

September 5, 2024

**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 - 400 051

Scrip Code: **540602**

Trading Symbol: **GTPL**

Dear Sir/Madam,

**Sub: Business Responsibility and Sustainability Report for the financial year 2023-24**

Please find enclosed herewith the Business Responsibility and Sustainability Report of the Company for the financial year 2023-24, which also forms part of the Annual Report for the financial year 2023-24.

The Business Responsibility and Sustainability Report 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**

**Shweta Sultania**  
**Company Secretary & Compliance Officer**

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>	1st April 2023 to 31st March 2024						
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)						
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</b>	Standalone Basis						
	<b>If selected consolidated:</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Sr. No.</th> <th style="width: 60%;">Name of the Subsidiaries/ JVs/Associate Companies</th> <th style="width: 30%;">CIN Number</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Not Applicable</td> <td style="text-align: center;">Not Applicable</td> </tr> </tbody> </table>	Sr. No.	Name of the Subsidiaries/ JVs/Associate Companies	CIN Number	1	Not Applicable	Not Applicable
Sr. No.	Name of the Subsidiaries/ JVs/Associate Companies	CIN Number						
1	Not Applicable	Not Applicable						
14	<b>Name of assurance providers</b>	-						
15	<b>Type of assurance obtained</b>	-						

### II. Product/Services

16	<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 23 states in India	100%
17	<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

18	<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
19	<b>Market served by the entity</b>	<b>Locations</b>	<b>Numbers</b>		
	a. <b>No. of Locations</b>	National (No. of States)	23		
		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			
	c. <b>A brief on types of customers</b>	Our customer base includes Business to Business (B2B) Local Cable Operators who facilitate the distribution of our cable TV service to subscribers nationwide through their local cable networks and Broadcasters who represent various media channels. Business to Customers (B2C) refers to our direct consumer base.			



#### IV. Employees

##### 20. 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)	700	655	94%	45	6%
2	Other than Permanent Employees (B)	1846	1765	96%	81	4%
3	Total Employees (A+B)	2546	2420	95%	126	5%
<b>Workers</b>						
4	Permanent (C)	0	0	0	0	0
5	Other than Permanent (D)	0	0	0	0	0
6	Total Workers (C+D)	0	0	0	0	0
<b>b. Differently abled employees and workers</b>						
<b>Employees</b>						
7	Permanent Employees (E)	0	0	0	0	0
8	Other than Permanent Employees (F)	0	0	0	0	0
9	Total Employees (E+F)	0	0	0	0	0
<b>Workers</b>						
10	Permanent (G)	0	0	0	0	0
11	Other than Permanent (H)	0	0	0	0	0
12	Total Differently Abled Employees (G+H)	0	0	0	0	0

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

S.No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	8	1	13%
2	Key Management Personnel	3	0	0%

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

Category	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17%	38%	19%	21%	41%	23%	18%	40%	20%
Permanent Workers	0	0	0	0	0	0	0	0	0

Note : Last year we have mentioned the number of employees that left the organisation in turnover rate. This year we are mentioning the turnover rate i.e. percentage of number of employee that left the organisation to total permanent employees. Hence, there is change in the number.


