

September 6, 2023

**BSE Limited**

Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai 400 001

**National Stock Exchange of India Limited**

Exchange Plaza,  
Plot No. C/1, G Block,  
Bandra Kurla Complex, Bandra (East),  
Mumbai - 400051

Scrip Code: **540602**

Trading Symbol: **GTPL**

Dear Sir/Madam,

**Sub: Business Responsibility and Sustainability Report for the financial year 2022-23**

Kindly find enclosed herewith the Business Responsibility and Sustainability Report of the Company for the financial year 2022-23, which also forms part of the Annual Report for the financial year 2022-23.

The aforesaid document is also available on the website of the Company at [www.gtpl.net](http://www.gtpl.net).

This is for your information and records.

Thanking you

Yours faithfully,  
**For GTPL Hathway Limited**

**Hardik Sanghvi**  
Company Secretary & Compliance Officer  
FCS: 7247

Encl.: as above



## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT [BRSR]

### SECTION A: GENERAL DISCLOSURE

#### I. Details of the Listed Entity

1	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	L64204GJ2006PLC048908
2	<b>Name of the Listed Entity</b>	GTPL Hathway Limited
3	<b>Year of incorporation</b>	2006
4	<b>Registered office address</b>	202, Sahajanand Shopping Center, Opp. Swaminarayan Mandir, Shahibaug, Ahmedabad - 380 004, Gujarat, India
5	<b>Corporate address</b>	"GTPL HOUSE" Sindhu Bhavan Road, Bodakdev Ahmedabad - 380059, Gujarat, India
6	<b>E-mail</b>	info@gtpl.net / complianceofficer@gtpl.net
7	<b>Telephone</b>	079-61400000
8	<b>Website</b>	www.gtpl.net
9	<b>Financial year for which reporting is being done</b>	FY 2022-23
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11	<b>Paid-up Capital (₹)</b>	1,12,46,30,380
12	<b>Contact Person</b>	
	<b>Name of the Person</b>	Mr. Anirudhsinh Jadeja
	<b>Telephone</b>	(079) 6140 0000
	<b>Email address</b>	info@gtpl.net / complianceofficer@gtpl.net
13	<b>Reporting Boundary</b>	
	<b>Type of Reporting (Standalone/Consolidated Basis)</b>	Standalone Basis

#### II. Product/Services

14	<b>Details of business activities</b>	<b>S. No.</b>	<b>Description of Main Activity</b>	<b>Description of Business Activity</b>	<b>% Turnover of the Entity</b>
		1.	Digital Cable TV Service Provider	The Company provides Digital Cable TV services in both standard definition and high definition to its customers directly and through Business Partners (Local Cable Operators) across 22 states in India	100%
15	<b>Products/Services sold by the entity</b>	<b>S. No.</b>	<b>Product/Service</b>	<b>NIC Code</b>	<b>% of Total Turnover contributed</b>
		1.	Digital Cable TV Service Provider	61103	100%

#### III. Operations

16	<b>Number of locations where plants and/or operations/offices of the entity are situated:</b>	<b>Location</b>	<b>Number of plants</b>	<b>Number of Offices</b>	<b>Total</b>
		National	NA	50	50
		International	NA	NA	NA
17	<b>Market served by the entity</b>	<b>Locations</b>	<b>Numbers</b>		
	<b>a. No. of Locations</b>	National (No. of States)	22		
		International (No. of Countries)	NA		
	<b>b. What is the contribution of exports as a percentage of the total turnover of the entity?</b>	NA			
	<b>c. A brief on types of customers</b>	Our customers are: Business to Business (B2B) Local Cable Operators are the ones through whom we provide our cable TV service to subscribers PAN India via their local cable networks. Broadcasters are the different media channels. Business to Customers (B2C)- These are our Direct Customers			

#### IV. Employees

##### 18. Details as at the end of Financial Year:

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>a. Employees and workers (including differently-abled)</b>						
<b>Employees</b>						
1	Permanent Employees (A)	743	687	92.5%	56	7.5%
2	Other than Permanent Employees (B)	2002	1920	96%	82	4%
3	Total Employees (A+B)	2745	2607	94.9%	138	5.1%
<b>b. Differently abled employees and workers</b>						
<b>Employees</b>						
1	Permanent Employees (E)	0	0	0%	0	0%
2	Other than Permanent Employees (F)	0	0	0%	0	0%
3	Total Employees (E+F)	0	0	0%	0	0%

##### 19. Participation/Inclusion/Representation of women

S.No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	8	1	12.5%
2	Key Management Personnel	4	0	0%

##### 20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Category	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	147	23	170	128	19	147	790	44	834
Permanent Workers	0	0	0	0	0	0	0	0	0

\*720 employees moved to off-roll category


**V. Holding, Subsidiary and Associate Companies (including joint ventures)**

21	Names of holding / subsidiary / associate companies / joint ventures	S.No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
	1.		GTPL Solanki Cable Network Private Limited	Subsidiary	51.00	No
	2.		GTPL Zigma Vision Private Limited	Subsidiary	100.00	No
	3.		GTPL SK Network Private Limited	Subsidiary	51.00	No
	4.		GTPL Broadband Private Limited	Subsidiary	100.00	No
	5.		GTPL SMC Network Private Limited	Subsidiary	51.00	No
	6.		GTPL Vision Services Private Limited	Subsidiary	51.00	No
	7.		GTPL Narmada Cyberzone Private Limited	Subsidiary	60.00	No
	8.		GTPL Link Network Private Limited	Subsidiary	51.00	No
	9.		GTPL VVC Network Private Limited	Subsidiary	51.00	No
	10.		GTPL Parshwa Cable Network Private Limited	Subsidiary	57.32	No
	11.		GTPL Insight Channel Network Private Limited	Subsidiary	74.46	No
	12.		GTPL Kolkata Cable & Broad Band Pariseva Limited	Subsidiary	51.11	No
	13.		GTPL Dahod Television Network Private Limited	Subsidiary	51.00	No
	14.		GTPL Jay Santoshima Network Private Limited	Subsidiary	51.00	No
	15.		GTPL Sorath Telelink Private Limited	Subsidiary	51.00	No
	16.		GTPL DCPL Private Limited	Subsidiary	100.00	No
	17.		GTPL Bansidhar Telelink Private Limited	Subsidiary	61.00	No
	18.		DL GTPL Cabnet Private Limited	Subsidiary	26.00	No
	19.		GTPL V & S Cable Private Limited	Subsidiary	96.27	No
	20.		GTPL Junagadh Network Private Limited	Subsidiary	51.00	No
	21.		GTPL Kaizen Infonet Private Limited	Subsidiary	100.00	No
	22.		GTPL Abhilash Communication Private Limited	Subsidiary	70.88	No
	23.		GTPL KCBPL Broad band Private Limited	Subsidiary	51.11	No
	24.		DL GTPL Broadband Private Limited	Subsidiary	26.00	No
	25.		GTPL Rajwadi Network Private Limited	Subsidiary	72.00	No
	26.		Gujarat Television Private Limited	Associate	42.11	No
	27.		GTPL Bariya Television Network	Joint Venture	51.00	No
	28.		GTPL Jaydeep Cable	Joint Venture	51.00	No
	29.		GTPL Khambhat Cable Network	Joint Venture	51.00	No
	30.		GTPL Sai World Channel	Joint Venture	51.00	No
	31.		GTPL World View Cable	Joint Venture	51.00	No
	32.		GTPL Shrinathji Communication	Joint Venture	51.00	No
	33.		GTPL Narmada Cable Service	Joint Venture	51.00	No
	34.		GTPL Vraj Cable	Joint Venture	51.00	No
	35.		GTPL Leo Vision	Joint Venture	51.00	No
	36.		GTPL World Vision	Joint Venture	51.00	No
	37.		GTPL Ma Bhagwati Entertainment Services	Joint Venture	51.00	No
	38.		GTPL Bawa Cable	Joint Venture	51.00	No
	39.		GTPL Jyoti Cable	Joint Venture	51.00	No
	40.		GTPL Khusboo Video Channel	Joint Venture	51.00	No
	41.		GTPL Lucky Video Cable	Joint Venture	51.00	No
	42.		GTPL Parth World Vision	Joint Venture	51.00	No
	43.		GTPL Swastik Communication	Joint Venture	51.00	No
	44.		GTPL Crazy Network	Joint Venture	50.00	No
	45.		GTPL Tridev Cable Network	Joint Venture	51.00	No
	46.		GTPL Shiv Cable Network	Joint Venture	75.00	No
	47.		GTPL S K Vision	Joint Venture	51.00	No

