CSR initiatives and SDG Agendas

Ways to create social impact
CSR INITIATIVES AND SDG AGENDAS
Knowledge Report by Indian Chamber of Commerce (ICC) & Consultivo

Published on 28 February 2020

Report Lead:
Ms. MADHABI Guha
Ms. REESHIKA Rai

Design & creative communications:
Ms. MEDHA Basu
Mr. BISWAJIT Ghosh
Many businesses are working to solve social and environmental problems. Leading corporates are taking up the challenge of sustainability seriously, not only to reduce their environmental footprint and bolster their reputation but also to improve operations and financial performance. Many ecosystem challenges cross jurisdictional boundaries and require systemic changes beyond the capabilities of individual companies or even of an industry. In these cases, the best approach for business can be to partner up—with governments, investors, local communities, nongovernmental organisations (NGOs), and other companies.

This report highlights the relevant social issues faced globally and the impact and work of the Sustainable Development Goals (SDGs) undertaken by organisations to address the social challenges. Against this backdrop, ‘ICC Social Impact Awards & Summit 2020’ aims to focus on innovative and sustainable partnership mechanisms that can be adopted by Corporates, NGOs and Implementing Agencies in order to make a positive impact towards Social Development.
The UN Sustainable Development Goals (SDGs) have been helping many organisations including nonprofits, businesses and government agencies to make measurable improvements in solving society’s pressing problems by 2030. Achieving sustainable development in the social sphere is one among the other two dimensions, including environmental and economic, in which the SDGs are committed.

This Knowledge Report highlights the social issues being addressed by the Sustainable Development Goals (SDGs) in the world, including social issues taken up by different organizations, and the implementation and work of the SDGs.

Acknowledgement

We would like to express our immense gratitude and appreciation to the entire ICC team, especially Ms Soma Mukherjee, Deputy Director, Indian Chamber of Commerce (ICC) under the able guidance of Dr Rajeev Singh, for providing overall support in making this report possible.
Introduction

The 2030 Agenda for Sustainable Development is a universal agenda adopted by the 193 member nations of the United Nations. The agenda includes a set of 17 sustainable development goals (SDGs) that aim to address various social, economic and environmental issues. All member nations are required to work towards mitigating climate change, reducing unemployment, ensuring gender equality and promoting peaceful societies to help eradicate poverty and ensure sustainable development. Addressing issues in any one area of social, economic, or environmental will have an impact on the rest.

As human lives are of paramount importance, the SDGs focus on “Leaving No One Behind”. Therefore, the SDGs have targetted the development efforts and investments towards the poorest and most vulnerable people and communities first. The SDGs aim to completely curb pressing social issues like poverty, hunger, health conditions and diseases, child deaths, gender discrimination, etc. The 2030 Agenda’s Preamble reiterates the importance of addressing social problems by the following statements:

“We are determined to end poverty and hunger, in all their forms and dimensions, and to ensure that all human beings can fulfil their potential in all dignity and equality and in a healthy environment.”
“We are determined to ensure that all human beings can enjoy prosperous and fulfilling lives and that economic, social and technological progress occurs in harmony with nature.”

“We are determined to foster peaceful, just and inclusive societies which are free from fear and violence. There can be no sustainable development without peace and no peace without sustainable development.”

The SDGs consider all forms of poverty eradication including extreme poverty to be the greatest global challenge and the solution for a sustainable future. Many countries and communities have been putting their efforts and action in achieving the 2030 Agenda. However, the realisation of all of the SDGs by 2030, will require acceleration in the transformation process where governments and organisations have to deal with complex development challenges, which will target changing old belief systems of people, their societal practices, policies and lifestyles.

