



# Manorama Industries Limited

2449 to 2610, Paraswani Road,  
Birkoni Industrial Area,  
Mahasamund-493445, C.G. INDIA

August 25, 2022

To,  
The Manager  
**BSE Limited ("BSE")**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai – 400 001

Scrip Code: 541974  
ISIN: INE00VM01010

To,  
The Manger  
**National Stock Exchange of India Limited  
("NSE")**  
"Exchange Plaza", C-1, Block G, Bandra Kurla  
Complex, Bandra (E), Mumbai – 400 051

NSE Code: MANORAMA  
ISIN: INE00VM01010

**Subject : Submission of Business Responsibility Report for the FY 2021-22**

Dear Sir/Madam,

With reference to the captioned subject and pursuant to Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 please find enclosed herewith the Business Responsibility Report of the Company ('BRR').

The same is also available on the website of the Company at [www.manoramagroup.co.in](http://www.manoramagroup.co.in).

Please take the above in your records.

Thanking you,  
For Manorama Industries Limited

  
Vinita Saraf  
Chairperson & Managing Director  
DIN: 00208621



Encl: As above

#### Corporate Office :

F-6, Anupam Nagar,  
Raipur - 492007, Chhattisgarh, INDIA  
E-mail: [info@manoramagroup.co.in](mailto:info@manoramagroup.co.in)  
Tel. : +91-771-2283071, 2282579, 2282457  
Telefax: +91-771-4056958  
CIN : L15142MH2005PLC243687  
GSTIN : 22AAECM3726C1Z1

FSSC 22000, ISO 9001, ISO 14001 & ISO 45001 Certified Company  
Manufacturing & Supplying different products  
certified for RSPO, Kosher, Halal (MUI), Fair Trade (FT), Fair for Life (FFL)  
A Government of India Recognized Star Export House

#### Registered Office :

403, Midas, Sahar Plaza,  
Andheri Kurla Road, Andheri East  
Mumbai-400059, Maharashtra, INDIA  
Tel. 022 22622299, 49743611, 022 67088148  
[www.manoramagroup.co.in](http://www.manoramagroup.co.in)

# BUSINESS RESPONSIBILITY REPORT

Pursuant to Regulation 34(2) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015

## SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

<b>1</b>	<b>Corporate Identity Number (CIN) of the Company</b>	L15142MH2005PLC243687
<b>2</b>	<b>Name of the Company</b>	Manorama Industries Limited
<b>3</b>	<b>Registered Address</b>	Office No. 403, 4th Floor, MIDAS, Sahar Plaza, Andheri Kurla Road, Andheri East, Mumbai 400059 IN
<b>4</b>	<b>Website</b>	www.manoramagroup.co.in
<b>5</b>	<b>E-mail id</b>	cs@manoramagroup.co.in
<b>6</b>	<b>Financial year reported:</b>	April 01, 2021 to March 31, 2022
<b>7</b>	<b>Sector(s) that the Company is engaged in (industrial activity code-wise) As per National Industrial Classification-Ministry of Statistics and Programme Implementation</b>	Other Food Products 1517
<b>8</b>	<b>List three key products/services that the Company manufactures/provides (as in balance sheet)</b>	Butter and fats Stearin Cocoa Butter Equivalent (CBE)
<b>9</b>	<b>Total number of locations where business activity is undertaken by the Company</b>	
	<b>a) Number of International Locations (Provide details of major 5)</b>	Nil
	<b>b) Number of National Locations</b>	The Company has PAN India presence through: - Registered Office at Mumbai - Manufacturing Unit at Birkoni, Mahasamund - Corporate Office at Raipur
<b>10</b>	<b>Markets served by the Company- Local/State/National/International</b>	Company serves customers in both national and international locations

## SECTION B: FINANCIAL DETAILS OF THE COMPANY

<b>1</b>	<b>Paid up Capital (INR)</b>	Rs. 1191.98 Lacs
<b>2</b>	<b>Total Turnover (INR)</b>	Rs. 27911.89 Lacs
<b>3</b>	<b>Total profit after taxes (INR)</b>	Rs. 2414.50 Lacs
<b>4</b>	<b>Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)</b>	The Company has spent 2% of net profit after tax on CSR activities during the financial year 2021-22.
<b>5</b>	<b>List of activities in which expenditure in 4 above has been incurred</b>	Promoting Health & Medical Care Eradicating Hunger & Poverty Rural Development Education