21	Names of holding / subsidiary / associate companies / joint ventures	S.No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
		48.	GTPL Krishna Cable Network	Joint Venture	51.00	No
		49.	GTPL Pearl Communication Network	Joint Venture	60.00	No
		50.	GTPL Pooja Cable Services	Joint Venture	51.00	No
		51.	GTPL Rainbow Multi Channel	Joint Venture	51.00	No
		52.	GTPL Raj World Vision	Joint Venture	51.00	No
		53.	GTPL Sagar Cable Service	Joint Venture	51.00	No
		54.	GTPL Sai Cable	Joint Venture	51.00	No
		55.	GTPL Shree Sai Cable Network	Joint Venture	60.00	No
		56.	Airlink Communication	Joint Venture	51.00	No
		57.	GTPL Krishna Cable Service	Joint Venture	51.00	No
		58.	GTPL Space	Joint Venture	57.00	No
		59.	GTPL So Lucky Cable Network	Joint Venture	51.00	No
		60.	GTPL Yak Network	Joint Venture	50.00	No
		61.	GTPL Sab Network	Joint Venture	50.00	No
		62.	GTPL SLC Cable Network	Joint Venture	51.00	No
		63.	GTPL Om Sai Network LLP	Joint Venture	51.00	No
		64.	GTPL Parshwa Shivani Vision	Joint Venture	51.00	No
		65.	GTPL Parshwa Shivani World Vision	Joint Venture	51.00	No
		66.	GTPL Parshwa Shivshakti World	Joint Venture	51.00	No

**VI. CSR Details**

(Amount: ₹ in Million)

22	a. Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	Turnover	16,948.04
	Net worth	8,730.54





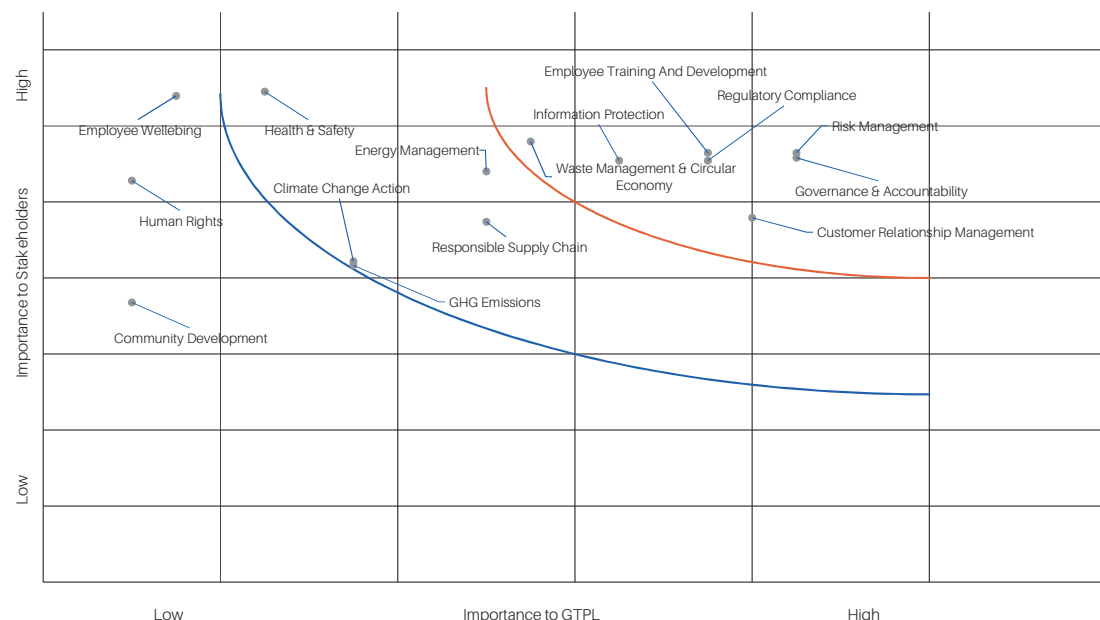
**VII. Transparency and Disclosures Compliances**

23	Complaints/ Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct	Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
					Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
					Communities	Yes	We have CSR policy <a href="https://www.gtpl.net/investorrelations/policies/2021">https://www.gtpl.net/investorrelations/policies/2021</a>	Nil	Nil	Nil
Investors (other than shareholders)	NA	NA	NA	NA	NA	NA	NA	NA		
Shareholders	Yes	Status of complaints received by the Company is placed before Board of Directors on quarterly basis and reviewed by the Stakeholders' Relationship Committee of the Board of Directors on annual basis. Status of complaint received and resolved by the Company filed with stock Exchanges on quarterly basis. We have a charter on stakeholder relationship committee. Same is covered in Annual Report.	11	0	NA	7	0	NA		
Employees and workers	Yes	We have a Vigil mechanism, POSH and Equal employment opportunity policy to address complaints of stakeholders on different aspects	Nil	NA	NA	Nil	NA	NA		
Customers	Yes	Customers can reach out through customer care service centre	374	5	They are pending adjudication before various consumer courts	Nil	NA	NA		
Value Chain Partners	Yes	Suppliers can submit their complaints to point of contact in the supply chain team of contact in the supply chain team	Nil	NA	NA	Nil	NA	NA		

24	Overview of the entity's material responsible business conduct issues	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)	
						Positive	Negative
	Employee Health, Safety and Well being	Risk	Employees are the assets of the Company. Failure to ensure the Company's workforce's health, safety, and well-being can have an impact on reputation and productivity of an organisation which may consequently affect the business operations and customer satisfaction.	Hazards and Risks are periodically identified basis which mitigation plans are made and adapted. We strive to create a healthy safe working environment and ensure zero harm. Safety trainings/ tool box talks for on ground workers are being provided for their holistic well being.	Negative		
	Waste Management and circular economy	Risk	The environment and human health are being impacted by the global problem of waste management. Not abiding to the practices prescribed by the central authorities may lead to legal penalties and impact on the brand image.	The Company has well defined processes for managing waste. We are using recyclable material like copper cables and once metal is declared as scrap business follows regulations to dispose the wastes generated through registered recyclers.	Negative		
	Information Protection	Risk	The Company relies on its technology infrastructure for its data and information protection. Today every information is filed online and majority of the transaction being also made online which ultimately increases the risk information security risk.	Organisation have a strong cyber risk management system which is closely monitored by the information technology team of the Company. The Company has intensified its efforts by educating employees, customers, and other stakeholders about cybercrime, data privacy, and other issues.	Negative		
	Human Rights	Risk	Failure to address human rights issues can result in diminished brand value and reputation, as well as a growing danger of legal action and non-compliance with the area's developing body of regulations.	Our organisation adheres to laws and is complied with regulations. HR department of our organisation is responsible to ensure that any issue related to human rights comes up are addressed in the defined manner within the stipulated timeline.	Negative		
	Governance and Accountability	Risk	This material issue has a direct impact on an organisation since weak organisational governance may result in a loss of customer confidence and trust. A company with good governance and accountability has structures in place to create long-term, sustainable business operations.	We have robust governance structure in place with defined roles and responsibilities. We are proactively working on enhancing our governance structure.	Negative		
	Customer relationship management	Opportunity	Being service provider company CRM plays an important role. It helps us to better understand our customers and improve customer satisfaction and retention rate.	We have a complaint management system (Call centers and complaint centers) for customers with less turnaround time that enables us to manage positive customer relationships. Also, we have E-support available for day to day operations.	Positive		
	Responsible Supply Chain	Opportunity	Investors, customers, and regulators have raised pressure on businesses to reduce environmental, social, and governance (ESG) risk exposures in their supply chains.	At GTPL we see it as opportunity as considering ESG aspect in our supply chain can effectively reduce the overall risk.	Positive		



