



## Business Responsibility Report

### Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company:** L27201WB1967GOI028825
2. **Name of the Company:** Hindustan Copper Limited
3. **Registered Address:**  
“Tamra Bhavan”  
1 Ashutosh Chowdhury Avenue  
Kolkata 700019  
Tel. No.: 033-2283 2226/2529  
Fax no.: 033-2283 2478/2640
4. **Website:** *www.hindustancopper.com*
5. **E-mail:** *hcl\_ho@hindustancopper.com, singhi\_cs@hindustancopper.com*
6. **Financial Year Period:** 2013-2014
7. **Sector(s) that company is engaged in (industrial activity code-wise):**

Industrial Group	Description
07291	Mining of copper ore
24201	Manufacture of Copper from ore, and other copper products and alloys
24320	Casting of non-ferrous metals

(As per National Industrial Classification – Ministry of Statistics and Programme Implementation)

8. List three key products/services that the Company manufactures/ provides (as in balance sheet):

Hindustan Copper Limited (HCL) is the only vertically integrated copper mining company in India having its own captive mines. Following are the key products manufactured by the Company:

- Copper Cathode
- Continuous Cast Copper Wire Rod
- Metal in Concentrate

9. Total number of locations where business activity is undertaken by the Company:

- a) Number of International locations: None
- b) Number of National locations: 14

Plants
Khetri Copper Complex (KCC), Khetrinagar, Rajasthan
Indian Copper Complex (ICC), Ghatsila, Jharkhand
Malanjkhand Copper Project (MCP), Malanjkhand, Madhya Pradesh
Taloja Copper Project (TCP), Taloja, Maharashtra



### Offices

Corporate and Eastern Regional Sales Office, Kolkata
Western Regional Sales Office, Mumbai
Southern Regional Sales Office, Bangalore
Northern Regional Sales Office, Delhi

### Godowns

Jaipur, Rajasthan
Sahibabad, Uttar Pradesh
Faridabad, Haryana
Bangalore, Karnataka
Kolkata, West Bengal
Hyderabad, Andhra Pradesh

10. Markets served by the Company (Local / State / National / International): National

### Section B: Financial Details of the Company

1. Paid up Capital: ₹462.609 crore
2. Total Turnover: ₹1615.90 crore
3. Total Profit after Taxes: ₹286.42 crore
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%): 2.002%
5. **List of activities in which expenditure in 4 above has been incurred:**
  - a. Water Management
  - b. Solar Energy Program
  - c. Health & Sanitation
  - d. Infrastructure Development & Renovation Work
  - e. Plantation & Improved Diversified Agriculture
  - f. Livelihood & Training
  - g. Centralized Activities, like CSR&S Trainings, Third-Party Assessments, etc.

### Section C: Other Details

1. Does the Company have any Subsidiary Company / Companies?  
No.
2. Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent Company?  
If yes, then indicate the number of such subsidiary company(s).  
Not Applicable
3. Do any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities? [Less than 30%, 30-60%, More than 60%]  
Yes, currently less than 30%.



## Section D: BR Information

### 1. Details of Director / Directors responsible for BR:

#### a) Details of the Director / Directors responsible for implementation of the BR policy / policies:

<b>DIN</b>	02752767
<b>Name</b>	Anupam Anand
<b>Designation</b>	Director(Personnel)
<b>Phone</b>	033-2281 6221
<b>Mail Id</b>	anupamanand@hindustancopper.com
<b>DIN</b>	03101511
<b>Name</b>	Avijit Ghosh
<b>Designation</b>	Director (Mining)
<b>Phone</b>	033-2281 7138
<b>Mail Id</b>	avijit_ghosh@hindustancopper.com
<b>DIN</b>	06608867
<b>Name</b>	Subhendra Nanda
<b>Designation</b>	Director (Operations)
<b>Phone</b>	033-2283 2432
<b>Mail Id</b>	snanda@hindustancopper.com
<b>DIN</b>	02950920
<b>Name</b>	V V Venugopal Rao
<b>Designation</b>	Director (Finance)
<b>Phone</b>	033-2283 2741
<b>Mail Id</b>	vvvenugopalrao@hindustancopper.com

#### b) Detail of the BR head

<b>DIN</b>	01829545
<b>Name</b>	Kailash Dhar Diwan
<b>Designation</b>	Chairman –cum-Managing Director
<b>Phone</b>	033-2283 2725
<b>Mail Id</b>	diwan_kd@hindustancopper.com

### Principle-wise (as per NVGs) BR Policy / policies (Reply in Y / N)

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as under:

P1 – Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

P2 – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

P3 – Businesses should promote the well-being of all employees.