## SECTION C: OTHER DETAILS

<b>1</b>	<b>Does the Company have any Subsidiary Company/ Companies?</b>	No
<b>2</b>	<b>Do the Subsidiary Company/Companies participate in the Business Responsibility initiatives of the parent Company? If yes, then indicate the number of such subsidiary company(s)</b>	NA

<p><b>3 Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the Business Responsibility initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]</b></p>	<p>Yes, less than 30%. The Company makes its efforts to encourage other entities such as its suppliers, clients etc. to adhere to the Company's BR initiative to the extent possible.</p>
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**SECTION D: BUSINESS RESPONSIBILITY INFORMATION**

**1. Details of Director/Directors responsible for BR**

**a) Details of the Director\Directors responsible for implementation of the BR policy/policies**

DIN: 07645652

Name: Mr. Gautam Kumar Pal

Designation: Whole Time Director

**b) Details of the BR head:**

1. DIN Number (if applicable): 07645652
2. Name: Mr. Gautam Kumar Pal
3. Designation: Whole Time Director
4. Telephone Number: 771- 2283071
5. E-mail ID: [gautam@manoramagroup.co.in](mailto:gautam@manoramagroup.co.in)

**2. Principle-wise (as per NVGs) BR Policy/policies**

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

- P1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
- P2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
- P3: Businesses should promote the wellbeing of all employees.
- P4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
- P5: Businesses should respect and promote human rights.
- P6: Businesses should respect, protect and make efforts to restore the environment.
- P7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.
- P8: Businesses should support inclusive growth and equitable development.
- P9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.

**a) Details of compliance (Reply in Y/N)**

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	Do you have a policy/policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Yes								
3	Does the policy conform to any national/ international standards? If yes, specify? (50 words)	Yes. The policies are broadly based on the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business issued by the Ministry of Corporate Affairs, Government of India.								
4	Has the policy being approved by the Board? If yes, has it been signed by MD/Owner/CEO/ appropriate Board Director?	Yes, the policies which are statutorily required to be adopted by the Board have been approved and signed by them, while the other policies are formulated and implemented by the Human Resources Department of the Company.								
5	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	No. The implementation of Code of Conduct is overseen by the Human Resource Department and Board. The CSR Policy is administered by CSR Committee. The Head of BR is responsible for other policies.								
6	Indicate the link for the policy to be viewed online?	All the statutorily required policies are available in public domain at <a href="https://manoramagroup.co.in/investors-policies">https://manoramagroup.co.in/investors-policies</a> . Other internal policies are restricted to Company's employees.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes, the policies have been communicated to key internal stakeholders. The Communication is an ongoing process and covers all the key internal and external stakeholders.								
8	Does the Company have in-house structure to implement the policy/policies.	Yes								
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes, Stakeholders Relationship Committee reviews and addresses stakeholder's grievances.								
10	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	No. However, working of the policies is monitored by the functional heads. Formal evaluation will be carried out when deemed appropriate.								

b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

- i) The Company has not understood the Principles
- ii) The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles
- iii) The Company does not have financial or manpower resources available for the task
- iv) It is planned to be done within next 6 months
- v) It is planned to be done within the next 1 year
- vi) Any other reason (please specify)

**c) Governance related to BR:**

a)	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, annually, more than 1 year.	The Board will review the performance annually.
b)	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	This is the first year of Business Responsibility Report. It is available on the website of the Company at <a href="https://manoramagroup.co.in/investors-annual-report">https://manoramagroup.co.in/investors-annual-report</a> .

**SECTION E: PRINCIPLE-WISE PERFORMANCE**

**Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability**

<p>1. Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/No.  Does it extend to the Group/Joint Ventures, Suppliers/Contractors/NGOs/Others?</p>	<p>No</p> <p>Yes</p> <p>Good Corporate Governance is critical for business success and to achieve this, the Company has articulated business principles and adopted various policies which address ethics, transparency and accountability of employee, Directors and stakeholders.</p> <ul style="list-style-type: none"> <li>- MIL Code of Conduct provides guidelines on ethics, anti-bribery, and anti-corruption to be abided by all the members. Code of Business Ethics policy provides guidelines on ethics, anti-bribery and anti-corruption to be abided by the business associates and value-chain partners. The requirements under the policy are communicated to all key associates like vendors, suppliers and it is expected that they will follow it during their interactions with MIL.</li> <li>- Insider Trading Code is applicable to designated persons of the Company and their relatives.</li> <li>- Related Party Transaction Policy is framed to ensure the proper approval and reporting of transactions between the Company and its Related Parties at arm's length.</li> <li>- The objective of Whistle Blower Policy is to build and strengthen a culture of transparency and trust in the organization and to provide employees with a framework / procedure for responsible and secure reporting of improper activities (whistle blowing) within the Company and to protect employees wishing to raise a concern about improper activity, irregularities within the Company.</li> </ul>
<p>2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.</p>	<p>During the year, the Company has not received any complaints from the shareholders.</p>

**Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.**

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	All products manufactured by the Company are safe and contribute to the sustainability throughout their lifecycle. To name a few of them are CBE, Stearin and butter and fats.
2. For each such product, provide the following details in respect of resource used (energy, water, raw material etc.) per unit of product (optional):  a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?  b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?	The Company has adopted the following methods to conserve the resources:  - The abatement of cutting trees by substituting paper/printed correspondence with e-correspondence, while taking a step towards reducing deforestation.  - Steam generation through Rice husk - Recovery of heat from cooling operations to heat water - Use of energy efficient appliances - Reduction in water heating expenses
3. Does the Company have procedures in place for sustainable sourcing (including transportation)?  a) If yes, what percentage of your inputs was sourced sustainably? Also provide details thereof, in about 50 words or so.	Yes, procurement practices by the Company are focused on protection of environment, and cost effective procurement seeking resource efficiency, improving the quality of products and ultimately optimizing the cost. More than 90% of raw material are sourced sustainably. The ESG review report for the FY 2022 is available at <a href="https://manoramagroup.co.in/investors-annual-report">https://manoramagroup.co.in/investors-annual-report</a> . covering details of sustainable sourcing procedure
4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?  a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	Yes, The manufacturing unit is located at Birkoni a remote place away from the city. The Company makes specific efforts to improve employability of the local community. Further, it also ensures that it engages small businesses around its plant in variety of productive employment. The Company's long term association with the small vendors/suppliers has helped such vendors to grow along with the Company. Further, the sourcing of the raw material is from the deep forest. Company engages with millions of Women Self-help Groups and forest dwellers in its procurement process, hence benefiting the poor and needy section of society and contributing substantially in raising their income level, better opportunity and livelihood.
5. Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.	Yes, the Company has in place a mechanism for recycling products and waste. The waste generation of the Company is less than 5%  The Company recycles its waste as below: i) Empty raw material bags are reused for in-process packing, reprocessed and reused. ii) Water consumption is monitored iii) ETP system installed at factory to treat and reuse waste water for our plantation and factory operation process

**Principle 3: Businesses should promote the wellbeing of all employees**

1. Please indicate the Total number of employees.	196
2. Please indicate the Total number of employees hired on temporary/contractual/casual basis	24
3. Please indicate the Number of permanent women employees.	10
4. Please indicate the Number of permanent employees with disabilities.	Nil
5. Do you have an employee association that is recognized by management?	No
6. What percentage of your permanent employees is members of this recognized employee association?	NA

<p>7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending as on the end of the financial year.</p>	<p>The Company has not received any complaints relating to child labour, forced labour, involuntary labour, sexual harassment.</p>																
	<table border="1"> <thead> <tr> <th data-bbox="742 369 810 555">No.</th> <th data-bbox="810 369 1161 555">Category</th> <th data-bbox="1161 369 1316 555">No. of complaints filed during the financial year</th> <th data-bbox="1316 369 1489 555">No. of complaints pending as at end of the financial year</th> </tr> </thead> <tbody> <tr> <td data-bbox="742 555 810 616">i)</td> <td data-bbox="810 555 1161 616">Child labour/forced Labour/ involuntary labour</td> <td data-bbox="1161 555 1316 616">Nil</td> <td data-bbox="1316 555 1489 616">Nil</td> </tr> <tr> <td data-bbox="742 616 810 654">ii)</td> <td data-bbox="810 616 1161 654">Sexual harassment</td> <td data-bbox="1161 616 1316 654">Nil</td> <td data-bbox="1316 616 1489 654">Nil</td> </tr> <tr> <td data-bbox="742 654 810 689">iii)</td> <td data-bbox="810 654 1161 689">Discriminatory employment</td> <td data-bbox="1161 654 1316 689">Nil</td> <td data-bbox="1316 654 1489 689">Nil</td> </tr> </tbody> </table>	No.	Category	No. of complaints filed during the financial year	No. of complaints pending as at end of the financial year	i)	Child labour/forced Labour/ involuntary labour	Nil	Nil	ii)	Sexual harassment	Nil	Nil	iii)	Discriminatory employment	Nil	Nil
No.	Category	No. of complaints filed during the financial year	No. of complaints pending as at end of the financial year														
i)	Child labour/forced Labour/ involuntary labour	Nil	Nil														
ii)	Sexual harassment	Nil	Nil														
iii)	Discriminatory employment	Nil	Nil														
<p>8. What percentage of your under mentioned employees were given safety &amp; skill up- gradation training in the last year?</p> <p>a) Permanent Employees b) Permanent Women Employees c) Casual/Temporary/Contractual Employees d) Employees with Disabilities</p>	<p>100% employees undergo the required safety trainings on an on-going basis.</p>																

**Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.**

<p>1. Has the Company mapped its internal and external stakeholders? Yes/No</p>	<p>Yes, the Company has identified its stakeholders and takes steps to engage with them through various formal and informal processes. The major stakeholders have been identified and classified as: Employees, Customers, Shareholders, Investors, Communities, Business partners, Contractors, Vendors, Government Bodies, Lenders, Insurance Companies, Suppliers and Contract workers.</p>
<p>2. Out of the above, has the Company identified the disadvantaged, vulnerable &amp; marginalized stakeholders?</p>	<p>Yes, the Company ensures that all stakeholder concerns, including the disadvantaged and vulnerable are well incorporated into the Company's strategic thinking and decision- making. The Company takes all practical steps to ensure that all communications with stakeholders is clear, transparent, timely and complete, and respects their right to be informed, so that everyone can make decisions and act with full knowledge. While the management has the accountability for stakeholder, the Company believes that every employee in the Company also has a responsibility towards ensuring satisfactory stakeholder relationships.</p>
<p>3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof in about 50 words or so.</p>	<p>Yes, the Company makes conscious efforts to engage with stakeholders, identify their needs/concerns and address them through various programmes. We have undertaken need-based community programmes for disadvantaged, vulnerable and marginalized stakeholders residing in rural area such as:</p> <ul style="list-style-type: none"> <li>- Sustainable collection of forest produce</li> <li>- Digging pond and bore well to facilitate water supply to rural dwellers</li> <li>- Covid 19 support: Distribution of PPE kit, sanitizer, mask, face shield and other related equipment to prevent Covid 19</li> <li>- Safety and vocational skills training programme</li> <li>- Fair trade awareness training</li> <li>- Sanitary Pad Awareness Program</li> <li>- Clean up drive</li> </ul>

**Principle 5: Businesses should respect and promote human rights.**

1. Does the policy of the Company on human rights cover only the Company or extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others?	The Company does not hire child labour, forced labour or involuntary labour. The Company has always been committed to developing an organizational culture that supports recognized human rights, as well as the human rights enumerated in the Constitution. The Company takes steps to ensure that human rights, principles are upheld within its workplaces.
2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the Management?	No complaint was received with regards to human rights violation in the financial year 2021-22.