**Materiality matrix**  
GTPL Materiality Assessment



**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P1 Ethics & Transparency	P2 Product Responsibility	P3 Human Resources	P4 Responsiveness to stakeholders	P5 Human Rights	P6 Responsible Lending	P7 Public Policy Advocacy	P8 Inclusive Growth	P9 Customer Engagement
<b>Policy and Management Processes</b>									
1 a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b.	Has the policy been approved by the Board? (Yes/No)	Yes, the policies have been either approved by the board or the senior functional head authorised by the board in this respect.							
c.	Web Link of the Policies, if available	<a href="https://www.gtpl.net/investorrelations/policies/2022">https://www.gtpl.net/investorrelations/policies/2022</a>							

Disclosure Questions	P1 Ethics & Transparency	P2 Product Responsibility	P3 Human Resources	P4 Responsiveness to stakeholders	P5 Human Rights	P6 Responsible Lending	P7 Public Policy Advocacy	P8 Inclusive Growth	P9 Customer Engagement
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes							
4	Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	GTPL systems are strengthened with integration of ISO 9001:2015, 27001:2013 certifications.							
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company anticipates the release of the ESG roadmap in the forthcoming year, which will encompass key aspects of sustainability and target timeframes.							
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	With the establishment of precise aims and goals on sustainability-related material topics, we look forward to moving forward on our ESG journey in coming years.							
<b>Governance, Leadership and Oversight</b>									
7	Statement by director responsible for the business responsibility & sustainability report, highlighting ESG related challenges, targets and achievement	<p>I am excited today to introduce our First BRSR report ! We are committed to providing top-of-the-line technology and services to our customers. Our team of experts will ensure that we deliver the best possible experiences for your telecommunications needs. We understand the importance of data security, and as such, have implemented the latest security protocols and measures. We are also dedicated to staying up-to-date with the latest developments in technology and services, so that you have access to the best possible experience.</p> <p>We provide a wide range of services, from basic voice and data services to more advanced and specialised services. Our goal is to provide a high quality of service while also ensuring that our customers' needs are always being met. We understand that customers are at the heart of our business, and we take our commitment to providing excellent customer service seriously. We strive to ensure that our customers have the best possible experience and that their needs are being met in a timely and efficient manner.</p> <p>At the Company, we recognise the global challenge of climate change and are committed to reduce our carbon footprint. We strive to do this through a balanced approach of responsibly utilising natural resources and taking positive action for the environment. We believe that sustainability is essential for long-term success and, with this mindset, we are in process of developing the ESG roadmap for our organisation with well defined targets and timeframes.</p>							



Disclosure Questions	P1 Ethics & Transparency	P2 Product Responsibility	P3 Human Resources	P4 Responsiveness to stakeholders	P5 Human Rights	P6 Responsible Lending	P7 Public Policy Advocacy	P8 Inclusive Growth	P9 Customer Engagement
8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).				Name: Mr. Anirudhsinh Jadeja Designation: Managing Director					
9 Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.				Yes, Mr. Anirudhsinh Jadeja, Managing Director is responsible to oversee and for decision making on sustainability related issues.					

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>Performance against above policies and follow up action</b>	Yes, The board of directors and authorised committees such as the CSR committee and Stakeholder relationship committee conduct a review of relevant policies.									Quarterly by the Board Bi-annually by the CSR Committee for policies as applicable under principle 8 Annually by Stakeholder relationship committee for policies as applicable under Principle 4								
<b>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</b>	Yes, the review of appropriateness of policies as per regulatory requirements is performed by Board of Directors.									Quarterly								
<b>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency</b>	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	No	No	No	No	No	No	No	No	No
	Policies are currently evaluated internally and would be subjected to external audits as and when applicable																	

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**



At GTPL, we have always believed that the strongest corporate governance standards are a need for developing a successful and sustainable business. Sound governance is essential for ensuring that an organisation is run in a responsible and ethical manner, and that the interests of all stakeholders are taken into account. We have built our governance practices on three principles Honesty, Integrity and Ethics. We make sure the Company and its workers conduct themselves in a way that is ethical and integrated with business moral values which is open at all levels.

**Our COC covers these values and are aligned with the nine principles of NGRBC**

In order to promote professionalism, honesty, integrity, and ethical behaviour, we at GTPL fully believe in and uphold transparent, fair, and ethical governance procedures. The Board of Directors has created a Code of Business Conduct (the "Code") that applies to all of the Company's employees and Board Members. The Code outlines key corporate ethical principles that influence the Company's business practises and embodies the Company's enduring values. The Code is a continuation of our core principles and demonstrates our ongoing dedication to conducting all of our operations in an ethical manner.

**ESSENTIAL INDICATORS**

**1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	Strategy, operations and functions of the Company operations, roles, rights and responsibilities of the independent directors, board dynamics and functions, and aspects as a part of policies and Code of Conduct of Company	100%
Key Management Personnel	1	Strategy, operations and functions of the Company operations, roles, rights and responsibilities of the independent directors, board dynamics and functions, and aspects as a part of policies and Code of Conduct of Company	100%
Employees other than BODs and KMPs	Training : 43 Awareness Programme : 06	Every year the Company engages its employees in various kinds of training and awareness sessions aimed at capacity building, knowledge addition and improved performance. The trainings are conducted through both in person and virtual sessions. The trainings included technical knowledge building sessions on product and processes, leadership excellence, customer centricity, time and priority management. Several programmes also were on human resource assistance under our initiative named 'Sahyog' that awares and trains employees on different policies and procedures.	92%
Workers	NA	NA	NA

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format.**

**No penalty/fine, settlement, compounding fee, imprisonment, or other type of punishment was imposed on the Company or its KMPs during the financial year.**

**a. Monetary**

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	NA	Nil		NA
Settlement	Nil	Nil	Nil		NA
Compounding fee	Nil	Nil	Nil		NA

**b. Non-Monetary**

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	NA	NA
Punishment	Nil	Nil	NA	NA

**3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	NA





**4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

The Company has Vigil Mechanism\Whistle Blower Policy and Code of Business Conduct in place. The Code of Conduct implies that employer, officers and directors are subjected India's Prevention of Corruption Act, 1988. It prohibits to offer, promise, give, pay or authorise the payment of anything of value (including cash bribes, inappropriate gifts, meals, entertainment, charitable contributions, and offers of employment), directly or indirectly, to any party (including customers, potential customers, business partners, agents, or Government Official); request, solicit, agree to receive, accept or receive anything of value from any party; or involved as a third reference. The Company provides suitable trainings pertaining to anti-corruption & anti-bribery. One can report any act of corruption or bribery to audit committee and the identity of the person is protected and kept discrete. Weblink: <https://www.gtpl.net/investorrelations/policies/2018>

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**

No disciplinary action was taken by any law enforcement agency during the financial year in response to allegations of bribery or corruption against the Company's directors, KMPs, employees, or workers.

Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

**6. Details of complaints with regards to conflict of interest:**

During the financial year, no complaints were received in relation to Conflict of Interest of the Directors or KMPs.

Topic	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	--	Nil	--
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil	--	Nil	--

**7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Not Applicable

**LEADERSHIP INDICATORS**

**1. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.**

We have code of conduct in place which covers issues related to integrity, Gifts & Business hospitality, respect for individuals, Honesty Integrity and Ethics etc. The code adopted by the Company is available at the intranet of the Company. On Annual basis the Company's Senior Management and Board of Directors members affirm that the Code is being followed.

Whether acting in their personal capacity or in their official capacity, Designated Persons are expected to avoid any actions, positions, investments, or other matters that would conflict with the interests of the Company or pose a threat to their ability to carry out their duties for the Company.

**PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe**



We ensure 100% reliability, functionality, and performance of the products and services offered by GTPL. This includes things like the coverage and speed of wireless networks, the reliability services, and the features and functionality of our devices. We provide best level of customer service and support which includes availability and responsiveness of customer support representatives, the ease of navigating billing and account management systems, and the overall customer experience.