Methodology

An online survey on “Social Impact of the Sustainable Development Goals (SDGs)” was conducted by Indian Chamber of Commerce (ICC) and Consultivo. Professionals representing NGOs, Foundations, Corporate CSR, Implementing Bodies and other areas were invited via email to participate in the online survey. The objective of the survey was to gather relevant insights into the social and CSR initiatives undertaken by organisations in line with the Sustainable Development Goals (SDGs). The insights from the survey have been analysed and highlighted throughout the report.
Major Highlights of the Survey
Organisations represented by the survey respondents

CSR activities aligned with the SDGs

Survey Highlights:

- 50% of the respondents represent Corporate CSR
- 37.5% of the respondents represent Foundation
- 12.5% of the respondents represent Implementing Bodies
- All (100%) of the respondents’ organisations’ CSR activities are aligned with the SDGs (Sustainable Development Goals)
Vulnerable population supported

Survey Highlights:

- 87.5% of the respondents’ organisations support women and children among the vulnerable
- 50% of the respondents’ organisations support persons with disabilities among the vulnerable

Source: ICC - Consultivo Survey
The survey insights and work of various organisations in creating social impact through the realization of the SDGs brings here the social issues and SDGs at work.
1. **SDG 1: No poverty**
   (‘End poverty in all its forms everywhere.’)

   **Issues**
   Around 1 in 10 people around the world live on less than the poverty threshold of international-
$1.25 per day.

   **Work of SDG 1**
   - To eradicate extreme poverty around the world by 2030 (with less than 3 per cent of the world living in extreme poverty )
   - To achieve by 2030 a wide social protection coverage of the poor and the vulnerable
   - To ensure by 2030 that the poor and vulnerable (both men and women) have equal access and rights to basic services (including economic resources), property, land, inheritance, natural resources, and relevant new technology
By 2030, to reduce the exposure of poor and vulnerable communities to extreme weather events and disasters, and other socio-economic and environmental afflictions

To mobilize resources for the developing and least developed countries to implement programmes and policies aimed at eradicating poverty in all its forms

To create sound policy frameworks that support development strategies in poverty eradication

Challenges
The achievement of SDG 1 is impeded by many factors like: the slow and stagnant rate of economic growth of the poorest countries in the world; climate change repercussions on economies and livelihoods; the increasing inequality and fragile states; people living in extreme poverty facing deprivation from basic resources and often being victims of conflicts and vulnerable to natural disasters; lack of social protection coverage.

Top 3 initiatives taken to eradicate poverty in rural and urban areas

Survey Highlights:
To eradicate poverty in rural & urban areas:

- 87.5% of the respondents have taken the initiative of providing decent work opportunities and providing basic services & infrastructure to the poor
- 50% of the respondents have taken the initiative of protecting the natural resources on which poor people depend
- 37.5% of the respondents have taken the initiative of making technical assistance available to the poor
2. **SDG 2: Zero Hunger**

(“End hunger, achieve food security and improved nutrition, and promote sustainable agriculture.”)

**Issues**

Around 1 in 9 people around the world are undernourished with the vast majority of them living in developing countries (women, children & indigenous people). Around 3.1 million children under five years of age die of malnutrition every year. In 2017, 770 million people faced severe food insecurity.

**Work of SDG 2**

- To end global hunger and all forms of malnutrition by 2030, and to ensure that the poor and the vulnerable, including infants have access to sufficient, safe and nutritious food
- By 2030, to double the agricultural productivity and financial income of small-scale and family farmers by providing them access to land, finance, market opportunities, knowledge, resources and inputs
- To improve the soil quality for cultivation and incorporate sustainable food production systems that will help increase the agricultural productivity and income of small-scale food producers
- By 2020, through properly managed diverse seed and plant banks at the national, regional and international levels, to achieve genetic variations of seeds, plants and domestic animals. Also, to promote the utilization of such resources and the sharing of traditional agricultural knowledge.

**Challenges**

Only some of the UN member countries are working on SDG 2 to end malnutrition and undernourishment, with most of them not having the relevant data to measure their progress and few who have not made any progress; there has been a decline in the global public investment in agriculture in recent years; more support and increased investment in technology and infrastructure required by small farmers and food producers to practice sustainable agriculture.