**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	No
		2.	GTPL Zigma Vision Private Limited	Subsidiary	100	No
		3.	GTPL SK Network Private Limited	Subsidiary	51	No
		4.	GTPL Broadband Private Limited	Subsidiary	100	No
		5.	GTPL SMC Network Private Limited	Subsidiary	51	No
		6.	GTPL Vision Services Private Limited	Subsidiary	51	No
		7.	GTPL Narmada Cyberzone Private Limited	Subsidiary	60	No
		8.	GTPL Link Network Private Limited	Subsidiary	51	No
		9.	GTPL VVC Network Private Limited	Subsidiary	51	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	No
		14.	GTPL Jay Santoshima Network Private Limited	Subsidiary	51	No
		15.	GTPL Sorath Telelink Private Limited	Subsidiary	51	No
		16.	GTPL DCPL Private Limited	Subsidiary	100	No
		17.	GTPL Bansidhar Telelink Private Limited	Subsidiary	61	No
		18.	DL GTPL Cabnet Private Limited	Subsidiary	26	No
		19.	GTPL V & S Cable Private Limited	Subsidiary	96.27	No
		20.	GTPL Junagadh Network Private Limited	Subsidiary	51	No
		21.	GTPL Kaizen Infonet Private Limited	Subsidiary	100	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	No
		25.	GTPL Rajwadi Network Private Limited	Subsidiary	72	No
		26.	Metro Cast Network India Pvt Ltd	Subsidiary	50.10	No
		27.	Gujarat Television Private Limited	Associate	42.11	No
		28.	GTPL Jaydeep Cable	Joint Venture	51	No
		29.	GTPL Khambhat Cable Network	Joint Venture	51	No
		30.	GTPL Sai World Channel	Joint Venture	51	No
		31.	GTPL World View Cable	Joint Venture	51	No
		32.	GTPL Shrinathji Communication	Joint Venture	51	No
		33.	GTPL Narmada Cable Service	Joint Venture	51	No
		34.	GTPL Vraj Cable	Joint Venture	51	No
		35.	GTPL Leo Vision	Joint Venture	51	No
		36.	GTPL World Vision	Joint Venture	51	No
		37.	GTPL Ma Bhagwati Entertainment Services	Joint Venture	51	No
		38.	GTPL Jyoti Cable	Joint Venture	51	No
		39.	GTPL Khusboo Video Channel	Joint Venture	51	No
		40.	GTPL Lucky Video Cable	Joint Venture	51	No
		41.	GTPL Parth World Vision	Joint Venture	51	No
		42.	GTPL Swastik Communication	Joint Venture	51	No
		43.	GTPL Crazy Network	Joint Venture	50	No
		44.	GTPL Tridev Cable Network	Joint Venture	51	No
		45.	GTPL Shiv Cable Network	Joint Venture	75	No
		46.	GTPL S K Vision	Joint Venture	51	No
		47.	GTPL Krishna Cable Network	Joint Venture	51	No
		48.	GTPL Pearl Communication Network	Joint Venture	60	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)
		49.	GTPL Pooja Cable Services	Joint Venture	51	No
		50.	GTPL Rainbow Multi Channel	Joint Venture	51	No
		51.	GTPL Raj World Vision	Joint Venture	51	No
		52.	GTPL Sai Cable	Joint Venture	51	No
		53.	GTPL Shree Sai Cable Network	Joint Venture	60	No
		54.	Airlink Communication	Joint Venture	51	No
		55.	GTPL Krishna Cable Service	Joint Venture	51	No
		56.	GTPL Space	Joint Venture	57	No
		57.	GTPL So Lucky Cable Network	Joint Venture	51	No
		58.	GTPL Yak Network	Joint Venture	50	No
		59.	GTPL Sab Network	Joint Venture	50	No
		60.	GTPL SLC Cable Network	Joint Venture	51	No
		61.	GTPL Om Sai Network LLP	Joint Venture	51	No
		62.	GTPL Parshwa Shivani Vision	Joint Venture	51	No
		63.	GTPL Parshwa Shivani World Vision	Joint Venture	51	No
		64.	GTPL Parshwa Shivshakti World	Joint Venture	51	No

## VI. CSR Details

(Amount: ₹ in Million)

24	<b>a. Whether CSR is applicable as per section 135 of Companies Act, 2013:</b>	<b>Yes, CSR is applicable as per the section 135 of the Companies Act, 2013 to the Company.</b>
	<b>Turnover</b>	20285.24
	<b>Net worth</b>	9042.00