**ESSENTIAL INDICATORS**

**1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

GTPL's approach given its services is always to invest in technologies and promote use of technologies that reduce carbon footprint and improve company's systems and processes. We have invested in improving the power consumption of STB boxes and the details are as below:

Type	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	Nil	Nil	NA
Capital Expenditure (CAPEX)	Nil	Nil	NA

**2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) Supplier screening/ Criteria. If yes, what percentage of inputs were sourced sustainably?**

Yes. A Suppliers' Code of Conduct for the Company outlines clear guidelines for working with suppliers. The term 'Supplier' in this context refers to with whom there is a business relationship, including their third-party workers, agents, contractors, suppliers, service provider and other representatives. The business has standard operating procedure for evaluation and selection of vendors. The Supplier COC facilitates the collaboration of suppliers who adheres to the fair business practices and integrates respect of human rights and business ethics into their system.

We have a defined procedure in place with registration of vendors that ensures that they are compliant to applicable local and international laws. We encourage them to protect the environment and reduce waste generation wherever possible in the course of business.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Due to the nature of our business, the Company has limited applicability of product reclaim and its reuse, recycling, and disposal. However, all the waste generated within our operations are sustainable disposed through vendors authorised by state pollution control boards and municipalities as applicable.

Product	Process to safely reclaim the product
a. Plastics (including packaging)	NA
b. E-Waste	GTPL core business is providing services, rather than manufacturing products. The Company has established a specific procedure for disposing of end-of-life, defective, and unusable products using certified e-scrapers, adhering to all government regulations for safe disposal of e-waste, battery waste, and hazardous waste. Additionally, GTPL reuses set-top boxes by recovering it through local cable operators and refurbishing them to provide services to customers.
c. Hazardous Waste	NA
d. Other Waste	NA

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Owing to the nature of the Company's product/service offerings, EPR is not applicable to the Company.

**LEADERSHIP INDICATORS**

**1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

No, As of now we have not carried out LCA for our services. Going forward we shall look into this aspect.

**2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Not Applicable

**3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

The Company being in service industry, we are complying with all the regulations. Also, we have taken the various initiatives for our waste management like we were giving incentives to the customers for giving back the setup boxes once the connection discontinued. Going forward we are proactively looking for the opportunities for reclaiming and recycling our waste to the maximum possible extent.



**4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled and safely disposed as per the following format:**

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
	Plastics (including packaging)	NA	NA	NA	NA	NA
E-waste (STBs)	20.78 MT	22.68 MT	86.08 MT	23.28 MT	23.48 MT	123.49 MT
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

**5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Not Applicable

**PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains**



GTPL as an organisation is committed to both all-round safety and the development of the employees. GTPL believes that the ongoing commitment, help, and expertise of its employees enable our extensive ecosystem as a whole and help deliver ongoing value to stakeholders. The Company is committed to maximising employee potential by giving them the right exposure, the freedom to voice their opinions at work, and significant growth opportunities.

**ESSENTIAL INDICATORS**

**1. a. Details of measures for the well-being of employees:**

Category	% of employees covered by (Year 2023)										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>											
Male	687	687	100	687	100	NA	NA	687	100	NA	
Female	56	56	100	56	100	56	100	NA	NA		
<b>Total</b>	<b>743</b>	<b>743</b>	<b>100</b>	<b>743</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>687</b>	<b>100</b>		
<b>Other than Permanent Employees</b>											
Male	1920	1920	100	1920	100	NA	NA	1920	100	NA	
Female	82	82	100	82	100	82	100	NA	NA		
<b>Total</b>	<b>2002</b>	<b>2002</b>	<b>100</b>	<b>2002</b>	<b>100</b>	<b>82</b>	<b>100</b>	<b>1920</b>	<b>100</b>		

The Company also provides employee benefits like death compensation, deposits under national pension scheme, and other allowances and benefits under its flexi benefits policy.

**b. Details of measures for the well-being of workers:**

The Company contracts work for laying wirelines and maintenance-related work. We have a defined vendor selection process whereby we ensure that all associated partners ensure health and safety of workers and comply with labor working standards. Provisions of ambulance and emergency care is also ensured for unprecedented situations. Additionally, we have death relief policy in place which covers both onroll and off roll employees that ensures the financial assistance to the families of the deceased employees.

**2. Details of retirement benefits for Current Financial Year and Previous Financial Year:**

Sr. No.	Benefits	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100%	See note below*	Yes	100%	See note below*	Y
2	Gratuity	100%		Yes	100%		Y
3	ESI	60.4%*		Yes	22.34%		Y
4	Others-Please Specify	NA		NA	NA		NA

**\*Including off-roll employees**

The Company has a superannuation trust scheme for the retiral benefits of its employees and for a brighter superannuated life, National pension scheme has also been introduced. On retirement employees can withdraw a part of the corpus in a lumpsum or as per NPS Scheme and use the remaining corpus to buy an annuity to secure a regular income post retirement.

**Note:** At the time of onboarding and on an ongoing basis after that, contractors are asked to confirm that their PF and ESIC registration certificates are still in force and valid. The deductions as per applicable policies are also ensured before payments to the contractors.

**3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

The premises of the organisation is well equipped with all the kinds of facilities in order to accommodate differently abled people. The organisation believes in inclusion of all people and takes adequate steps in order to be more and more inclusive. The offices are present in commercial buildings with provisions of elevators.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy. COC and employee welfare policy within inclusive culture.**

The Company has got comprehensive Code of Conduct for all the employees which is inclusive for all the employees. Our employment and re-employment policy which displays our recognition of deserving candidates without any form of discrimination. The organisation has an extensive welfare policy for employees considering the wellbeing aspects of the employees. The Company welfare policy endeavor to maintain a workplace that eliminates discrimination and harassment in any form including on grounds of disabilities. The policy is available on our website at [https://www.gtpl.net/uploads/investor\\_relations/code-of-conduct-2019.pdf](https://www.gtpl.net/uploads/investor_relations/code-of-conduct-2019.pdf).

**5. Return to work and Retention rates of permanent employees and workers that took parental leave.**

Gender	Total number of people returned after parental leave in FY22-23	Total Number of people who took parental leave in FY 22-23	Return to work rate	Total Number of people retained for 12 months after returning from parental leave	Total number of people returned from parental leave in prior FY21-22	Retention Rate
<b>Permanent Employees</b>						
Male	33	33	100%	6	12	50%
Female	0	3	0%	1	1	100%
Others	0	0	-	0	0	-
<b>Total</b>	<b>33</b>	<b>36</b>	<b>92%</b>	<b>7</b>	<b>13</b>	<b>54%</b>

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.**

The organisation has a concrete Code of Conduct in place for the employees. This code helps the organisation as a guiding principle for the grievance related issues that the Company face.





Category	Yes/No	Details of the mechanism in brief
Permanent Employees	Yes	Code of Conduct Policy, Whistle blower Policy, PoSH
Other than Permanent Employees	Yes	Code of Conduct Policy, Whistle blower Policy, PoSH

Employees are encouraged to voice their concerns and discuss any issues that affect the work environment in any form. They are guided to speak to their reporting manager, HoD and HR department. There is a code of conduct apex committee consisting of 5 members of managerial and above which meets at least twice a year ensuring implementation of CoC and monitoring non-compliances if any in the regards. The apex committee investigates complaints and grievances including non-compliances to CoC. The recommendations are provided by Apex committee to the management committee. The report is sent regularly on 30th April every year for the preceding financial year.

The Company has a policy on prevention, prohibition and redressal of sexual harassment at workplace and has an Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The ICC consists of 6 members presided over by senior women employee of GTPL undertakes the investigations. The complaint can be filed by approaching the ICC member or by writing email to 'feelsafe@gtpl.net'.

The complaints and grievances are resolved within stipulated time as per the policy guidelines.

**7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:**

The Company does not have any employee associations.