**Top 3 initiatives taken to achieve SDG 2 - Zero Hunger**

<table>
<thead>
<tr>
<th>Initiative</th>
<th>% Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure food security</td>
<td>25%</td>
</tr>
<tr>
<td>Adequate nutrition for all</td>
<td>50%</td>
</tr>
<tr>
<td>Promote sustainable agriculture</td>
<td>62.5%</td>
</tr>
</tbody>
</table>

Source: ICC - Consultivo Survey

**Survey Highlights:**

To achieve SDG 2 – Zero Hunger:

- 62.5% of the respondents have taken the initiative of promoting sustainable agriculture
- 50% of the respondents have taken the initiative of providing adequate nutrition for all
- 25% of the respondents have taken the initiative of ensuring food security
3. SDG 3: Good health & well-being
("Ensure healthy lives and promote well-being for people of all ages.")

Issues
- The mortality rate of children under five years of age is very high, especially newborns and children living in poverty
- Half of the world’s population do not have access to basic health services, where those who are sick suffer financial hardship which leads them to face extreme poverty

Work of SDG 3
- To provide universal health coverage
- To ensure that all people have access to required medicines and vaccines
- To prevent the death of newborns and children under 5 years of age
- To prevent and reduce diseases like malaria, tuberculosis, polio, HIV and water-borne diseases

Challenges
Data of 2016 reveals that 20 million children in the world did not receive the pertussis vaccine (DTP3) and about 21 million children did not receive the measles vaccine (MCV1). The SDG targets for immunisation can be realised if 2 in 5 countries accelerate their immunisation process; major diseases such as malaria and tuberculosis are not being addressed with much urgency.

Health and well-being of individuals considered a priority initiative for CSR Activities

Survey Highlights:
- 75% of the respondents consider health & well-being of individuals to be a priority initiative for their CSR activities
- 25% of the respondents do not consider health & well-being of individuals to be a priority initiative for their CSR activities
4. **SDG 4: Quality education**
   ("Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.")

**Issues**
Globally, around 103 million youth are uneducated, in which 60 per cent of those are women.

**Work of SDG 4**
- To provide free, equitable and quality primary and secondary education for all children (boys & girls)
- By 2030, to ensure that all children have access to quality early childhood development, care, and pre-primary education
- By 2030, to ensure that affordable and quality technical, vocational and tertiary education is available for all men and women
- By 2030, to upskill youth and adults with relevant technical and vocational skills for employment, decent jobs, and entrepreneurship
- By 2030, to completely remove gender disparities in educational opportunities, thereby encouraging people with disabilities, vulnerable children and indigenous people equal access to education
- Ensure by 2030 that all learners are knowledgeable about sustainable development through education on sustainable development and sustainable lifestyles, etc.
- To ensure that educational facilities cater to all children regardless of their disabilities and gender and they promote an inclusive, safe and effective learning environment for all
- To increase the provision of financial aid and scholarships to developing countries especially, the least developed countries to encourage education

**Challenges**
Most of the countries have insufficient data to track the progress of SDG 4 on learning outcomes, early childhood schooling, and effective learning environments; many developing countries and least developed countries are still devoid of basic facilities and infrastructure to foster effective learning environments.

**Top 3 learning and development opportunities provided**

<table>
<thead>
<tr>
<th>Opportunity</th>
<th>% Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to quality early childhood</td>
<td>50%</td>
</tr>
<tr>
<td>development, care &amp; pre-primary education</td>
<td></td>
</tr>
<tr>
<td>Equal access for all men &amp; women to</td>
<td>62.5%</td>
</tr>
<tr>
<td>education</td>
<td></td>
</tr>
<tr>
<td>Upskilling of youth &amp; adults</td>
<td>87.5%</td>
</tr>
</tbody>
</table>

Source: ICC - Consultivo Survey
Survey Highlights:

- 87.5% of the respondents have provided opportunities for upskilling of youth & adults for employment, decent jobs and entrepreneurship
- 62.5% of the respondents provide equal access for men & women to affordable and quality technical, vocational & tertiary education, including university
- 50% of the respondents provide access to quality early childhood development, care & pre-primary education for children
5. **SDG 5: Gender Equality**

("Achieve gender equality and empower all women and girls.")