**VII. Transparency and Disclosures Compliances**

25	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 2023-24 Current Financial Year			FY 2022-23 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://bit.ly/3Z5lrVt">https://bit.ly/3Z5lrVt</a>	Nil	NA		Nil	NA	NA
		Investors (other than shareholders)	NA		Nil	NA		Nil	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.	3	0	Resolved	11	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		Nil	NA	NA
		Customers*	Yes	Customers can reach out through customer care service centre	Nil	NA		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		Nil	NA	NA

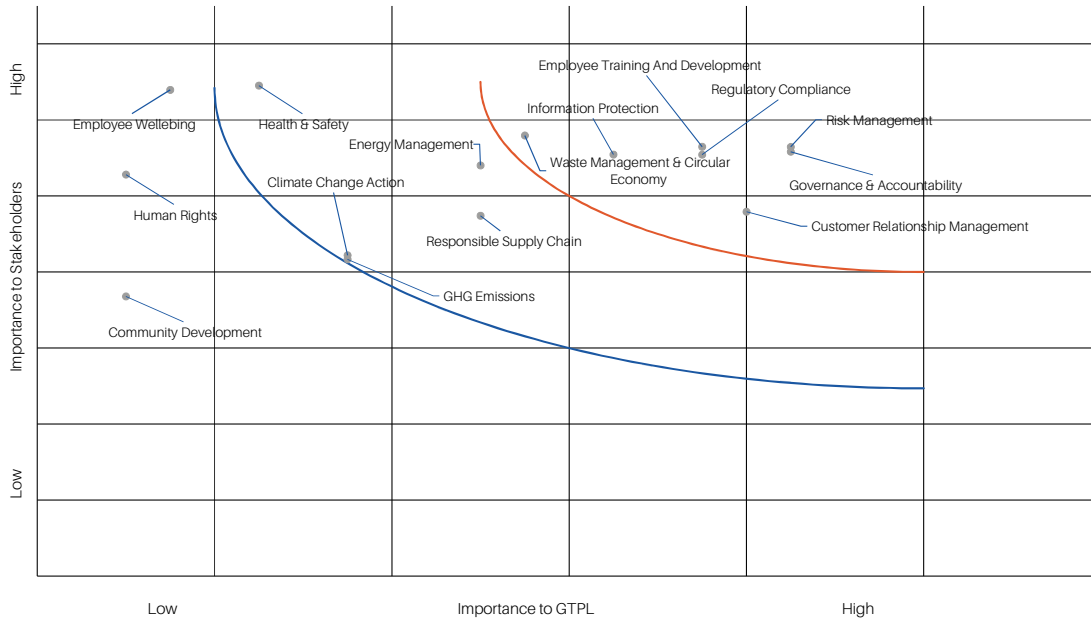


26 Overview of the entity's material responsible business conduct issues	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
	Employee Training and Development	Opportunity	Investing in employee training boosts productivity, fosters innovation, and enhances job satisfaction, helping companies stay competitive. It increases retention, reduces recruitment costs, and attracts top talent. Training ensures compliance, reduces risks, and improves customer service, leading to higher satisfaction and loyalty. Viewing training as an opportunity promotes continuous improvement and long-term success.	GTPL supports employee development through a wide range of concise training programs. These cover areas such as B2C PP Business Opportunity, BB_KAM Induction, Customer Centricity, Effective Communication, Email Etiquettes, HR-Cognizance - Aarambh for company culture, Information & Network Security Awareness, Interviewing Skills, Managing Priority, Market Development, and Intelligence, POSH, Self-Leadership, SP_DST Ait Of Selling - SUPER, technical certifications, OHS Induction Training, and Personal Effectiveness.	Positive
	Waste Management and circular economy	Risk	Improper waste management practices have significant impacts on the environment and human health. Failure to comply with regulations set by central authorities can result in legal penalties and harm to the brand's reputation.	The company has established procedures for waste management. We utilize recyclable materials such as copper cables, and all generated metal scrap is disposed of in compliance with regulations through registered recyclers.	Negative
	Information Protection	Risk	The company depends on its technology infrastructure to safeguard data and information. With most information stored and transactions conducted online, this increases the risk of information security breaches.	The organization maintains a robust cyber risk management system overseen by its information technology team. Efforts have been intensified to educate employees, customers, and stakeholders on cybercrime, data privacy, and related concerns.	Negative
	Governance and Accountability	Risk	This issue directly affects organizations because inadequate governance can erode customer confidence and trust. Strong governance and accountability structures are essential for fostering long-term, sustainable business operations.	We have a strong governance framework established with clear roles and responsibilities. We are actively enhancing our governance practices.	Negative
	Customer relationship management	Opportunity	As a service provider, CRM plays a crucial role by enabling us to gain deeper insights into our customers, thereby enhancing satisfaction and increasing retention rates.	We operate a complaint management system through call centres and complaint centres, ensuring quick response times to maintain positive customer relationships. Additionally, we offer E-support for seamless day-to-day operations.	Positive
	Risk Management	Opportunity	Risk management is an opportunity for companies to enhance resilience and operational efficiency. Proactively identifying and mitigating risks safeguards assets, reputation, and business continuity. It minimizes financial losses, regulatory penalties, and instils confidence in stakeholders. Moreover, effective risk management uncovers opportunities for innovation and growth, navigating uncertainties for sustainable success.	The Company identify and adopt the highest standards and practices in risk management and compliance in order to establish a robust and proactive approach to the effective mitigation and management of all significant risks to our business.	Positive



