



STANDARD OPERATING PROCEDURES (SOP) 2025
FOR IMPLEMENTATION OF CSR PROGRAMMES
THE NEW INDIA ASSURANCE COMPANY LIMITED

1.00: Need of CSR: A company satisfying any of the following criteria during the immediately preceding financial year is required to comply with CSR provisions specified under section 135(1) of the Companies Act, 2013 read with the Companies (CSR Policy) Rules, 2014 made there under:

- Net worth of Rupees Five Hundred Crore or more, or
- Turnover of Rupees One Thousand Crore or more, or
- Net profit of Rupees Five Crore or more

Basis of the above, Empanelled Secretarial Auditor of the Company i.e. empanelled CS calculates the CSR Budget for the particular Financial Year which is then approved by the Board.

The CSR Department gets appeals for CSR Funding in the form of Concept notes / request letters, those proposals which deem fit as per the criteria as elaborated in SOP's Point 3.00 , the CSR department requests for entire file in physical format comprising of the required documents as mentioned :

SR NO	DOCUMENT
1	Project Proposal Form (PP Form) duly filled, signed and stamped.
2	Due Diligence Form (DD Form) duly filled, signed and stamped.
3	NGO/Organization Registration certificate
4	Form 12AA registration under IT Act for Charitable purposes.
5	Trust Deed / MOU / Society Registration Certificate
6	80 G of I.Tax Act
7	Copy of Pan Card of the NGO
8	Registration certificate under FCRA (if availing) (Foreign Contribution (Regulation) Act 1976)
9	Last three years audited financial reports.
10	Last three years Annual Reports
11	3 Invoices from the vendor wherever procurement is involved by the Implementing Agency / NGO / Trust
12	Declaration of finalized one's on letter head with reasoning for same duly signed and stamped by the Authorized person.
13	Last Three-Year Income Tax Return proof.
14	CSR-1 form registered with MCA
15	Year-wise List of other Donors who have funded any of the projects through their CSR : Highlight the PSU's if any.
16	Experience Certificate / Copy of any project MOU from PSU (at least 2 if any PSU's have ever funded the Implementing partner for any CSR project)



17	Undertaking from the Implementing Partner on their letter head duly signed and stamped by their Authorized Signatory that they are not availing CSR Funding for the same proposal / project from anywhere else.
18	For the Construction project, floor plan along with three in detailed quotations from three different certified architects and a declaration of selection of L1 bidder Along with the floor plan.
19	Visit photographs along with due diligence report / recommendation letter
20	Vetting from Govt certified architect and vetting report from the same on his/her letter head duly signed and stamped stating if all the required permissions from the concerned authorities are in place for the requested construction and the rates charged are in line with existing Government &/ local rates along with photographs of the proposed site where the construction is proposed to be done - For construction projects
21	Any other document if required by the CSR Department / CSR Management Committee / Board

2.00: Need for putting in place a Standard Operating Procedure (SOP) for our CSR:

The Company has formulated the following Standard Operating Procedure (SOP) aligning it with the CSR Policy of the Company, as adopted by the Board. The SOP is to enable the Company to carry out the CSR activities in an effective and efficient manner.

3.00: Standard Operating Procedure (SOP):

3.01: Implementing Agencies:

The CSR activities of The New India Assurance Co Ltd would be carried-out through 2 channels viz.

- (i) Remittance to Schedule VII Funds or Government schemes which would be done through New India Assurance, CSR Department
- (ii) Outsourcing to implementing Partners (IPs)/NGOs

***Any implementing partner/s or project getting a Negative Report either through New India's own due diligence or third party assessment shall not be entertained for consideration under CSR Funding for a minimum period of 2 years. This period can be further extended based on the discretion of CSR Management Committee.**

3.02: CSR Project Selection: The New India Assurance Co Ltd shall focus on Capital Expenditure Projects (Capex Projects) under CSR Funding as Capex projects are scalable, Long term impact as projects such as building schools, healthcare centers, procurement of ambulance / school bus, construction projects or renewable energy



plants, have a lasting impact on communities and can continue to deliver benefits over years or decades, the tangible nature of this projects result in visible, permanent contributions (e.g., infrastructure) that can improve a company's reputation and community goodwill, Investments in green technologies, water purification systems, or renewable energy infrastructure align with sustainability goals and can scale over time , CapEx projects can support broader company strategies, such as reducing carbon footprints or supporting innovation aligned with sustainable development goals (SDGs).