**8. Details of training given to employees and workers:**

a. Details of Skill training given to employees and workers.	Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
		Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Skill Training (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	%(D/C)
<b>Permanent Employees</b>							
	Male	687	414	60%	696	360	51.72%
	Female	56	25	45%	48	20	41.67%
	Others	0	0	0	0	0	0
	<b>Total</b>	<b>743</b>	<b>439</b>	<b>59%</b>	<b>744</b>	<b>380</b>	<b>51.07%</b>
b. Details of training on Health and Safety given to employees and workers.	Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
		Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received training on Health and Safety (D)	%(D/C)
<b>Permanent Employees</b>							
	Male	687	466	67.8%	696	388	55.7%
	Female	56	27	48.2%	48	17	35.4%
	Others	0	0	0	0	0	0
	<b>Total</b>	<b>743</b>	<b>493</b>	<b>66.4%</b>	<b>744</b>	<b>405</b>	<b>54.4%</b>

**9. Details of performance and career development reviews of employees and worker:**

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY) - eligibility Criteria (Joined on or before December 31)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C) As on 31 <sup>st</sup> December 2021	No. of employees / workers in respective category, who had a career review (D)	%(D/C)
<b>Permanent Employees</b>						
<b>Male</b>	2607	2607	100%	1873	164	8.75%
<b>Female</b>	138	138	100%	73	10	13.7%
<b>Others</b>	0	0	0	0	0	0
<b>Total</b>	<b>2745</b>	<b>2745</b>	<b>100%</b>	<b>1946</b>	<b>174</b>	<b>8.9%</b>

The Company has a Performance Planning, Monitoring, Assessment, and Enhancement System (PPMAES) Policy to foster a performance and accountability-driven environment. We aid employees to fulfil career aspirations with regular feedback that aims to motivate them and undertake course correction. The assessment is done on annual basis aiming also to guide the appraisee on future roles depending on the talent and potential each one carries. The policy also guides the creation of a healthy work relationship between the individual and with reporting manager. The annual performance form duly signed by the appraisee is submitted to reporting officer, reviewing officer, and designated HR resource.

The three broad elements of implemented performance management systems are:

- Performance Planning- Goal setting
- Performance Review
- Performance Appraisal

The performance and career review process is strengthened by appropriate identification of development requirements- functional and behavioral and is converted into a learning and development calendar profile-wise. Key elements ingrained in the policy ensure a successful and fulfilling implementation of the policy objectives and they are:

- Quality inspection
- Focus on performance and not the appraisee.
- Maximum use of data, facts, observable behaviors etc.
- Respecting individual dignity
- Avoiding judgments

**10. Health and safety management system:**

<b>a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No)</b>	The business is dedicated to developing a proactive safety culture. To ensure wholesome and secure working conditions for all of the employees, visitors, and clients, we have put in place work safety standards and measures. To the extent necessary, the Company has complied with all applicable laws governing environmental, health, and safety protection. The Company has a policy on health and safety for employees. Employees receive internal communications on a regular basis, and health-related awareness sessions are held. We have partnered with vendors who conduct training and equip employees with methods to handle situations of medical emergencies.
<b>a. 1What is the coverage of such system?</b>	The coverage of the health and safety management systems is extended to all our employees across all the locations where the organisation is functioning.
<b>b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?</b>	The services offered limits the OHS risks that may be directly applicable. The employees are made aware of all the hazards they could face. Orientation programmes for the employees are being done to have proper knowledge of the threats they could face in the workplace. The mitigation measures are also put in place through various training and mailers on-site medical emergency response and wellness.
<b>c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Yes/ No)</b>	All the sites for the organisation have an area head where all the reporting of work-related issues is being reported further these issues are being escalated based on the severity of the issues.
<b>d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)</b>	Yes, employees are covered under group's medical and accidental policy. There is also a death relief policy for all employees to provide financial assistance to the family of deceased employee for meeting social requirements.



**11. Details of safety related incidents, in the following format:**

There were no safety related incidents resulting in Lost Time Injury Frequency Rate in the reporting and previous financial year. We are implementing procedures where we map and monitor the incidents for any contacted work as applicable from time to time.

Safety Incident/Number	Category	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Permanent Employees	Nil	Nil
Total recordable work-related injuries		Nil	Nil
No. of fatalities		Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)		Nil	Nil

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

The organisation takes various steps to ensure proper safety in the workplace. Various kinds of safety-related trainings are provided to the employees across the verticals. Capacity-building workshops are provided to the employees to provide secure and safe working conditions. The workplace ergonomic risks like excessive computer usage at the workplace, indoor air quality, workplace illumination, noise and fire risks, and office building general risks are also taken care. Our office buildings have proper fire detection and alarm systems. We recognise that overall physical and mental well-being of employees is critical to its growth ambitions and with a people focused approach we have employee wellness programmes inclusive of doctor consultations, talk shows on diet and nutrition, hypertension, etc. Training on CPR (cardiopulmonary resuscitation) by red cross society was conducted during the year to train employees in case of any medical emergencies.

Regular emails on health and wellness tips is an initiative of the organisation to boost the health of employees. These include tips on good eye health, benefits of yoga etc. The Company has a policy on Environment health and safety. The ongoing nature of the business and work reduce occupational health and safety risks we face.

**13. Number of Complaints on the following made by employees and workers:**

There were no complaints regarding the health, safety and working conditions for our corporate offices.

**14. Assessments for the year:**

The health and safety practices were ensured for 100% of our offices.

**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.**

The organisation has proper systems and policies in place in order to mitigate the significant risks it faces in terms of workplace safety. Awareness programmes for the employees are being held in order to orient them with the issues they could face in the workplace. This step helps the organisation to reduce the issues that the Company faces.

**LEADERSHIP INDICATORS**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

The group has got an extensive group insurance and group medical policies covering all the compensation related issues for the employees.

The death relief policy is applicable to all on roll employees. This enables the family of the deceased to meet social requirements and the payment under the policy is approved by Chief people officer.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners**

The Company has a defined vendor selection process. The vendor declaration form captures the valid registration of value chain partners under PF and ESIC amongst others. The contractors are required to submit the copies of the attendance and wage registers and the challans as ongoing evidence of the payment of statutory dues.

**3. Provide the number of employees/workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

*Details required*

Not Applicable. There were no such incidences. Further, In the case of contract workers, it is the responsibility of the Contractor to offer compensation/rehabilitation/alternate employment.

**4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).**

**Yes, The Company has**

- Intercompany transfer policy
- Company transfers guidelines
- R-employability policy

These policies extensively cover all the aspects related to resettlements and transfers. This way company also ensures deserving candidates can well meet their career aspirations and pursue growth with their respective technical expertise and rejoin the Company in event of terminations due to any unforeseen emergency situations.

**5. Details on assessment of value chain partners:**

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Company's environment health and safety policy extend to its value chain partners and all business associates are expected to provide a safe working environment for all members of the workforce at the workplaces and sites.
Working Conditions	

**6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

Not Applicable.

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**



We believe stakeholder engagement is important it helps to build and maintain trust, ensure accountability, and foster collaboration. Our stakeholders include customers, employees, regulators, suppliers, shareholders, and the community. Effective communication and engagement with these groups helps us to understand their needs and expectations, identify potential risks and opportunities, and make informed decisions that benefit all parties. This can lead to improved customer satisfaction, regulatory compliance, operational efficiency, and overall business success.

**Essential Indicators**

**1. Describe the processes for identifying key stakeholder groups of the entity:**

Understanding stakeholders' expectations, needs, and concerns is important because they are crucial to realising the Company's vision. The Company has taken a methodical approach to identifying stakeholders- the people, organisations, and groups that are interested in or have an impact on the business' operations and decisions. This becomes foundational to our sustainable value creation journey. For us, identifying internal stakeholders like employees, owners, and management is the first step in this process. The emphasis then shifts to external stakeholders, such as clients, vendors, the government, and the community. We identify the stakeholders, determine their level of interest and influence over the organisation, and then rank their needs and issues. The stakeholder engagement approach is developed using the information gathered in order to manage relationships with each stakeholder group and communicate effectively with them. The objective is to make sure that all stakeholders are successfully involved and satisfied and that the organisation's decision-making process takes their needs and interests into account.