## Materiality matrix

### GTPPL Materiality Assessment



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<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	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	<a href="https://www.gtpl.net/investors/policies">https://www.gtpl.net/investors/policies</a>								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	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.	The Company has ISO 9001:2015, ISO 20000-1:2018 and ISO 27001:2013 certifications.								





Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>In line with its commitment to sustainability, the Company is proactively addressing ESG concerns through its operations. It has developed an ESG framework to manage risks and opportunities, setting targets, and creating a roadmap for a sustainable business model. We have taken the following targets for the FY 2027:</p> <ul style="list-style-type: none"> <li>• Aim to have 80% of offices to be ISO certified.</li> <li>• Implement 100% OHSMS for all our facilities.</li> <li>• Conduct Due Diligence for 50% of 3rd party contractors &amp; Partners.</li> <li>• Aim to have 100% Training of permanent employees on Health and Safety (Permanent Employees)</li> <li>• Achieve 100% return to work and retention rate for employees who took parental leave.</li> <li>• Aim to have 10 % percent women workforce.</li> <li>• Aim to achieve 100% Awareness of permanent employees on Human Rights (Permanent Employees)</li> </ul>								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>Looking ahead, as the Company has set specific aims and goals on sustainability-related material topics this year, it anticipates making significant progress in its ESG journey in the coming years. The Company will report its performance against set targets transparently in the future</p>								

**Governance, Leadership and Oversight**

7	<p><b>Statement by director responsible for the business responsibility &amp; sustainability report, highlighting ESG related challenges, targets and achievement</b></p> <p>I am delighted to present GTPL’s second BRSR report, highlighting our commitment to transparency and sustainability. At GTPL, we are dedicated to delivering cutting-edge technology and exceptional services that cater to the diverse needs of our customers. This year, we have strengthened our governance framework to ensure rigorous standards of integrity and accountability across all operations. Additionally, we have set ambitious targets for our Environmental, Social, and Governance (ESG) initiatives. These targets reflect our proactive approach to reducing environmental impact, enhancing social welfare, and advancing corporate governance practices.</p> <p>Data security remains a top priority at GTPL. We have implemented robust security measures to protect your information and maintain your trust. From essential voice and data services to advanced solutions, our focus is on delivering excellence while prioritizing customer satisfaction. We are committed to providing responsive service that meets your needs efficiently and effectively.</p> <p>In response to the global challenge of climate change, we are actively working to reduce our carbon footprint through responsible resource management and proactive environmental efforts. Our comprehensive ESG roadmap outlines clear targets and timelines to guide our sustainability initiatives.</p>
8	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p> <p>The Board, serving as the paramount governing authority, supervises the implementation of the Business Responsibility Policies, ensuring that the Company’s senior-most leadership provides the utmost attention and guidance to ESG relative initiatives. Please refer to the Board’s Report (Corporate Governance) section in the Company’s Annual Report.</p>
9	<p>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.</p> <p>Yes, our entity has a specified Committee of the Board responsible for decision-making on sustainability-related issues. The Board Level ESG Committee, comprising members from the Board of Directors, guides our ESG practices, advises on progress, and ensures transparent disclosures. Additionally, the ESG Management Committee, including Corporate Functional Heads, oversees the sustainability roadmap, setting targets and providing regular updates. The Execution Team implements initiatives, gathers data, engages stakeholders, and reports progress. This structured approach ensures compliance with ESG standards, demonstrating our commitment to sustainable and ethical practices.</p>