**Issues**

Globally, around 103 million youth are uneducated, in which 60 per cent of those are women.

**Work of SDG 5**

- To end all forms of gender discrimination and violence against women and girls
- To end harmful practices like child marriage, etc.
- To ensure equal leadership opportunities for women at all levels
- To achieve women empowerment and secondary education for all girls
- To empower women and girls through technology
- To engage women and girls in the implementation of SDGs
- To give women equal access and ownership rights over land, property, inheritance, financial services, and natural resources

**Challenges**

Gender discrimination is still prevalent in the society and regulations of some countries; ending issues like child marriage have not been considered a priority by nations, this could result in, according to studies, 150 million girls being married off before they turn 18 between the years 2017 to 2030; women continue to be underrepresented in political leadership levels; in 2018, women occupied only 27% of the managerial positions in the world. The number of women in management has not increased in the least developed countries.

**Adoption of sound policies and legislation for gender equality & empowerment of all women and girls**

![Pie chart showing 75% Yes and 25% No adoption](chart.png)

**Source:** ICC - Consultivo Survey

**Survey Highlights:**

- 75% of the respondents have adopted sound policies and legislation for the promotion of gender equality & empowerment of all women and girls at all levels
- 25% of the respondents have not adopted sound policies and legislation for the promotion of gender equality & empowerment of all women and girls at all levels
6. SDG 8: Decent Work & Economic growth

(“Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.”)

**Issues**

Slow rate of growth of the global economy; youth unemployment; lack of job opportunities; informal employment; gender pay gap; unsafe workplaces

**Work of SDG 8**

- To reduce youth unemployment by increasing employment opportunities for all of the youth, like aiding in the creation of jobs by encouraging sustainable tourism policies that promote local culture and products, and to implement the Global Jobs Pact of the International Labour Organisation to strategize on youth employment
- To improve the economic growth of the least developed countries by introducing new technologies, fostering innovation and entrepreneurship opportunities and creation of small and medium-sized enterprises (SMEs)
- To reduce the gender pay gap and informal employment
- To foster safe and secure working environments for all workers
- To ensure that the domestic financial institutions’ services cater to all of the public
- To provide assistance to developing and especially, least developed countries in trade-related matters by increasing the support for ‘Aid for Trade’ initiative

**Challenges**

Least developed countries showing no progress in economic growth; in 2018, the global unemployment rate matched the pre-crisis levels (5 per cent), which indicated that more youth would be unemployed than adults; unsafe working environments have resulted in the loss of human lives and many non-fatal injuries; many of the youth in the world are still unemployed, lacking education and vocational skills, with a majority of young women not being employed, educated or trained

**Top 3 initiatives taken to achieve SDGs 8 - Decent work & economic growth**

<table>
<thead>
<tr>
<th>Initiative</th>
<th>% Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection of labour rights</td>
<td>50%</td>
</tr>
<tr>
<td>Youth employment, education &amp; training</td>
<td>87.5%</td>
</tr>
<tr>
<td>Ensuring safe &amp; secure working environment</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: ICC - Consultivo Survey

**Survey Highlights:**

To achieve SDG 8 – Decent work & economic growth:

- All (100%) of the respondents are ensuring on creating a safe & secure working environment
- 87.5% of the respondents are employing youth, educating & training them
- 50% of the respondents have taken the initiative of protecting labour rights
GOOD TO KNOW

Few of the innovative success stories in Corporate Social Responsibility
Larsen & Toubro, being the leader of construction industry in India, has identified systematic development of skilled workmen with defined course curriculum and state-of-art mechanization tools and materials, as a major initiative in 1995 and established Construction Skill Training Institute (CSTI). Currently 8 CSTI across India trains 8000-10000 rural unemployed youth per year.