**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:**

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly /others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Senior Management	No	<ul style="list-style-type: none"> <li>Senior Management Interactions</li> <li>Regular Meetings</li> <li>Digital Communication</li> <li>Conferences</li> <li>Seminars</li> <li>Offsites</li> <li>Townhalls</li> </ul>	Ongoing, Need basis	It helps to foster open communication channels and the flow of information on company's goals, priorities, obstacles across all levels in an organisation.
Employees	No	<ul style="list-style-type: none"> <li>HR Communication</li> <li>Engagement Programmes</li> <li>Townhalls</li> <li>Offsites</li> <li>Cultural Events</li> <li>Rewards and Recognition</li> </ul>	Ongoing, Need basis	Interacting with employees facilitate collaboration and teamwork across different levels of the organisation, leading to improved efficiency and outcomes. Employee engagement, training, grievance redressal, feedbacks, consultations are major reasons of our interactions.
Investors	No	<ul style="list-style-type: none"> <li>Meetings</li> <li>Investor Conferences</li> <li>Website</li> <li>Reports</li> </ul>	Quarterly, Annual	The Company believes that financial transparency with our investors and shareholders is important. We regularly post quarterly financial data on our website, engage with our investors to understand their expectations and grievances, and conduct consultations on ESG subjects, among other things.
Customers	No	<ul style="list-style-type: none"> <li>Website/ Application</li> <li>Consumer Care webpage</li> </ul>	Need basis	We actively interact with customers to understand their experience and expectations for our services.
Suppliers	No	<ul style="list-style-type: none"> <li>Meetings</li> <li>Visits</li> <li>Supplier Audit</li> </ul>	Quarterly, Need basis	To maintain the continuity of business operations, suppliers are frequently engaged to assure material quality, safety, and timely availability of key deliverables. Additionally, we collaborate on supplier training and operational audits to ensure no violation of any rights are being done.
Local Communities	Yes	<ul style="list-style-type: none"> <li>CSR Activities</li> </ul>	Ongoing	We have our CSR policy whose focus areas are eradicating hunger, poverty, preventive healthcare, education, rural areas development, gender equality, empowerment of women, environmental sustainability and protection of national heritage, art and culture and other need based initiatives.

**Leadership Indicators**

**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

The Company has recognised its internal and external groups of stakeholders, and the stakeholder groups indicated below to have an immediate impact on the Company's activities. This includes interaction with Employees, Workers, Customers, Communities, and Vendors.

Engagement and communication with the stakeholders mentioned above allow us to better grasp the needs and perspectives of stakeholders. In this year we have solicited comments and thoughts from all stakeholders who had an impact on the organisation's material topics. Apart from this we believe in consulting with our stakeholders on sustainability before implementing large initiatives. Our communication includes sensitising all our stakeholders and receiving their feedbacks to uphold the trust of all stakeholders. Furthermore, the Board interacts with the Company's senior management staff on a variety of issues. Meaningful output from these discussions is channeled to the respective departmental heads, which are further taken to senior management and Board if required.

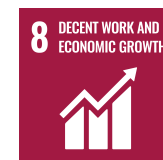
**2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into the policies and activities of the entity.**

Yes, stakeholders play an important role in determining the material issues for the organisation. For this, the organisation uses different modes of communication for incorporating the insights of various stakeholders. Various in-person and virtual meetings are conducted for interaction with the stakeholders at various levels. These insights then are formulated comprehensively to determine the material issues and finally the prioritisation of material issues which will also help in formulating business strategy in an upcoming year.

**3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.**

These groups are mapped by engaging the stakeholder proactively, via CSR activities. We have an stakeholder management and grievance mechanism in place. We believe in the development of vulnerable and marginalised groups in the areas surrounding our facilities. For the same we do have an CSR policy which emphasis on eradicating hunger, poverty, preventive health care, education, rural areas development, gender equality, empowerment of women, environmental sustainability and protection of national heritage, art and culture and other need based initiatives. During the year under review, the Company has spent 25.45 Million i.e. 2% of the average net profit of last three financial years on CSR activities. We reach out to these groups through our CSR activities.

**PRINCIPLE 5: Businesses should respect and promote human rights**



GTPL is dedicated to conducting business in a fair and transparent manner, upholding the strictest moral principles, and adopting regulations that adhere to labor laws, the environment, and human rights. GTPL is committed to fostering an environment in which every employee is treated equally and without fear of discrimination, retaliation, or harassment, regardless of caste, creed, religion, or gender.

**Essential Indicators**

**1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity**

The Human Rights Policy, POSH Policy, and GTPL's Code of Conduct all include training on human rights that cover various human rights topics. It is included in induction programmes. We have a code of conduct for all of our business associates and a human rights policy that apply to all third-party contractor employees. Parties are expected to uphold human rights such as equal treatment for all, fair pay, equal pay for equal work, health and safety, freedom of association, and collective bargaining. Through the policy, business partners are urged to frequently communicate with all employees and raise awareness of the values in this code.





**2. Details of minimum wages paid to employees and workers,**

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Permanent Employees</b>										
Male	687	0	0%	687	100%	694	0	0%	694	100%
Female	56	0	0%	56	100%	49	0	0%	49	100%
Others	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>743</b>	<b>0</b>	<b>0%</b>	<b>743</b>	<b>100%</b>	<b>743</b>	<b>0</b>	<b>0%</b>	<b>743</b>	<b>100%</b>
<b>Other than Permanent</b>										
Male	1920	25	1.30%	1895	98.70%	1260	0	0%	1260	100%
Female	82	2	2.44%	80	97.56%	53	0	0%	53	100%
Others	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2002</b>	<b>27</b>	<b>1.35%</b>	<b>1975</b>	<b>98.65%</b>	<b>1313</b>	<b>0</b>	<b>0%</b>	<b>1313</b>	<b>100%</b>

The third-party labour contractors are required to comply with minimum wages in accordance with applicable laws.

**3. Details of remuneration/salary/wages, in the following format:**

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	7	NA*	1	NA*
Key Managerial Personnel	4	893746	0	NA
Employees other than BoD and KMP	2596	235788	137	268800

\*All the directors are non executive.

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes. GTPL recognises the value of human rights, and our dedication to operating as a fair and equal company is founded on our continual efforts to ensure that human rights are upheld in all aspect of our business.

Head of human resources, department heads, and the Compliance Officer (Company Secretary) and Chief Human Resource officer are a few of the persons who deal with any problems that might be thought to have an impact on human rights in any way in our operations. The policies detail out the reporting procedures and its redressal. In compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redress) Act of 2013, which deals with the handling of complaints of workplace sexual harassment, the Company has implemented POSH policy which details mail id and contact details to connect with ICC members.

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues**

The Company is committed to upholding a secure and peaceful work environment for all employees, regardless of their ethnicity, location, sexual orientation, race, caste, gender, religion, disability, line of work, or other aspects. Our stakeholders have access to a redressal mechanism by being encouraged to voice their concerns or provide information regarding any actual or potential violations of the GTPL Code of Conduct, other policies, or the law, including human rights violations. There is a vigil Mechanism policy or the whistle blower policy that guides employees to share concerns on any form of violations without any fear of retaliation.

**6. Number of Complaints on the following made by employees and workers on sexual harassment, discrimination at the workplace, child labour, forced labour, involuntary labour, wages or other human rights issues made by employees and workers:**

Nil

**7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

During the pendency of the inquiry proceedings, GTPL shall take the below steps:

- Where accused is the complainant's supervisor relocate the complainant
- Ensure that any sort of retaliatory action against the complainant or witness is not taken in any manner.
- Where the accused is an outsider, one is not allowed in GTPL premises except for ICC proceedings.
- The accused person shall not write the appraisal or performance evaluation reports of the complainant.

**8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes,

The GTPL Code of Conduct rules apply to all contracts and purchase orders. The vendor must adhere to all legal requirements set forth by all applicable laws, statutes, rules, and regulations, including but not limited to the provisions relating to the Provident

Fund, Employees State Insurance, Minimum Wages, Contract Labor, Child Labor, and other industrial and labour enactments from time to time.

**9. Assessments for the year on child labour, forced labor, wages, discrimination and other aspects of human rights:**

The Company has strengthened its policy framework that appropriately attends to human rights issues and caters to redressal of any issue that may arise. GTPL anticipates the implementation for self-evaluations and internal inspections that will cover both its employees and contractors

**10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

Not Applicable

**Leadership Indicators**

**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

GTPL is dedicated to giving the employees a secure and encouraging work environment. Employees are guided at every step by means of policies, superiors and human resources to discuss issues and worries at work. No complaints or grievances regarding violations of human rights have led to the introduction or alteration of business procedures.