P4 – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

P5 – Businesses should respect and promote human rights.

P6 – Businesses should respect, protect, and make efforts to restore the environment.

P7 – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.



P8 – Businesses should support inclusive growth and equitable development.

P9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner.

Sr. No.	Questions	Business Ethics	Product Responsibility	Welfare of Employees	Stakeholder Engagement	Human Rights	Environment	Public Policy	CSR	Value to customers
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy / policies for...	Y*	Y*	Y*	Y*	Y*	Y	Y*	Y	Y*
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify?	Y	Y	Y	N	Y	Y	N	Y	N
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	N	N	N	N	Y	N	Y	N
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	N	Y	N	N	Y	N
6	Indicate the link for the policy to be viewed online?	Y**	Y**	N	N	N	N	N	Y**	Y**
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Communicated to key internal stakeholders of HCL. The communication is an on-going process to cover all internal and external stakeholders.								
8	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	N	Y	Y
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	N	N	N	N	N	Y	N	Y	N

\*The Company follows DPE, other applicable Government guidelines/ laws and the policies approved by the Board.

\*\*Company's Website: [www.hindustancopper.com](http://www.hindustancopper.com)



2a. If answer to Sr. No 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sr. No	Questions	Business Ethics	Product Responsibility	Welfare of Employees	Stakeholder Engagement	Human Rights	Environment	Public Policy	CSR	Value to customers
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The Company has not understood the Principles	Not Applicable								
2	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The Company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

### 3. Governance related to BR:

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

The BR performance of the Company is assessed on a need basis and in accordance with statutory requirements.

- **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

The Company publishes annually its BR report as per SEBI guidelines and it can be viewed at the Company's website [www.hindustancopper.com](http://www.hindustancopper.com).

### Section E: Section Wise Performance

#### Principle 1: Ethics, Transparency and Accountability

***Businesses should conduct and govern themselves with Ethics, Transparency and Accountability***

1. **Does the policy relating to ethics, bribery and corruption cover only the Company?**

No.

The Company is making continuous efforts in improving the systems and procedures which is transparent and in conformity with the extant rules & procedures, thereby ensuring working atmosphere relatively free from corruption. As a part of preventive vigilance effort, the Company is taking initiatives towards strengthening systems through adherence to set procedure and guidelines, due diligence, analysis of audit reports and its incorporation in corporate decision making. Focus is on preventive vigilance and leveraging of information technology with a view to minimize scope for corruption.



In-house training programs on vigilance related matters are also organized by inviting prominent guest faculties including officials from Police Department, Central Bureau of Investigation, Banking Security and Fraud Cell. External trainings were organised in the reporting period wherein executives from Vigilance Department were invited to attend.

**2. Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?**

Yes. The Company is a signatory of Integrity Pact with Transparency International India wherein the Integrity Pact is signed between the bidders and the Company for all service contracts valuing ₹20 crore and above and for all purchase contracts valuing ₹10 crore and above.

**3. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

Investor Grievances: During 2013-14, 5 Investors grievances received and resolved; there was no outstanding complaint as on 31<sup>st</sup> March, 2014.

Public Grievances: 6 cases of public grievances were received during FY2013-14 and all the cases were resolved.

Stakeholder grievances pertaining to any issues are forwarded to the respective department for redressal. The stakeholders may address their complaints via platforms given below:

- Employee Grievance – Grievance Redressal System
- Shareholder Grievance – At dedicated email-id (investors\_cs@hindustancopper.com)
- Trade Union Grievance – Bipartite Fora Department/unit/National level for the Company
- Consumers/Customers Grievance – Grievance Redressal through Marketing Department
- Public in General – Public Grievance System of the Ministry

**Principle 2: Products contributing to sustainability**

***Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.***

**1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and / or opportunities.**

The Company conducts its activities in such a manner as to protect the environment, interests of employees and general public e.g. at the mines and plants ambient air quality, light, noise levels, health and safety measures are consistently monitored and improvements undertaken on a continuous basis.