CSTI Serampore, near Kolkata, has dedicated facility to conduct training in 6 trades viz. Formwork & Carpentry, Bar Bending, Masonry, Welding, Pipe Fitter and industrial Electrician. We have industry experienced in-house faculty to conduct the training with a duration of 2-3 months for each batch of 30-40 trainees who are given free boarding & loading during the training. We have doubled our training capacity to 1263 from 570 in the last 5 years which is evidenced by Best Employer Award from govt. of W.B. for 2 consecutive years

**Key Innovations:**

Mechanization: Differentiate CSTI trained workmen from regular workmen. We have brought in latest mechanization tools like Auto-Plastering, Auto-Rebar, Rebar Tying, Orbital welding, Cable pulling machines and incorporated as part of course curriculum. Continued revision of Course curriculum to include latest practices

Retention: Handholding at project site by the CSTI staff to familiarize and enable trained CSTI workmen to perform to the satisfaction of site management. Also providing free stay and fooding allowance. Tracking the Alumni for re-employment at CSTI

Sourcing: Reaching out to the rural unemployed youth by conduct career counselling sessions and recruiting them for the training to enable them to provide livelihood which can enhance their family income. Also, these rural people have more tendency to work in construction Industry for longer duration which is the main purpose of this training.

**Impact Assessment:**

The candidates have regularly received feedback from site engineers to improve productivity and as well as practice designated skill.

Periodic feedback and testimonials from trained workmen has also been recorded wherein they have expressed their satisfaction over increased income level and family support.
Akshaya Patra’s School Feeding Programme

Hunger is an impediment to learning outcomes of children. When we are hungry, we find it difficult to focus on the task at hand. Imagine the plight of the children who come to school without having breakfast. The Akshaya Patra Foundation seeks to change this.

In its capacity as the implementing partner of the Government of India’s Mid-Day Meal (MDM) Scheme, Akshaya Patra provides freshly cooked, nutritious and tasty meals to children to increase enrolment, attendance, and retention in schools and simultaneously address classroom hunger and malnutrition. At Akshaya Patra, the belief is that children should not have to choose between education and food; they should get the best of both. Thus the vision, ‘No child in India shall be deprived of education because of hunger.’

Since 2000, Akshaya Patra has worked towards reaching more children with wholesome food on every single school day. The Foundation is continuously leveraging technology to cater to millions of children, thinking of ways to innovate and strengthen the programme to reach more children. Right from the use of technology to ensure zero food safety incidents to menu designing in adherence to the local palate, several measures are taken to ensure that safe and nutritious mid-day meals cooked and delivered to the beneficiaries.

In partnership with the Government and the inestimable support of many philanthropic donors and well-wishers, Akshaya Patra has grown from humble beginnings serving just 1,500 school children.

On the larger canvas of transforming school education, Akshaya Patra—through its school lunch initiative—strives to provide children nutritious food and quality education, thus contributing to the nation’s pursuit of the two critical United Nations Sustainable Development Goals, SDG 2: Zero Hunger and SDG 4: Quality Education.

GOOD TO KNOW - II
Promoting Education
**Empowering rural population**

**TRL-SBI Rural Self Employment Training Institute - Lighting up the lives of unemployed youth in Western Odisha**

**TRL-SBI Rural Self Employment Training Institute (TRL SBI RSETI)** is a skill development training institute for the rural unemployed youth of Jharsuguda District where there is a demand for skilled workers, and there is a huge availability of unemployed youth who are not getting the benefit of the opportunities because of lack of marketable skills. The institute is established by TRL Krosaki Refractories limited in 2009 at a cost of **Rs. 1.68 crores** on its Golden Jubilee year. The institute is established as per the guidelines framed by the Ministry of Rural Development, Govt. of India.