**2. Details of the scope and coverage of any Human rights due diligence conducted.**

The organisation ensures that all its operations are compliant with Human Rights practices and has put up mechanisms in place to ensure the same at all the levels for all the stakeholders. The Company makes sure that people are aware of crucial social issues including diversity and inclusion, workplace policies, and the outlawing of physical, racial, or economic inequality. The Company works hard to uphold ethical and moral business and employment practices by supporting, defending, and promoting human rights. There are committees and policies formed to handle grievances and complaints related to human rights issues viz Interna Complaints Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

The organisation has offices in places which are accessible to all the people. The Company premises are compliant with all the latest requirements to accommodate all the people inside it without any kind of hassle. Most workplaces are in commercial buildings that have elevators and infrastructure for people with disabilities, be on the ground floor, or upper levels.

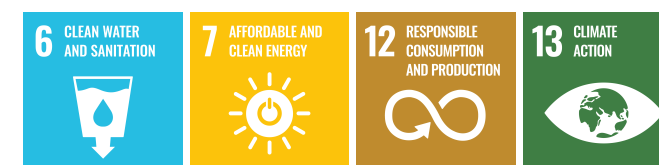
**4. Details on assessment of value chain partners on child labour, forced labor, wages, discrimination and other aspects of human rights.**

The Company shares and expects that its value chain partners will uphold the same standards of morality and conduct in all of their dealings as the Company. Compliance to several aspects of Human Rights form a part of our contractual agreements and vendor onboarding process.

**5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.**

None

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**



Maintaining a balance between the demands of society, the environment, and the economy is essential for building sustainable shared value over the long term for all stakeholders. GTPL's code of conduct encourages its employees and partners to follow sustainable practices that care for the planet. We strive to give back positively to environment wherever possible and is committed operate in a manner that reduce our dependency and consumption of non-renewable resources to the greatest possible extent directly or indirectly. Several of our initiatives in offices are a testament to our intent to operate in an eco-conscious manner. We aim to reduce our environmental footprint ensuring that all our operations run at optimum efficiency and make minimum use of scarce natural resources.



### Essential Indicator

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	27885.93	19970.07
Total fuel consumption (B) (GJ)	1,429.30	1,243.10
Energy consumption through other sources (C) (GJ)	NA	NA
Total energy consumption (A+B+C) (GJ)	29,315.22	21,213.17
Energy intensity per rupee of turnover (Total energy consumption/turnover in ₹) (GJ per Million ₹)	1.73	1.39
Energy intensity (optional) - the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

#### 2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

The Company is a service-oriented organisation hence there are no such plants where such schemes can be implemented.

#### 3. Provide details of the following disclosures related to water, in the following format:

The organisation identifies that water is a limited and critical resource. Within our operations, the consumption of water is majorly for drinking and hygiene purposes only. We carefully monitor water consumption and educate employees to not waste water. The Company shall look at sustainable initiatives around water in the commercial buildings wherever it sets up new offices. Other initiatives shall include sensors in taps, double flushing systems and aerator taps etc.

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	20915.54	20076.47
(iv) Seawater / desalinated water	NA	NA
(v) Others (Rainwater storage)	NA	NA
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	20915.54	20076.47
<b>Total volume of water consumption (in kilolitres)</b>	20915.54	20076.47
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover) (kl per Million ₹ of turnover)	1.23	1.31
<b>Water intensity</b> (optional) - the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

#### 4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Not Applicable

#### 5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

The Company is in the service-oriented business sector and functions through its corporate offices hence there are no such air emissions.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- Not Applicable

#### 6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	100.17	87.48
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	6274.33	4493.27
ToScope 1 and Scope 2 emissions per rupee of turnover (tCO2eq./Million ₹ of turnover)	tCO2e	0.38	0.30

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

#### 7. Does the entity have any project related to reducing Green House Gas emissions? If Yes, then provide detail

GTPL's fuel consumption in company-owned vehicles and DG sets account for direct emissions. The indirect emissions result with electricity consumption in operations of services. As the countries globally share a common commitment towards reducing emissions and becoming Net Zero, GTPL also recognises the importance of combating global warming and climate change by aligning with India's commitment to be Net Zero by 2070. GTPL has several initiatives that adds to energy efficient practices that reduces its emissions. There is digitalisation of company's operation and management systems resulting in operational eco-efficiency. Initiatives like automated air conditioning systems results in energy savings and reduced indirect emissions.

#### 8. Provide details related to waste management by the entity, in the following format:

The municipal solid waste generated within office premises are handed over to the municipal corporations of the respective cities of operation. E waste is disposed in environmentally friendly manner through SPCB authorised e-waste recyclers.

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	NA	NA
E-waste (B)	93.87	109.64
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous wastegenerated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
<b>Total (A+B + C + D + E + F + G+ H)</b>	93.87	109.64
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>	E-waste	E-waste
(i) Recycled*	93.87	109.64
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
<b>Total</b>		
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>	NA	NA
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
<b>Total</b>	NA	NA

\*Sustainably disposed through scrap vendors

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.



9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Not Applicable given the service it is engaged in.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

The Company's offices are located in urban and suburban areas in buildings that have applicable Environmental clearances and consents as per law. There are no ecologically sensitive areas affected due to company functions.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not Applicable

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

The Air and Water act does not apply to GTPL given the nature of service and operations.

### LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A) in KWh	Nil	
Total fuel consumption (B) in liters		
Energy consumption through other sources (C)		
<b>Total energy consumed from renewable sources (A+B+C)</b>		
<b>From non - renewable sources</b>		
Total electricity consumption (D) in GJ	27885.93	19970.07
Total fuel consumption (E) in GJ	1,429.30	1,243.10
Energy consumption through other sources (F)	NA	NA
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>29,315.22</b>	<b>21,213.17</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

2. Provide the following details related to water discharged

There is no effluent discharge given nature of operations.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

Not Applicable

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency (No)

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

We look forward to mapping our scope 3 emissions in coming years.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.



5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-withsummary)	Outcome of the initiative
1	Adoption of Oracle cloud infrastructure	To make the Process of billing completely digitised and making it e-friendly by reducing the IT Infra requirements.	Eco-friendly
2	Automated Air condition monitoring systems	Ensures optimum utilisation of electricity by auto cutoff of Air conditioning systems.	Energy Efficient organisation.
3	Water Conservation	Use of sensor-based taps that reduces the flow of water, hence the daily water consumption.	We identify it as effective means to reduce waste of water
4	Waste Management	STBs (Set top boxes) that are not functioning properly are taken back from the customers via the LCOs and supplied to vendors where they are cleaned and repacked to be re-used by the customers.	This reduces the use & dependency of virgin/ new STBs by the customers. This helps to reduce the manufacturing of new STBs and further reduce the generation of waste.

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

GTPL being in business of providing Digital Cable TV services to the customers, directly or through the Cable Operators, has to largely depend on :

- Headend
- Wired Network across all locations of its presence,
- IT Infrastructure for its Conditional Access System (CAS), Subscriber Management System (SMS).

These three components are core to the continuity of its business and hence, it is imperative that GTPL makes its Disaster Management Plan, around these components. As a part of its Business Continuity plan, GTPL has its Disaster Recovery Site (DR Site) set-up at Kolkata, which is geographically located at a very different part of the country than its current set-up at Ahmedabad, which is in the western India.

