

Key Performance Indicator

	2017-18	2016-17	2015-16	2014-15	2013-14	2012-13
Social and Community Investment towards Bharti Foundation (INR millions)	207	931	575	453	206	108
Community Development (number of children under Bharti Foundation Education program)	366200	198139	85126	55762	48543	44523
Increasing Reach (No. of Network towers)	456293	336773	270494	240000	160000	133778
Number of Rural Customers (Mn)	156.9	126.7	122	107.6	93.8	82.9
Intensity of Carbon Emission (CO ₂ /Tb)	0.99	4.28	6.0	8.40	12.70	17.20
Eliminating Diesel Usage (network diesel consumption in KL/site)	1.96	2.16	2.30	2.50	2.70	2.80
Waste Reduction (paper reduction through e-bills)	370	279	309	256	208	138
Waste Management (e-waste disposal in tonnes)	2900+	2400+	1700 +	1700 +	2000 +	-
Employee Engagement Score (%)	79.4	79	-	82	-	91
Gender Diversity (% of women)	9.1	8.7	9.2	9.2	9.6	10
Training Interventions (number of unique trainings)	2800	370	-	-	-	-
Gross Revenue per Employee	35	36	33	42	35	-
Average Hours of Training per employee (hrs)	17.2	-	-	-	-	-
Paper Saved (ebill Initiative)	1600	1200	-	-	-	-
Customer Interaction Intensity (average number of interactions per customer)	0.09	0.12	0.16	0.21	-	-