The institute provides free residential training in a Gurukul atmosphere. Besides trade based practical and theory training, value-based education is also imparted for holistic development of youth. The Training Processes comprises of three parts. First, **identification of trainees** through Entrepreneurship Awareness Programmes (EAPs) conducted in villages, second **imparting training** of short duration (ranges from 6 days to 6 weeks) as per market demand and finally **post training follow up** for two years to ensure culmination of entrepreneurship. Each trainee is tracked by the institute for 2 years through mentoring and monitoring support as part of the post-training follow up.
Social Impact of the Sustainable Development Goals (SDGs)

For problems being faced by the world at large like poverty and social inequalities, the UN has been working alongside NGOs, governments, companies and other organisations to tackle such challenges. The 2030 Agenda gives special focus to the most vulnerable sections of the society, to ensure that no one is left behind in the achievement of the Global Goals by strengthening institutions to make them inclusive and effective; ensuring financing for the SDGs to be well-directed and adequate; improving economies and their resilience; helping in accelerating local implementation of the SDGs; using innovation and technology and ensuring that data for the goals are effectively collected, accessed and used.

While there are countries in the developed regions progressing on the achievement of the SDGs, there are other countries in the developing and underdeveloped regions that are either stagnant or showing slow progress. Also, since there are no proper methods to measure the implementation and impact of the goals, most countries lack regularity in data collection, which makes it difficult to understand the progress and challenges of the Sustainable Development Goals (SDGs).
Social Impact of the Sustainable Development Goals (SDGs)
Disclaimer

Users of this report shall take their own independent business decisions at their own risk and, in particular, without any undue reliance on this report. Nothing in this report shall constitute professional advice, and no representation and warranty, expressed or implied are made in respect to the completeness and accuracy of the contents of this report. ICC and Consultivo do not accept any liability whatsoever for any direct or indirect damages resulting from the use of this report or its contents. The views expressed do not necessarily represent the views or policy of either ICC or Consultivo.

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full form</th>
</tr>
</thead>
<tbody>
<tr>
<td>SDGs</td>
<td>Sustainable Development Goals</td>
</tr>
<tr>
<td>UN</td>
<td>United Nations</td>
</tr>
<tr>
<td>ICC</td>
<td>Indian Chamber of Commerce</td>
</tr>
<tr>
<td>NGOs</td>
<td>Non-governmental Organisations</td>
</tr>
<tr>
<td>CSR</td>
<td>Corporate Social Responsibility</td>
</tr>
<tr>
<td>SMEs</td>
<td>Small and Medium-sized Enterprises</td>
</tr>
</tbody>
</table>
Sustainability, Business Excellence & Risk Management advisory, assurance and consulting firm helping global businesses at strategic and operational level.

With access to wealth of intellectual capital, Consultivo delivers Advisory, Research, Assurance & Training services in the areas like Sustainability, Environment & Energy, Management Systems, CSR, Safety, Organizational Development and Human Capital Development.

Sustainability services include development of sustainability strategy, voluntary sustainability standard (VSS), sustainability reporting as per GRI standard, materiality assessment & study, stakeholder engagement, water sustainability management, carbon footprint, energy audit & conservation, ethical supply chain management, due diligence and related services.

Major industry sectors where Consultivo has worked with:

- Metal & Mining
- Engineering
- Cement
- Oil & Gas
- Chemical
- Construction
- Hospital
- Mall & Hypermarket
- Warehouse
- FMCG
- Supply Chain
- Agribusiness

Consultivo works with 100+ National and International Sustainability related codes, standards and guidelines. Partnership with academic institutions, research organizations & industrial associations is a significant activity to create powerful business solutions bespoke to customer needs.

- Approved safety, environment & social consultant of International Finance Corporation (World Bank Group)
- Global approved auditor of Pharmaceutical Supply Chain Initiative (PSCI), UK
- Approved audit body for CORE (Code of Responsible Extraction)
- Partner of CII, training & knowledge partner of Indian Chamber of Commerce (ICC)
- Approved audit partner of Ethical Tea Partnership (ETP), UK

Consultivo is uniquely placed to offer advisory and assurance services free from commercial constraints and conflict of interest to find ways to improve business performances.