The DR Site has back-up instances for the following :

- Customer Data
  - DR site implementation of Oracle 19c database in Oracle Cloud Infrastructure - OCI
  - The above data is synced real-time with live data (T+5 Minutes)
- CAS data
  - Key CAS instances (NSTV & Nagra) replicated at DR site – STT Global Data Centre, Kolkata : 80% of current base
- SMS Applications (for Operational Support and Billing)
  - 1 set of Application (GTPL Saathi, Edge+, MQ, Report Server, Workforce, etc.)
  - Replication of NUTONIX cluster implemented at STT Global Data Centre, Kolkata.
  - Daily image replication of applications at DR site.
- Headend Compression System
  - Presently multiple compression systems are used between Ahmedabad, Kolkata, Mehsana and Tiruchendur.
  - All locations are interconnected with dedicated Point-to-Point links.
  - Back-up dish antenna site at Ahmedabad.
- ERP Data
  - Equivalent infrastructure in Oracle Cloud Infrastructure (OCI)





- 6. Wired Network
  - a. Ring or Redundancy Network created

**8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

GTPL encourages its value chain to adopt practices that care and protect the environment. GTPL looks forward to integrating sustainability aspects in procurement that goes beyond statutory compliances by vendors and ensures any adverse impacts on environment is prohibited or mitigated.

**PRINCIPLE 7: Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**



GTPL operates with a clear motto of enriching and simplifying customer's lives through right form of entertainment and for the same it supports policies resulting in industry growth while protecting the interests of society at large. We actively participate in consultations sought by government bodies enabling a strong regulatory framework through our inputs as leading MSO and sector expert. We maintain full transparency regarding all our functions across the various locations. We are compliant with comprehensive policies and procedures aligned to various laws and regulations which are publicly available. We also interact through social media platforms with our stakeholders on varied fronts.

**ESSENTIAL INDICATORS**

- 1. a) **Number of affiliations with trade and industry chambers/ associations.**  
Response as tabulated below
- b) **List the top 10 trade and industry chambers/ associations (determined based on the total members of the such body) the entity is a member of/ affiliated to.**

S.no	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	All India Digital Cable Federation (AIDCF)	National

- 2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities:**

GTPL stands by fair business practices and has zero tolerance towards any kind of anti-competitive behavior in its operations. We align all our policies with Governments enacted laws and regulations to prevent anticompetitive behavior and promote fair competition. We do not encourage behavior or activities that can lead to ethical or moral breach of competition. In the current year no such material cases were reported indicating any kind of anti-competitive behavior.

**LEADERSHIP INDICATORS**

- 1. **Details of public policy positions advocated by the entity (define the GTPL to telecom regulatory process) compliance office is considered, active in responding to regulatory issues.**

S. no	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other- please specify)	Web Link, if available
1	Draft Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Fourth Amendment) Regulations, 2022	Email	Yes	Yes	<a href="#">Click Here</a>
2	Renewal of Multi-System Operators (MSOs) Registration	Email	Yes	Yes	<a href="#">Click Here</a>
3	Issues relating to Media Ownership	Email	Yes	Yes	<a href="#">Click Here</a>
4	Issues related to New Regulatory Framework for Broadcasting and Cable Services	Email	Yes	Yes	<a href="#">Click Here</a>
5	Regulating Converged Digital Technologies and Services - Enabling Convergence of Carriage of Broadcasting and Telecommunication services	Email	Yes	Yes	<a href="#">Click Here</a>



**PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**



GTPL believes in economic growth that is good for all and therefore focusses on creation of shared value that reduces societal gap and promotes equitable development. For us inclusive and sustainable growth is true reflection of organisational success. GTPL regularly engages with all the stakeholders both internal and external to understand and cater to the needs and demands of various groups. Hence, the organisation has taken up various steps to aid community development by creating opportunities. The focus areas of engagement have been eradicating hunger, poverty, preventive health care, education, rural areas development, gender equality, empowerment of women, environmental sustainability and other need-based initiatives.

**ESSENTIAL INDICATORS**

- 1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**  
Not Applicable
- 2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:**  
As the organisation is into provisions of services hence there are no rehabilitation Programmes.
- 3. **Describe the mechanisms to receive and redress grievances of the community**  
As the organisation is in services sector it engages with communities through CSR activities and attends to different issues of the community. The organisation takes into account the issues related the community hence there are various CSR Programmes to address various needs of the community in general.
- 4. **Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:**

	FY 2022-2023 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ Small producers	25%	33%
Sourced directly from within the district and neighboring districts	NA	NA

**LEADERSHIP INDICATORS**

- 1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**  
Not Applicable
- 2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**  
Not Applicable
- 3. (a) **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)**  
No, currently the Company does not have any preferential procurement policy.  
(b) **From which marginalised /vulnerable groups do you procure? Nil**  
(c) **What percentage of total procurement (by value) does it constitute? Nil**
- 4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge**  
Not Applicable
- 5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**  
Not Applicable



**6. Details of beneficiaries of CSR Projects.**

S.no	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1	Eradicating Hunger	1417	100%
2	Promoting Education	2129	100%
3	Women Welfare	50	100%
4	Women / Daughter Empowerment	36,000	100%
5	Promotion of Health Care	563	100%

**PRINCIPLE 9 : Businesses should engage with and provide value to their consumers in responsible manner**



GTPL has outlined its commitment to its customers by stating “At your Service”. Given its focus on Customers, the Company places a strong emphasis on providing high-quality service. To this end, it has established a robust system that enables stakeholders to report adverse events or complaints through a dedicated phone line, mailbox, or an online form available on the Company’s website at consumer corner.

In today’s world, where data breaches are increasingly common, GTPL is also committed to ensuring that the data it collects is appropriately managed to promote a culture of trust and transparency among customers and stakeholders. The Company takes data privacy and regulatory compliance seriously, and adheres to rigorous standards to protect its customers’ information

**ESSENTIAL INDICATORS**

**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

Creating an engaging experience for customers to increase levels of satisfaction is one of our main emphasis areas. We provide “At Your SERVICE” through a variety of touchpoints, cutting-edge services backed by a live chatbot that is available around-the-clock, quicker issue resolution, and increased effectiveness. We have quick customer resolution which enable for ensuring reduced customer query resolution time besides an enhanced & efficient grievance redressal system.

**2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information.**

Not Applicable

**3. Number of consumer complaints**

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	NIL	NIL	NA	NIL	NIL	NA
Advertising	NIL	NIL	NA	NIL	NIL	NA
Cyber-security	NIL	NIL	NA	NIL	NIL	NA
Delivery of essential services	369	0	NA	530	0	NA
Restrictive Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Unfair Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Others	5	5	They are pending adjudication before various consumer courts	NIL	NIL	NA

**4. Details of instances of product recalls on account of safety issues.**

Not Applicable

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

Yes. In order to ensure the safety and privacy of data in today’s digital age, it is crucial to establish a comprehensive framework on cybersecurity. GTPL has a Information security awareness programme that cover aspects on phishing email, do’s and don’ts in case of any malicious information/email/link detected. Regular training is conducted for the employees on the same.

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

Nil

**LEADERSHIP INDICATORS**

**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

The information of the services of the entities can be accessed at GTPL Digital Cable TV Connection | GTPL Broadband. At our website, we provide various channels where customers and interested parties can access information about our products and services. Our website serves as a hub for all our online activities, and we ensure that it is regularly updated with the latest information on our offerings. We also offer a service section that details all the services we provide, along with their pricing and availability. Finally, we offer a consumer corner section where customers can find answers to frequently asked questions, contact customer support, and access helpful resources. Through these various channels and platforms, we strive to provide customers with the information they need to make informed decisions about our products and services.

**2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

As a responsible entity, we take steps to inform and educate our consumers about our services. We partner with the experts such as industry associations to stay informed and about best practices and emerging safety issues to educate our customers. Our customer support team is trained to answer questions and provide guidance on services we provide. The Company has also undertaken a brand building campaign and works together with its LCOs to enhance market awareness among potential customers.

**3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

The organisation communicates for any disruption/discontinuation of the services due to any maintenance or other failures through messages and the scrolls are run at the bottom of the channels to keep them informed.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Not Applicable

Customer satisfaction is of primary importance therefore we ascertain their satisfaction on various parameters like: Channel availability, picture quality, services, cost etc in form of a customer satisfaction survey. This survey is carried out every quarter for both of our primary (PP) and secondary customers (SP). The NPS score in the Q4 of Current fiscal year is PP-44 SP-45. The average CSAT score for PP is 79.03% and SP is 75.91%.

**5. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches along-with impact - Nil**
- b. Percentage of data breaches involving personally identifiable information of customers - Nil**