**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	
<b>Performance against above policies and follow up action</b>	Yes, the board of directors and authorized committees such as the CSR committee and Stakeholder relationship committee conduct a review of relevant policies along with Human Resource department.	The Company reviews its policies quarterly by the Board and bi-annually by the CSR Committee for policies relevant to Principle 8. Annually, the Stakeholder Relationship Committee reviews policies applicable to Principle 4. Additionally, the Company revisits its policies whenever there are changes in regulations or business needs.																	
<b>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</b>	Yes, the Board of Directors reviews the appropriateness of policies in accordance with regulatory requirements. Additionally, the Board and the relevant Committee, where applicable, oversee compliance and the maintenance of records. Each year, the Annual Report is also submitted to the appropriate government department, as required.																		



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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	No	No	No	No	No	No	No	No	No
12. If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated:	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is able to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

### 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 GTPPL, we recognize that adopting strong corporate governance standards is fundamental to establishing a thriving and enduring business. Effective governance ensures responsible and ethical operations, always keeping the interests of our stakeholders at the forefront. Rooted in principles of honesty, integrity, and ethical conduct, our governance framework guides the company and its employees to uphold moral values in all facets of our operations, fostering transparency across all levels.

#### 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	-	-	-
Key Management Personnel	-	-	-
Employees other than BODs and KMPs	17	<ol style="list-style-type: none"> <li>1. B2C PP Business Opportunity</li> <li>2. BB_KAM Induction</li> <li>3. Customer Centricity</li> <li>4. Effective Communication</li> <li>5. Email Etiquettes</li> <li>6. HR-Cognizance - Aarambh</li> <li>7. Information &amp; Network Security Awareness Program</li> <li>8. Interviewing Skill</li> <li>9. Managing Priority</li> <li>10. Market Development and Intelligence</li> <li>11. POSH</li> <li>12. Self-Leadership</li> <li>13. SP_DST Art Of Selling - SUPER</li> <li>14. BB Technical - FOS Certification Workshop &amp; HR Assistance</li> <li>15. OHS Induction Training</li> <li>16. Personal Effectiveness</li> <li>17. SP_DST - Self Leadership</li> </ol>	33%
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.**

Nil

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			
Settlement					
Compounding fee					
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			
Punishment					

**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
	Nil

**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 is committed to conducting business with integrity and has implemented robust policies to prevent corruption and bribery. The Company has a Vigil Mechanism\Whistle Blower Policy and a comprehensive Code of Business Conduct in place. The Code of Conduct explicitly states that employees, officers, and directors are subject to India's Prevention of Corruption Act, 1988. It prohibits offering, promising, giving, paying, or authorizing the payment of anything of value, directly or indirectly, to any party, including customers, potential customers, business partners, agents, or Government Officials. The Code also prohibits requesting, soliciting, agreeing to receive, accepting, or receiving anything of value from any party, or being involved as a third reference. Anti-corruption and anti-bribery commitment is also a part of our ESG policy.