Consultivo Academy is the strategic business unit for training and capacity building services. It nurtures and enrich people potentials through interactive & solutions oriented course design in both conventional and new age e-learning platforms.
Founded in 1925, Indian Chamber of Commerce (ICC) is the leading and only National Chamber of Commerce operating from Kolkata, and one of the most pro-active and forward-looking Chambers in the country today. Its membership spans some of the most prominent and major industrial groups in India. ICC’s forte is its ability to anticipate the needs of the future, respond to challenges, and prepare the stakeholders in the economy to benefit from these changes and opportunities.

Set up by a group of pioneering industrialists led by Mr. G D Birla, the Indian Chamber of Commerce was closely associated with the Indian Freedom Movement, as the first organised voice of indigenous Indian Industry. Several of the distinguished industry leaders in India, such as Mr. B M Birla, Sir Ardeshir Dalal, Sir Badridas Goenka, Mr. S P Jain, Lala Karam Chand Thapar, Mr. Russi Mody, Mr. Ashok Jain, Mr. Sanjiv Goenka, have led the ICC as its President. Currently, Mr. Mayank Jalan is leading the Chamber as its President.

ICC is the only Chamber from India to win the first prize in World Chambers Competition in Quebec, Canada. ICC’s North-East Initiative has gained new momentum and dynamism over the last few years. ICC has a special focus upon India’s trade & commerce relations with South & South-East Asian nations, in sync with India’s ‘Look East’ Policy, and has played a key role in building synergies between India and her Asian neighbours through Trade & Business Delegation Exchanges, and large Investment Summits.

ICC also has a very strong focus upon Economic Research & Policy issues - it regularly undertakes Macro-economic Surveys/Studies, prepares State Investment Climate Reports and Sector Reports provides necessary Policy Inputs & Budget Recommendations to Governments at State & Central levels.

The Indian Chamber of Commerce headquartered in Kolkata, over the last few years has truly emerged as a national Chamber of repute, with full-fledged offices in New Delhi, Mumbai, Guwahati, Ranchi, Bhubaneshwar & Hyderabad functioning efficiently, and building meaningful synergies among Industry and Government by addressing strategic issues of national significance.

**Head Office**
Indian Chamber of Commerce
ICC Towers, 4 Indian Exchange Place, Kolkata 700001
P +91 33 2230 3242-44 F +91 33 2231 3377/80 E sg@indianchamber.net

**Northern Regional Office**
807, Kailash Building, 26 Kasturba Gandhi Marg, New Delhi 110001
P +91 11 4610 1431-38 F +91 11 4610 1440/1441

**Western Regional Office**
1007, 10th Floor, Samartha Vaibhav, Off New Link Road, Oshwara, Andheri West, Mumbai 400063
P +91 22 6127 7443 F +91 22 6888 8656

**Odisha State Office**
88DA – H16 23, Opp Hotel Pal Heights, Jaydev Vihar, Bhubaneswar 751 013
P +91 674 253 2744/ 4744 F +91 674 253 3744

**Assam State Office**
Kushan Plaza, 1st Floor, Above Mukesh Hyundai Showroom, Ganeshguri, Guwahati 781006
P +91 361 246 0216/ 4767 F +91 361 246 1763

**Jharkhand State Office**
181 C, Road No 4, Ashok Nagar, Ranchi 834002
P +91 651 606 3236 F +91 651 224 3236

**Tripura State Office**
Department of Industry and Commerce, Khejur Bagan Kunjaban 6 Near Ginger Hotel, Agartala, Tripura (West)
P +91 88601 28904

**Telegana State Office**
TSR Towers, 6-3-1090, B Block, Ground Floor, Raj Bhavan Road, Hyderabad 500 082
P +91 40 4857 0788

**North Bengal & Sikkim Office**
Radha Apartments, 7th Floor, ISKCON Mandir Road, Siliguri 734001
P +91 80177 30407