing to express my sincere appreciation for Mr Malhar Karwande COO, APCC and Mr Nilesh Ramekar Operations Manager. I am grateful for all that you do, whether it is Road repair or Garbage work. Your hard work and contributions towards society are amazing. Specifically, I want to recognise your outstanding work of internal road repair for Hillgreen school Undri. Your contributions have not gone unnoticed, and I want to publicly acknowledge your efforts. I appreciate the excellent work and we will continue to support you.

**“ St.Mary's Junior College of Education Pune**

Dear Sir, Greetings & Good Wishes! On behalf of the management, we would like to express our sincere gratitude and appreciation for the recent road repair work done on the busy road in front of our college. The road which was previously prone to accidents and damages, has now been transformed into a smooth and safe route for commuters. We have witnessed ample traffic jams and accidents on this road, especially during the night with no proper street lighting causing a lot of inconvenience and danger to the community. However with the timely and efficient repair work by your team the road has now become much safer and more convenient for everyone.

**“ Mrs. P. Y. Batliwala**

Dear Mr Adar Poonawalla, This is to thank you for the fast action taken for the cleanup of the area by Kondhwa road between the Military Hospital and the Lulla Nagar Gera Junction bridge after I sent my request email. I appreciate the good work being done by your organisation in trying to keep our city of Pune clean and free of garbage. Thank you once again.

# 7. Empowering Our Waste Warriors: A Commitment to Health, Safety, and Dignity



**Malhar Karwande,**  
Chief Operating Officer



The health, safety, and wellbeing of our employees are paramount. We've implemented comprehensive programs including regular health check-ups, eye exams, blood donation camps, and physiotherapy sessions. These initiatives ensure our team remains healthy and motivated. Moreover, by providing our waste warriors with state-of-the-art equipment and machinery, we've not only improved their safety but also enhanced their dignity and social standing.

At the heart of our organisation's success are the unsung heroes who keep our cities clean - our Waste Warriors. These dedicated individuals, many of whom come from marginalised backgrounds, form the backbone of our mission to transform urban cleanliness. Recognizing their invaluable contribution, we have made it our priority to ensure their health, safety, and well-being are not just protected, but actively enhanced.

## 7.1 Comprehensive Health Initiatives

Our commitment to employee welfare goes beyond mere words. In the past year, we've implemented a series of comprehensive health programs designed to address the unique needs of our Waste Warriors:

- 1. Regular Health Check-ups:** We've instituted routine health assessments to catch and address potential health issues early.
- 2. Eye Exams:** Recognizing the visual demands of their work, we now provide regular eye check-ups to ensure our Warriors can perform their duties safely and comfortably.
- 3. Blood Donation Camps:** These camps not only contribute to the community but also foster a sense of pride and purpose among our employees.
- 4. Physiotherapy Sessions:** Understanding the physical strain of waste collection and segregation, we've introduced physiotherapy services. This initiative has been a game-changer, helping to alleviate the physical toll of the job and improve overall well-being.

### Safety First

Our commitment to safety is unwavering. We've equipped our Waste Warriors with state-of-the-art machinery and personal protective equipment, including safety shoes, gloves, respirator masks, headgear, aprons, raincoats, drinking water containers, and hand sanitizers. This not only ensures their safety but also elevates their dignity and social standing.

We're proud to report that due to our rigorous safety protocols, there were no reported severe or minor accidents during FY 23-24.

Farooq Bangi, our Operation Manager, puts it eloquently: "Our Waste Warriors are the true change enablers. Through their work with us, they've experienced significant improvements in their livelihoods. We see positive changes in their personal lives - reduced social issues, more stable family lives, and a sense of pride in their work. They've become role models in their communities."

## Comprehensive Training Programs

We believe in continuous improvement and have implemented a robust training program for our workforce. Our training modules are designed to cover all aspects of their work and personal development:

**1. Ethics and Best Operating Procedures:** This module covers ethics, values, daily operating procedures, routine checks, technical aspects of APP technology, fleet machine technology, and anti-corruption measures. It aims to deepen awareness, improve moral responsibility, and enhance understanding of on-job activities.

**2. Safety – Importance and Personal Protection Equipment:** This crucial module covers the importance of human safety and health, proper use of safety gear, and hazard identification and risk assessment (HIRA). It has resulted in increased safety, improved health, and higher retention rates.

**3. Awareness of Behavioural Change Communication:** This module focuses on personal development, covering topics such as the importance of change, workplace etiquette, communication skills, and use of technology. It has led to higher awareness, improved patience in citizen interactions, and sustained positive behaviour.