The CSR projects should be within areas prescribed by Schedule VII Of Companies Act 2013 as mentioned below: SCHEDULE VII (See section 135) Activities which may be included by companies in their Corporate Social Responsibility Policies Activities relating to:—

- 1) Eradicating hunger, poverty and malnutrition,
- 2) Promoting health care including preventive health and sanitation [Including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation] and making available safe drinking water;
- 3) Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly, and the differently abled and livelihood enhancement projects;
- 4) Promoting gender equality, empowering women, setting up homes and hostels for women and orphans; setting up old age homes, day care centers and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups;
- 5) Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agro forestry, conservation of natural resources and maintaining quality of soil, air and water
- 6) Protection of national heritage, art and culture including restoration of buildings and



- sites of historical importance and works of art; setting up public libraries; promotion and development of traditional arts and handicrafts;
- 7) Measures for the benefit of armed forces veterans, war widows and their dependents, Central Armed Police Forces (CAPE) and Central Para Military Forces (CPMF) veterans, and their dependents including windows;
 - 8) Training to promote rural sports, nationally recognized sports, Paralympics sports and Olympic sports;
 - 9) Contribution to the Prime Minister's National Relief Fund or 6 [Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund (PM CARES Fund) or] any other fund set up by the Central Government for socio-economic development and relief and welfare of the Scheduled Castes, the Scheduled Tribes, other backward classes, minorities and women
 - 10) Contribution to incubators or research and development projects in the field of science, technology, engineering and medicine, funded by Central Government or State Government or Public Sector Undertaking or any agency of the Central Government or State Government; and (b) Contributions to public funded Universities; Indian Institute of Technology (IITs); National Laboratories and autonomous bodies established under Department of Atomic Energy (DAE); Department of Biotechnology (DBT); Department of Science and Technology (DST); Department of Pharmaceuticals; Ministry of Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homoeopathy (AYUSH); Ministry of Electronics and Information Technology and other bodies, namely Defense Research and Development Organization (DRDO); Indian Council of Agricultural Research (ICAR); Indian Council of Medical Research (ICMR) and Council of Scientific and Industrial Research (CSIR), engaged in conducting research in science, technology, engineering and medicine aimed at promoting Sustainable Development Goals (SDGs)]
 - 11) Any other areas as may be notified by the MCA / Government from time to time



3.03: Due Diligence on Selection:

- 1) CSR Department of New India Assurance shall follow due diligence in selecting IP / NGO to outsource its CSR activities. The guidelines/ process of due diligence are furnished in the attachment for use of CSR department.
- 2) No do nations to NGOs to support its financial strength shall be given under CSR budget.
- 3) Financing and supporting of regular and routine ongoing activities of NGOs should be avoided.
- 4) NGOs which work as aggregator of the activities of other NGOs and the NGOs working as fund raiser should not be supported under New India Assurance Co Ltd.'s CSR activities.
- 5) NGOs blacklisted by any government agency like Council for Advancement of People's Action and Rural Technology (CAPART), Central Social Welfare Board (CSWB), Department of Women and Child Development, Ministry of Self Social Justice and Empowerment, shall not be entertained under New India Assurance CSR activities.
- 6) The budget/financial assistance sought by the NGO/organization should not be more than the total financial transactions of the NGO during the previous financial year.
- 7) CSR dept. should examine and extend the financial support through NGOs only to the projects/initiatives which are within the preview New India Assurance CSR policy.

3.04: Documentation: In case of an IP/NGO approached New India Assurance with a request for financial support under CSR banner, the information/ documents shall be submitted by the IP/NGO as prescribed above in point 1.00.

- 1) The IP/NGO shall submit a comprehensive and detailed proposal of project in the PP format as referred as item b) of above Para for the analysis of the project and to take necessary decision.
- 2) A proposal received from an NGO should be analyzed thoroughly as per the process of due diligence laid down by the Company. A comprehensive and detailed Note with all Supporting documents should be placed before CSR Management Committee for examination, scrutiny & recommendation/approval.
- 3) The NGO shall make a presentation to the CSR Committee on the CSR project to be undertaken and give all the clarifications sought during the meeting if asked for the same.

3.05: Pre-sanction Process:

The officials of CSR dept.&/or from the nearest RO's authorized representative should undertake pre-sanction project visit to ascertain the true picture of the project and real need of the CSR intervention as requested by the NGO/IP. The inspection report with field photos/Videos and interviews with the prospective beneficiaries should be submitted in the dept. for further course of action and for a suitable decision of



competent authority on the project.

For construction related projects, the floor plan along with finalized quotation has to be vetted by a Government Certified Architect and their vetting report needs to be submitted by the nearest RO on instructions of CSR Department / by CSR Department as the case may be to ascertain that the floor plan is as sanctioned by the existing concerned local municipal authorities and quotation provided is in line with the existing local PWD rates.

3.06: Compliance with Extant Regulations:

The NGO concerned shall obtain all the necessary statutory and regulatory approvals from concerned authorities for execution of the project and submit the attested copies of the permissions so obtained to the CSR Department for processing the proposal.