**2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**

- i. Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain**
- ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year**

The Company is committed to increased levels of recovery and recycling, as well as to making investments in primary production to reduce energy intensity, toxicity and waste.



3. **Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.**

**Sustainable sourcing:** Before registering / approving any party, the Company scrutinizes carefully relevant documents to verify compliances of all pre-set norms including the environmental norms by the party. In case of major items, Company Officials visits their premises to evaluate all their capabilities including the environmental and social issues.

**Logistics improvements:** The Company has continued to follow multi-modal transportation which is not only efficient & cost effective, but also environmental friendly. Further, improvements over the years through sealing of containers has successfully reduced the amount of dust emitted thus reducing the pollution level.

4. **Has the Company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve the capacity and capability of local and small vendors?**

Yes, the Company procures products and services from local producers and communities surrounding its operations.

Suppliers, vendors participate in awareness creation programs, capacity building workshops that include sharing technical expertise, skill up gradation and shop floor visits.

5. **Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste? (Separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

Currently, the Company recycles less than 5% of its waste generated internally.

A good amount of copper bearing waste generated in TCP Unit is recycled to our smelter. The copper waste of Refinery and electrical workshop is also recycled back to smelter. The tailing of concentrator plant is partly backfilled in the mines. The Company sells the used oil, rubber scrap to the Government approved recyclers and these recyclers address environmental concerns while recycling or disposing the waste.

### **Principle 3: Welfare of Employees**

***Businesses should promote the well-being of all employees.***

1. **Please indicate the total number of employees.**

4112 as on 31st March, 2014.

2. **Please indicate the total number of employees hired on temporary / contractual / casual basis.**

The number of employees hired on contract during FY 2013-14 was 21. There was no employee hired on temporary / casual basis.

3. **Please indicate the number of permanent women employees.**

249 as on 31st March, 2014.

4. **Please indicate the number of permanent employees with disabilities.**

43 as 31st March, 2014.

5. **Do you have an employee association that is recognized by Management?**

Yes.



6. What percentage of your permanent employees is members of this recognised employee association?

Almost all the workmen are members of the various Registered Trade Unions operating in different Units / Offices

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending as on the end of the financial year.

S No	Category	Complaints filed during the FY	Complaints pending at the end of FY
1	Child labour/forced labour/involuntary labour	Nil	Nil
2	Sexual harassment	Nil	Nil
3	Discriminatory Employment	Nil	Nil

1. What percentage of your under mentioned employees were given safety and skill up-gradation training in the last year?

- Permanent Employees
- Permanent Women Employees
- Casual/Temporary/Contractual Employees
- Employees with Disabilities

Category	%
Permanent Employees	85
Permanent Women Employees	40
Casual/Temporary/Contractual Employees	20
Employees with Disabilities	23

Based on identified needs, training and development at all levels of employees is given due priority by the Company to increase effectiveness. The Company selectively nominates its employees for specialized training Programmes / Workshops / Seminars / Conferences organized by reputed professional organizations and Institutes.

#### **Principle 4: Stakeholder Engagement**

*Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.*

1. Has the Company mapped its internal and external stakeholders? Yes / No

Yes.

2. Out of the above, has the Company identified the disadvantaged, vulnerable and marginalized stakeholders?

Yes.

3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.

Yes, the Company takes various initiatives to engage with disadvantaged or marginalised





stakeholders such as employees with special needs, employees from disadvantaged sections of society. All decisions that could impact such stakeholders are taken only post deliberations.

The Company conducted base-line surveys within 20kms radius around plant and mining areas to identify feasible need-based CSR projects for the respective communities from the peripheral villages, the needs of the communities and especially disadvantaged and marginalised amongst them, were prioritized. An impact assessment study of the CSR projects thus designed is also conducted.

The various channel of communication with different stakeholders are as follows:

- Communication: Annual Report, Publication of Financial Results in newspapers, Hosting of data / information on the Company Website, Newspaper Notification & Advertisement, Copper Commune and house magazine Tamralipi published bilingually on Quarterly basis.
- Engagement: Meetings with vendors, meetings with local communities, local authorities like District bodies, Panchayat / Gram Sabha.