In the fiscal year 2023-24, we provided substantial operational training hours:

- Supervisors: 414 hours
- Drivers: 1,235 hours
- Operators: 2,288 hours

This investment in our people's skills and knowledge has paid dividends in terms of efficiency, safety, and job satisfaction.

## A Story of Transformation

Rohan Deshmukh, one of our dedicated Waste Warriors, shared his experience: "The physiotherapy sessions have made a world of difference. Before, I used to struggle with back pain after long shifts. Now, I feel stronger and more capable. It's not just about the physical relief - it shows that the company truly cares about us."

Another Waste Warrior, Akash Kasbe, highlights the importance of their work: "While segregating and collecting waste, we often come across items of importance. We make sure to support and handle these properly."

## Beyond Physical Health

We understand that well-being encompasses more than just physical health. Our initiatives extend to:

- **Skills Development:** Our regular training programs enhance our employees' skill sets, fostering personal and professional growth.
- **Economic Empowerment:** We've promoted many employees from Helper to Operator roles, significantly improving their socio-economic status. Our workforce currently includes 49 Supervisors, 191 Fleet Drivers, and 345 Glutton Operators.
- **Inclusive Work Environment:** We maintain a strong stance against discrimination, ensuring equal opportunities for all, regardless of caste, class, religion, or gender. We also strictly enforce our policy against child labour.



## Legal compliance

We understand that well-being encompasses more than just physical health. Our initiatives extend to:

- **Skills Development:** Our regular training programs enhance our employees' skill sets, fostering personal and professional growth.
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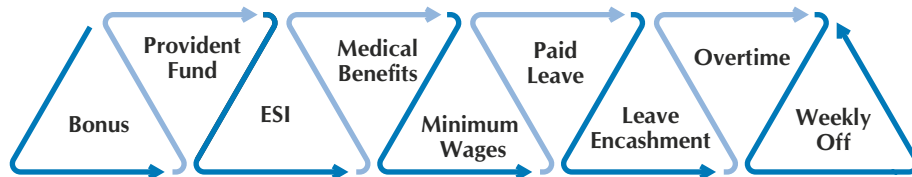


Figure 12: Legal compliances

APCCI complies with the standard government policies on wage payments and statutory legal compliances. APCCI provides enhanced benefits which are over and above the laid down government norms.





## 7.2 The Result: A Thriving Workforce

Our holistic approach to employee welfare has yielded remarkable results. With an attrition rate of less than 5%, our retention policy speaks volumes about employee satisfaction. More importantly, we've fostered a workforce that's not just healthier and safer, but also more motivated and proud of their crucial role in society.

Avinash More, another of our Waste Warriors, expresses his enthusiasm: "This clean city project should continue. And it should be a bigger project." This sentiment reflects the pride and ownership our employees feel towards their work.

As we look to the future, we remain committed to continually enhancing our employee welfare programs. Because at the end of the day, when we empower our Waste Warriors, we're not just cleaning cities - we're transforming lives and communities.






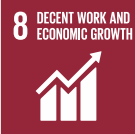

Our COO, Malhar Karwande, sums it up perfectly: "The health, safety, and wellbeing of our employees are paramount. These initiatives ensure our team remains healthy and motivated. Moreover, by providing our waste warriors with state-of-the-art equipment and machinery, we've not only improved their safety but also enhanced their dignity and social standing."









# Appendix

## Mapping UN's Sustainable Development Goals (UN's SDG)

Sustainable development goals (SDGs) mapping of how the initiative is adding value to