3.07: Limits, Sanction, Disbursement and post-Disbursement Process and Documentation: (Point 3.07 – 1 & 2 are as per FSO 2025)

- 1) As per the CSR policy any project costing up Rs. 50 Lakhs shall be placed before the CSR Management committee for the approval.
- 2) Any CSR project costing more than Rs.50 Lakhs shall be placed before the Board CSR Committee for recommendation to the Board for Approval. These projects should also be routed through the CSR Management Committee.
- 3) The information of projects which are worth less than Rs 50 Lacs and approved by the CSR Management Committee shall be placed for the information of the Committee of Board and Board on Quarterly basis.
- 4) After receiving the approval or the project by the competent authority, CSR Dept. should obtain an undertaking from IP/NGO for effective implementation of the project.
- 5) A formal letter/ order of acceptance of the project proposed by NGO with necessary terms and conditions along with the format of undertaking from IP/NGO affected in the above Para will be sent to the NGO with advice to initiate the activity under New India Assurance CSR initiative.
- 6) Funds shall be disbursed as per the detailed guidelines outlined below:
 - a) For targeted interventions a maximum project period of 3 years should be given. Administrative approval and funds should be sanctioned as per the graded milestones of the project and expenditure there under.
 - b) The amount sanctioned should be disbursed in suitable installments. The first installment would be released initially and the subsequent installments to be released based on the production of utilization certificate issued by the competent Authority and physical verification of activity undertaken, by authorized person of New India Assurance CSR department&/Authorized RO based on instructions of CSR department HO.



- c) Utilization Certificate: A statement issued giving detailed breakup of expenditure incurred under respective heads of funds received from New India Assurance, duly signed by the Auditors of the NGOs or any CA firm (as the case maybe).
 - d) The payment shall be remitted only after getting bank account details with required documentation. If any.
 - e) CSR department will maintain the project wise statement of account and reports and keep a separate file for each of the CSR Projects undertaken.
 - f) The NGO shall submit all the copies of bills in respect of all the expenses incurred for the project wherever the goods and services are procured from outsiders. No interim payment will be released without such supporting documents.
- 7) All the payments in respect of CSR activities of New India Assurance shall be affected through online transfer i.e. NEFT or RTGS only.
- 8) The NGO Shall submit a full project implementation report, statement of accounts and utilization certificate within a reasonable period from the date of completion of the project duly certified by the auditors of NGOs or any firm of Chartered Accountants.
- a) In addition, the NGO shall submit a quarterly project development report, till the final completion of the project.
 - b) Any other report (as may be prescribed/required by New India Assurance) along with the photos, videos etc. to give the authentic proof of execution of the CSR project on behalf Of New India Assurance.

3.08: Treatment for CSR Amount Sanctioned but not spent:

If a company spends less than the amount required to be spent under their CSR obligation, the Board shall specify the reasons for not spending in the Board's report and shall deal with the unspent amount in the following manner:

Nature of unspent amount	Definition	Action required	Timelines
Unspent amount pertains to 'ongoing projects'	Ongoing project has been defined under rule 2(1)(i) of the Companies (CSR Policy) Rules, 2014 as: (i) a multi-year project, stretching over more than one financial year; (ii) having a timeline not exceeding three years excluding the year of commencement; (iii) includes such project that was initially not approved as a multi-year project but whose duration has been Page 14 of 21 extended beyond one year by the Board based on reasonable justification. The	Transfer such unspent amount to a separate new bank account of the company to be called as 'Unspent CSR Account'	Within 30 days from the end of the financial year.



	project should have commenced within the financial year to be termed as 'ongoing'. The intent is to include a project which has an identifiable commencement and completion dates, as per the definition of an ongoing project, the maximum permissible time period shall be three financial years excluding the financial year in which it is commenced i.e., (1+3) financial years. Under no circumstances shall the time period of an ongoing project be extended beyond its permissible limit		
Unspent amount pertains to 'other than ongoing projects'	Projects which have completed the permissible time limit of 4 Years but have not utilized part of the sanctioned amount, or the project which has been completed but the entire sanctioned amount has not be utilized.	Transfer unspent amount to any fund included in Schedule VII of the Act.	Within 6 months from the end of the financial year.

3.09: Spreading Awareness of our Responsibility:

The CSR activities of New India Assurance are not for any publicity purpose. The endeavor of the Company would be to help the various sections of the Society at large. The CSR Activities for the Financial Year are displayed on website of the company as well as in Annual Report.

3.10: Impact Assessment for projects worth more than Rs. One Crore after waiting for minimum one year from the date of completion, the work should assigned to any one of the empanelled impact assessment agencies.

3.11: Power to Modify the SOP:

The power to make any modification/addition/deletion to the above SOP, if required either in whole or in part, shall rest with the Chairman-cum-Managing Director (CMD)


Jayashree Nair
General Manager,
CSR Department
29th July 2025