### **Principle 5: Human Rights**

***Businesses should respect and promote human rights.***

#### **1. Does the policy of the Company on human rights cover only the Company or extend to the Group/JV/ Suppliers/ Contractors/NGO/ Others?**

The Company respects human rights and addresses human rights through its own codes and procedures and compliance with applicable laws. HCL adheres to the statutes of India such as Mines Act, Factories Act which embody some of human rights principles such as prevention of child labour, forced labour.

The Company has a structured mechanism in place to address the human rights issues such as equal opportunity to all, non-discrimination, removing pay anomaly etc.

Adequate efforts are undertaken to eliminate discrimination and harassment such as workers participation form shop floor to corporate level, concessions to persons with disability, prohibition of sexual harassment of women at workplace.

HCL is an equal opportunity employer and does not discriminate among employees based on colour, caste, race, region, religion, sex etc. The Company implements directives of GoI for reservation for SC/ST/OBC/ PWD/Ex-Servicemen in Recruitment.

#### **2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the Management?**

Nil.

### **Principle 6: Environment**

***Businesses should respect, protect, and make efforts to restore the environment.***

#### **1. Does the policy related to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?**

Yes, the Company expects its suppliers and contractors to be compliant with all applicable laws, including those related to environment.



2. **Does the Company have strategies / initiatives to address global environmental issues such as climate change, global warming, etc.? Y / N. If yes, please give hyperlink for webpage etc.**

The Company does not have a process in place yet, to map its Green House Gas (GHG) emissions and mitigate such emissions. However, its technology up gradation and energy efficiency initiatives contribute to mitigation of GHG emissions. The Company understands the importance of climate change risk mitigation by adapting to likely climate changes and its impact on business operations.

3. **Does the company identify and assess potential environmental risks? Y/N**

Yes.

4. **Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?**

The Company does not have any project related to the Clean Development Mechanism.

5. **Has the Company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy etc.? Y / N. If yes, please give hyperlink to web page etc.**

Yes, the Company has taken following initiatives:

#### **Energy Conservation:**

The Company has undertaken following energy efficiency measures at its plants:

- Introduction of Variable Frequency Drive in place of conventional drive for ore feeders in concentrator plant.
- Replacement of 22 sodium vapour lamps with LED lights.
- Conventional water heater was replaced by solar water heater.
- Large capacity equipment are commissioned in mines for energy conservation besides high productivity.
- Scheduled replacement and preventive maintenance of mining equipment and Concentrator Plants for efficient use of energy.
- Other initiatives taken were:
  - Old ESP's are revamped with new one by OEM to control the dust and mist emission
  - New high capacity rectifier and transformer have been installed at Refinery
  - New imported BIC cooling element fitted in flash furnace for better furnace control
  - Dense phase dust conveying system installed.
  - Major overhauling of all equipment was carried out.
  - Study of solar power options at ICC and KCC has been completed. MCP has already introduced solar street lamp on experimental basis

#### **3R initiatives& New Technologies:**

The various initiatives taken by the Company for process optimization are as follows:

- a. **Replacement with Dust Bloc:** Dust bloc (synthetic liquid) has been experimentally used thus reducing the consumption of water.
- b. **Alternative use of Copper tailing:** The Company has developed vendors like Star Trace Pvt Ltd. for alternative use of waste materials generated from mines at Khetri Copper Complex (KCC) and



Malanjkhand Copper Project (MCP). The Company has started despatching the copper tailing from KCC to the party.

- c. **R&D projects:** Bench scale study for extraction of copper by alternative Hydrometallurgical route is under process.

**6. Are the Emissions / Waste generated by the Company within the permissible limits given by CPCB / SPCB for the financial year being reported?**

The ambient air quality is regularly monitored at mines, all process plants and residential areas at all the units. The air quality levels are well within the standards and limits prescribed by the Pollution Control Boards.

Effluent treatment facilities installed at the Units of the Company have been working satisfactorily and meeting regulatory norms as prescribed by the Pollution Control Boards. Discharged process water is being recycled after treatment thus conserving the water.

Solid waste from plants and hospitals is also safely disposed-off or stored as per guidelines prescribed by the Pollution Control Boards.