Sustainable Development Goals (SDGs)	Significant Sustainability actions by APCCI	Sustainable Development Goals (SDGs)	Significant Sustainability actions by APCCI
 <p><b>1 NO POVERTY</b></p>	<p><b>Contributing to target 1.b</b></p> <ul style="list-style-type: none"> <li>APCCI provided employment to 580+ members of low-income families</li> <li>APCCI pays more than minimum wages</li> </ul>	 <p><b>6 CLEAN WATER AND SANITATION</b></p>	<p><b>Contributing to targets 6.2, 6.3, 6.b</b></p> <ul style="list-style-type: none"> <li>Waste segregation processes for better sanitation</li> <li>Conserving water for cleaning of fleet machines by use of wet cleaning cloths</li> </ul>
 <p><b>3 GOOD HEALTH AND WELL-BEING</b></p>	<p><b>Contributing to target 3.c</b></p> <ul style="list-style-type: none"> <li>Cleaning streets directly impacts health</li> <li>8 types of personal protective equipment to waste warriors</li> <li>Strategic activities to change citizen behaviour</li> <li>Skill development training to fleet drivers, helpers, Glutton operators and supervisors</li> </ul>	 <p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>	<p><b>Contributing to target 7.a</b></p> <ul style="list-style-type: none"> <li>Invested in clean and fossil-fuel friendly fleet machines like Glutton and others, which are advanced, efficient and have low carbon technology base</li> </ul>
 <p><b>4 QUALITY EDUCATION</b></p>	<p><b>Contributing to targets 4.4, 4.7</b></p> <ul style="list-style-type: none"> <li>600+ skilled jobs made available to youths</li> <li>Skill development training including technical and vocational skills for creating decent working conditions and experience</li> <li>Various procedures and innovative approaches adopted for citizens engagement, volunteers and coming generation for providing deeper knowledge and skills required to promote sustainable development</li> </ul>	 <p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p>	<p><b>Contributing to targets 8.6, 8.8, 8.b</b></p> <ul style="list-style-type: none"> <li>Provided state-of-the-art technology-based fleet machines for ease of work</li> <li>No physical contact with waste while collection, cleaning and transport</li> <li>Faster feedback system to enhance productivity</li> <li>Direct employment for more than 580+ persons</li> </ul>
		 <p><b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p>	<p><b>Contributing to targets 9.1, 9.2, 9.4, 9.5</b></p> <ul style="list-style-type: none"> <li>Public-private partnership</li> <li>Use of innovative approach and advanced fleet machines</li> <li>Optimum coverage due to innovative operating procedures</li> </ul>

Sustainable Development Goals (SDGs)	Significant Sustainability actions by APCCI
	<p><b>Contributing to targets 10.2, 10.3</b></p> <ul style="list-style-type: none"> <li>■ Promoting socio-economic growth</li> <li>■ Empowering all people who are connected and are benefiting due to services</li> <li>■ Provided outcome driven opportunities for stakeholders involved</li> </ul>
	<p><b>Contributing to targets 11.1, 11.6, 11.7, 11.a</b></p> <ul style="list-style-type: none"> <li>■ Directly impacts the city's health and hence that of its citizens</li> <li>■ Cleaning activity ensures waste management</li> </ul>
	<p><b>Contributing to targets 12.2, 12.4, 12.5, 12.6, 12.8, 12.a</b></p> <ul style="list-style-type: none"> <li>■ Low carbon fleet machines and optimisation of fleet route</li> <li>■ Use of IT interventions for operations efficiency</li> <li>■ Environmentally sound waste management procedures (SOPs)</li> <li>■ Awareness campaigns on waste reduction and management skills required to promote sustainable development</li> </ul>

Sustainable Development Goals (SDGs)	Significant Sustainability actions by APCCI
	<p><b>Contributing to target 13.3</b></p> <ul style="list-style-type: none"> <li>■ Climate action by investing in low-carbon electric fleet machines and BS-IV diesel fleet machines</li> <li>■ Optimum fleet travel lowers emissions</li> </ul>
	<p><b>Contributing to targets 16.5, 16.6, 16.7</b></p> <ul style="list-style-type: none"> <li>■ Training on various topics including anti-corruption and transparency at work</li> <li>■ Inclusive development and decisions by participatory way</li> </ul>
	<p><b>Contributing to targets 17.6, 17.7, 17.8, 17.9, 17.15, 17.16, 17.17, 17.18</b></p> <ul style="list-style-type: none"> <li>■ Collaboration with stakeholders like ULBs, Gram panchayats</li> <li>■ Partnership with NGOs like Janwani, Swachh, Poornam</li> <li>■ Partnership with service providers like BP, Mtech (TATA)</li> </ul>

# GRI Content Index



For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders.