**Principle 6: Businesses should respect, protect, and make efforts to restore the environment.**

1. Does the policy related to Principle 6 cover only the Company or extends to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ others?	The Company's policy on Environment is applicable to all. The Company believes that harmony between man and his environment is the essence of healthy life and living. Company strives for efficient and optimum utilization of available resources and minimization of waste. The Company has framework of sustainability to guide us in our constant efforts to remain relevant and sustainable.
2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N.  If yes, please give hyperlink for webpage etc.	Yes, the Company is proud member of UN Global Compact and having strategies to address environment issues and operates towards fulfilment of following objectives: <ul style="list-style-type: none"> <li>• Efficient &amp; optimum utilization of available resources</li> <li>• Minimization of waste</li> <li>• Maximization of waste materials' utilization</li> <li>• Cleaner and greener environment</li> </ul> The ESG review report for the FY2022 is available at <a href="https://manoramagroup.co.in/investors-annual-report">https://manoramagroup.co.in/investors-annual-report</a>
3. Does the Company identify and assess potential environmental risks? Y/N	Yes, the Company has a mechanism to identify and assess potential environmental risks. It is also a part of Risk Management Plan.
4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof in about 50 words or so. Also if Yes, whether any environmental compliance report is filed.	The Company does not have any projects related to Clean Development Mechanism. However the Company has taken various steps towards "clean and green" atmosphere.
5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc? Y/N. If yes, please give hyperlink for web page etc.	Yes <ul style="list-style-type: none"> <li>- Green initiative in corporate governance: The Company fully supports the Ministry of Corporate Affairs' initiative to minimize the use of paper for 'all official communication'. In line with this, the Company sends all notices and documents, including the Annual Report, to shareholders who have registered for the same, by e-mail. This has led to a significant reduction in paper consumption annually.</li> <li>- Use of husk in place of coal for generation of steam energy</li> <li>- Energy efficient initiatives includes use of LED lights and Photo Sensitive devices</li> <li>- Installation of VFD ( Variable Frequency Drive)</li> <li>- Use of Automatic Power Factor Controller for improvement of power factor and minimize the power loss</li> <li>- Maximum outdoor lights has been powered by solar energy.</li> </ul> The ESG review report for the FY 2022 is available at <a href="https://manoramagroup.co.in/investors-annual-report">https://manoramagroup.co.in/investors-annual-report</a>
6. Are the Emissions/ Waste generated by the Company/ within the permissible limits given by CPCB/SPCB for the financial year being reported?	Yes, the emissions/waste generated by the Company is within the permissible limits given by CPCB/SPCB for the FY22.
7. Number of show cause/legal notices received from CPCB/ SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	Nil



**Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.**

<p>1. Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with :</p>	<p>The Company is a member of various industry bodies and associations. Some of these are:</p> <ul style="list-style-type: none"> <li>- Two Star Export House (GOVERNMENT OF INDIA)</li> <li>- Department of Scientific and Industrial Research (DSIR)</li> <li>- Solvent Extractors' Association of India (SEA)</li> <li>- Confederation of Indian Industry (CII)</li> <li>- Shellac &amp; Forest Products Export Promotion Council (SHEFEXIL)</li> <li>- The Food Safety and Standards Authority of India (FSSAI)</li> <li>- Federation of Indian Export Organisations (FIEO)</li> <li>- Indian Oilseed and Produce Export Promotion Council (IOPEPC)</li> <li>- UN Global Compact Membership</li> <li>- India Green Building Council Membership</li> <li>- Global Shea Alliance Membership</li> </ul>
<p>2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No;</p> <p>If yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)</p>	<p>Yes</p> <p>The Company has contributed substantially towards women empowerment initiative and uplifting the backward section of the society, the forest dwellers, by providing them equal opportunity for employment, better livelihood.</p>

**Principle 8: Businesses should support inclusive growth and equitable development**

<p>1. Does the Company have specified program/ initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.</p>	<p>Yes. The Company has a CSR policy in place and it carries out activities majorly in areas of Educational/Vocational Training, Health &amp; Medical Care, Promoting Art and Culture, Rural Development.</p>
<p>2. Are the program/projects undertaken through in-house team/own foundation/external NGO/ government structures/any other organization?</p>	<p>The Company's CSR activities are carried out by in house team and/or NGO/other organizations.</p>
<p>3. Have you done any impact assessment of your initiative?</p>	<p>The Company will carry out impact assessment at a later stage.</p>
<p>4. What is your Company's direct contribution to community development projects? Amount in INR and the details of the project undertaken?</p>	<p>The Company has spent Rs.62,35,165 during the financial year in health care, education, food and rural development. For more details kindly refer the Report on CSR activities forming part of Annual Report available at <a href="https://manoramagroup.co.in/investors-annual-report">https://manoramagroup.co.in/investors-annual-report</a>.</p>
<p>5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words or so.</p>	<p>The Company has contributed its funds to institutions furthering the benefit to the needy section of the society and the same has been acknowledged by them.</p>

**Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.**

What percentage of customer complaints/consumer cases are pending as on the end of financial year?	In the FY 2022, the Company received 38 complaints, the Company has satisfactorily resolved 32 out of the 38 complaints and 6 complaints were under verification as on March 31, 2022.
Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. Remarks (additional information)	Yes, the Company follows all legal statutes with respect to product labeling and displaying of product information, wherever required.
Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.	No
Did your Company carry out any consumer survey/ consumer satisfaction trends?	Yes

**For and on behalf of the Board of Directors  
Manorama Industries Limited**

**Gautam Kumar Pal  
Whole Time Director**

**Place: Raipur  
May 11, 2022**