**7. Number of show cause / legal notices received from CPCB / SPCB which are pending (i.e. not resolved to satisfaction) as of end of financial year.**

Nil.

**Principle 7: Public Advocacy**

*Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.*

**1. Is your Company a member of any trade and chambers or association? If yes, name only those major ones that your business deals with.**

Yes, e.g. the Standing Conference of Public Enterprises, Indian Society of Training & Development, Indian Copper Development Centre, All India Management Association, National Institute of Personnel Management, Confederation of Indian Industry and Federation of Indian Mineral Industries.

**2. Have you advocated / lobbied through above associations for the advancement or improvement of public good? Yes / No; if yes, specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Polices, Energy Security, Water, Food Security, Sustainable Business Principles, Others)**

No.

**Principle 8: Inclusive Growth**

*Businesses should support inclusive growth and equitable development.*

**1. Does the Company have specified programmes / initiatives / projects in pursuit of the policy related to Principle 8? If yes, details thereof.**

Yes. The Company is committed to social, economic and environmental development of communities at all its operations and is committed to long term, mutually beneficial partnership between communities, Government & stake holders. The corporate social responsibility (CSR) plan of the Company has been prepared based on Need Assessment Survey carried out by the National Institute of Rural Development (NIRD).



**2. Are the programmes / projects undertaken through in-house team / own foundation / external NGO / government structures / any other organization?**

All programmes and projects are undertaken through both in-house teams and external Government structures and implemented with the assistance of NGOs and consultants with requisite sector expertise.

**3. Have you done impact assessment of your initiative?**

Yes.

**4. What is the Company's direct contribution to community development projects - Amount in INR and the details of the projects undertaken?**

₹7.11 crores during the year 2013-14, the details of the details of the project undertaken are given in point no. 5 below.

**5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

The following CSR activities were implemented in FY 2013-14:

- (i) **Water Management:** Rain water harvesting structures, safe drinking water structures (borewell with motor fitting) including soak pit for water recharging, water services, like laying of pipeline for drinking water in Sohada Village.
- (ii) **Renewable Energy Program:** Installation of LED based Solar Street lights at community places, along with a Village User Group for maintenance and upkeep of the same.
- (iii) **Health & Sanitation:** Food & Nutritional Security through integrated cropping; Veterinary camp (Animal Health Camps including vaccination); Construction of Household latrine for 100% sanitation in one village; Health camp with use of existing Mobile unit and Information-Education-Communication activities.
- (iv) **Infrastructure Development & Renovation Work:** Village community hall, bus stand waiting room, repair of Kendriya Vidyalaya at Khetrinagar and Surda, approach roads, school renovation, CSR community centre building in one village, connecting CC village roads, revamping of ponds and parks, etc.
- (v) **Livelihood:** Job oriented Vocational Training for rural youth (placement linked programme), training on Hand Glove Making, Training on Handloom weaving, pisciculture & duckery units, hand loom weaving unit, promoting Systematic Wheat Intensification (SWI) method of wheat cultivation.
- (vi) **Plantation & Improved Diversified Agriculture:** maintenance of existing plantation at Surda & River side, plantation of perennial plants around project area at Malanjkhanda.

All projects are planned after need-assessment surveys conducted among the target communities through Participatory Rural Appraisal (PRA) methods; and are implemented with the support and collaboration from the local authorities, including administrative offices and Gram-Panchayats, who finally owns the projects. Additionally, formation of user-groups for the facilities ensures that the community development initiatives are successfully adopted by the community.

Also, the third party assessment study, which is conducted after the financial year, reviews the extent of community ownership and success of the planned projects.

Feedback of communities has been factored into selecting CSR projects for the next financial year



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**Principle 9: Value to Customers**

***Businesses should engage with and provide value to their customers and consumers in a responsible manner.***

1. **What percentage of customer complaints / consumer cases is pending as on the end of financial year?**  
Nil.
2. **Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes / No / N.A. / Remarks (additional information)**  
Yes.
3. **Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and / or anti-competitive behaviour during the last five years and pending as of end of financial year? If so, provide details thereof, in about 50 words or so.**  
Nil.
4. **Did your Company carry out any consumer survey / consumer satisfaction trends?**  
Yes. Consumer satisfaction survey is an integral part of the Company in line with ISO 9001:2008 QMS certification with effect from January, 2014.