<b>GRI 1 used</b>	Adar Poonawalla Clean City Initiative has reported in accordance with GRI Standards for the period of <b>1st April 2023 to 31st March 2024</b> GRI 1: Foundation 2021
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GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ RESPONSE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>General disclosures</b>					
GRI 2: General Disclosures 2021	2-1 Organizational details	8			
	2-2 Entities included in the organization’s sustainability reporting	8			
	2-3 Reporting period, frequency and contact point	8			
	2-4 Restatements of information		There is no restatement of information for the reporting year of 2023-24.		
	2-5 External assurance		Report is not externally assured.		
	2-6 Activities, value chain and other business relationships		10, 19, 20, 34, 37 to 39, 49 to 56, 62 to 66		
	2-7 Employees		70, 72		
	2-8 Workers who are not employees		70, 72		
	2-9 Governance structure and composition		30 to 34		
	2-10 Nomination and selection of the highest governance body		Self-appointed (the organisation is founded by the chair)		
	2-11 Chair of the highest governance body		Founder - Mr. Adar Poonawalla		

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ RESPONSE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
	2-12 Role of the highest governance body in overseeing the management of impacts	Primarily funding & direction			
	2-13 Delegation of responsibility for managing impacts	Responsibility is primarily delegated to Chief Executive Officer (CEO) & Chief Operations Officer (COO).			
	2-14 Role of the highest governance body in sustainability reporting	2 to 5, 34			
	2-15 Conflicts of interest	No conflict of interest exists in the current structure of the organisation.			
	2-16 Communication of critical concerns	34			
	2-17 Collective knowledge of the highest governance body	The knowledge is disseminated through orientation sessions of the employees.			
	2-18 Evaluation of the performance of the highest governance body	The Evaluation is based on personal interactions.			
	2-19 Remuneration policies	Remuneration policy is primarily based on performance based pay, though a fully flushed out policy is not formulated for the reporting year of 2023-24.			
	2-20 Process to determine remuneration	Determination of the policy principals is done by the highest governance body and CEO with basis of government prescribed norms.			
	2-21 Annual total compensation ratio			Confidentiality constraints	The organization values transparency but has chosen not to disclose the annual total compensation ratio due to the sensitive and competitive nature of this information. Disclosure of such data could compromise the organization's ability to maintain equitable compensation practices, as well as its competitiveness in attracting and retaining top talent in the industry.
	2-22 Statement on sustainable development strategy	2 to 5, 10, 16			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ RESPONSE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
	2-23 Policy commitments	10, 18, 19, 20, 21, 28, 29, 32, 33			
	2-24 Embedding policy commitments			Information unavailable /incomplete	<p>For the reporting year, the organization does not have the collated information on the guidance provided to report comprehensively on this disclosure. However, recognizing the importance of embedding policy commitments and transparently communicating related practices, the organization is actively working to address this gap.</p> <p>To this end, processes and instruments are being developed to ensure the systematic collection, consolidation, and reporting of relevant information. These measures are expected to be fully implemented in the next reporting cycle, enabling the organization to provide a complete and detailed disclosure for this requirement.</p>
	2-25 Processes to remediate negative impacts	32, 33, 36, 58, 60			
	2-26 Mechanisms for seeking advice and raising concerns	Personal meetings & periodical review meetings.			
	2-27 Compliance with laws and regulations	72			
	2-28 Membership associations	19, 20			
	2-29 Approach to stakeholder engagement	18 to 21			
	2-30 Collective bargaining agreements	The organisation follows the mechanisms prescribed according to Labour laws of India.			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ RESPONSE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>Material topics</b>					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	16 to 23			
	3-2 List of material topics	24			
<b>Climate Action and Emission Management</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	24			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts			Information unavailable /incomplete	The organization did not collect comprehensive data on waste generation and significant waste-related impacts during the reporting year. A plan is being developed to enhance waste monitoring and management processes, with implementation scheduled for the next reporting cycle (2025-26).
	306-2 Management of significant waste-related impacts			Information unavailable /incomplete	The organization did not collect complete information on the management of significant waste-related impacts during the reporting year. Steps are being taken to establish processes for assessing and managing waste-related impacts, with implementation planned for the next reporting cycle (2025-26).
	306-3 Waste generated			Information unavailable /incomplete	The organization did not collect sufficient data on waste generated during the reporting year. Plans are underway to develop a systematic approach for monitoring and reporting waste generation, with implementation targeted for the next reporting cycle (2025-26).
	306-4 Waste diverted from disposal	25, 55			
	306-5 Waste directed to disposal				Information unavailable /incomplete

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ RESPONSE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
					establish processes for tracking and reporting waste disposal, with full implementation planned for the next reporting cycle (2025-26).
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	58			
	305-2 Energy indirect (Scope 2) GHG emissions	58			
	305-3 Other indirect (Scope 3) GHG emissions	58			
	305-4 GHG emissions intensity	60			
	305-5 Reduction of GHG emissions	25, 60			
<b>Employee Welfare and Development</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	24			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	70			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	69 to 73			
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes		At least 2 weeks' notice for minor operational changes and 40 days for significant changes impacting work hours, location, or job roles.		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	69 to 73			
	403-3 Occupational health services	69 to 73			
	403-4 Worker participation, consultation, and communication on occupational health and safety	69 to 73			
	403-5 Worker training on occupational health and safety	69 to 73			
	403-6 Promotion of worker health	69 to 73			
	403-8 Workers covered by an occupational health and safety management system	70			



GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ RESPONSE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	70			
<b>Community Engagement and Social Impact</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	24			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	34, 37 to 48			
	203-2 Significant indirect economic impacts	25, 49, 53, 54, Services are free of cost for the community			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	28, 49, 50, 53, 54, 62 to 66			
<b>Sustainable Supply Chain Management</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	24			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	19, 20			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria			Not applicable	No new suppliers were identified and contracted for the reporting year 2023-24.
	308-2 Negative environmental impacts in the supply chain and actions taken			Information unavailable /incomplete	For the reporting year, information related to this disclosure was not collected due to the absence of a formalized mechanism for assessing such impacts.  To address this gap, the organization has committed to developing a robust engagement plan with supply chain stakeholders. This plan will include:  1. Collaborating with suppliers to identify and assess potential environmental risks and impacts.  2. Establishing data collection processes to monitor and report on these impacts systematically.

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ RESPONSE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
					<p>3. Implementing measures to mitigate identified environmental risks.</p> <p>The organization aims to start implementing these measures during the next reporting cycle (2025-26) and provide comprehensive disclosure on this topic.</p>
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria			Not applicable	No new suppliers were identified and contracted for the reporting year 2023-24.
	414-2 Negative social impacts in the supply chain and actions taken			Information unavailable /incomplete	<p>For the reporting year, the information required for this disclosure was not collected due to the absence of a structured approach to assess and address such impacts.</p> <p>To bridge this gap, the organization is developing a comprehensive stakeholder engagement plan for its supply chain. This plan will focus on:</p> <ol style="list-style-type: none"> <li>1. Identifying and assessing social risks and impacts across supply chain operations.</li> <li>2. Establishing data collection frameworks to ensure systematic monitoring and reporting.</li> <li>3. Collaborating with suppliers to implement corrective and preventive actions.</li> </ol> <p>The organization is committed to implementing these measures in the next reporting cycle (2025-26) and aims to disclose detailed information in future reports.</p>

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ RESPONSE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>Energy and Water Conservation</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	24			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	59			
	302-3 Energy intensity			Information unavailable/incomplete	For the reporting year, the necessary data to calculate energy intensity was not fully collected due to limitations in the current energy monitoring and reporting systems. The organisation will be working on enhance energy data collection processes across all operations for the reporting year of 2025-26
	302-4 Reduction of energy consumption			Information unavailable/incomplete	For the reporting year, the necessary data to calculate energy intensity was not fully collected due to limitations in the current energy monitoring and reporting systems. The organisation will be working on enhance energy data collection processes across all operations for the reporting year of 2025-26
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	53, 54			
	303-2 Management of water discharge-related impacts			Information unavailable/incomplete	For the reporting year, the organization did not collect sufficient data to fully report on the management of water discharge-related impacts. Efforts are underway to develop a comprehensive plan to assess, monitor, and manage water discharge impacts, with stakeholder engagement and system enhancements planned for implementation in the next reporting cycle (2025-26).

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ RESPONSE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
	303-3 Water withdrawal			Information unavailable/incomplete	The organization did not collect complete data on water withdrawal during the reporting year. A structured framework is being developed to monitor and report water withdrawal accurately, with plans to implement these measures in the next reporting cycle (2025-26).
	303-4 Water discharge			Information unavailable/incomplete	Complete data on water discharge was not collected for the reporting year. The organization is working to establish processes for systematic monitoring and reporting of water discharge, with implementation planned for the next reporting cycle (2025-26).
	303-5 Water consumption			Information unavailable/incomplete	The organization did not gather sufficient data on water consumption during the reporting year. Efforts are underway to develop a robust system for monitoring and reporting water consumption, with plans to implement these measures in the next reporting cycle (2025-26).

### Client and Public Safety Standards

GRI 3: Material Topics 2021	3-3 Management of material topics	24			
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services		No incidents were reported for the reporting year 2023-24.		

### Data Privacy and Information Security

GRI 3: Material Topics 2021	3-3 Management of material topics	24			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		No complaints were reported for the reporting year 2023-24.		

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**ADAR POONAWALLA**  
**CLEAN CITY INITIATIVE**



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