To ensure effective implementation, the Company provides suitable training pertaining to anti-corruption and anti-bribery practices. Additionally, the Company has established robust reporting mechanisms, allowing employees and stakeholders to report any act of corruption or bribery to the audit committee. The identity of the person reporting is protected, and confidentiality is maintained to encourage open communication and accountability.

For more details, please visit: <https://www.gtpl.net/investors/policies>

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

Nil

Category	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

**6. Details of complaints regarding conflict of interest:**

Topic	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	-	0	-



**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.**

The Company is committed to maintaining a transparent and compliant organization that strictly adheres to all legal and regulatory requirements. There have been no instances of fines, penalties, or actions taken by regulators, law enforcement agencies, or judicial institutions against GTPL for corruption or conflicts of interest, highlighting the effectiveness of the Company's anti-corruption measures. The absence of any corrective actions required underscores the Company's proactive approach to preventing corruption and conflicts of interest.

Each employee plays a crucial role in upholding the Company's commitment to compliance by ensuring that all tasks and processes meet the necessary standards. This collective effort enhances the Company's reputation as an organization that operates with the highest levels of integrity and transparency.

**Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:**

	<b>FY 2023-24 (Current Financial Year)</b>	<b>FY 2022-23 (Previous Financial Year)</b>
Number of days of accounts payables	114	134

**8. Open-ness of business**

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

<b>Parameters</b>	<b>Metrics</b>	<b>FY 2023-24 (Current Financial Year)</b>	<b>FY 2022-23 (Previous Financial Year)</b>
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	42.32%	45.93%
	b. Number of dealers / distributors to whom sales are made	26009	23783
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers / distributors	12.33%	11.94%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	14.95%	17.13%
	b. Sales (Sales to related parties / Total Sales)	12.51%	13.32%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	99.96%	99.71%
	d. Investments (Investments in related parties / Total Investments made)	100%	99.99%

**LEADERSHIP INDICATORS**

**1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

<b>Total number of awareness programmes held</b>	<b>Topics / principles covered under the training</b>	<b>% age of value chain partners covered (by value of business done with such partners) under the awareness programmes</b>
--	---	--

While the company did not directly conduct any specific programmes related to promoting fair and ethical business practices among its value chain partners, the Company has consistently supported its partners by providing guidance, resources, and encouragement. o the adoption of fair and ethical business practices across its value chain. This approach recognizes the importance of collective responsibility in promoting integrity and transparency throughout the business ecosystem.



**2. 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.**

The company has established a comprehensive Code of Conduct that covers issues related to integrity, gifts and business hospitality, respect for individuals, honesty, integrity, and ethics. This code is accessible to all employees on the company's intranet. Annually, the senior management and Board of Directors members affirm their adherence to this code.

The Code of Conduct emphasizes that Designated Persons, whether acting in their personal capacity or official capacity, 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.

Additionally, the company implements processes to avoid and manage potential conflicts of interest involving Board members. It has established a comprehensive Code of Conduct policy specifically for Board members, which directly addresses any potential conflicts of interest.

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



We guarantee the utmost reliability, functionality, and performance across all GTPL products and services. This encompasses the reliability and speed of wireless networks, the dependability of our services, and the features and performance of our devices. Our commitment extends to delivering exceptional customer service and support, ensuring accessibility and responsiveness from our customer support representatives, simplifying billing and account management systems, and enhancing 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.**

Type	FY 2023-24 (Current Financial Year)	FY 2022-23 (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?**

The Company has established a Suppliers' Code of Conduct that sets forth clear guidelines for engaging with suppliers. The term 'Supplier' encompasses entities with whom the Company maintains a business relationship, including their third-party workers, agents, contractors, suppliers, service providers, and other representatives. The Company follows a standard operating procedure for evaluating and selecting vendors, ensuring that suppliers who adhere to fair business practices and uphold human rights and business ethics are preferred partners.

Additionally, the Company enforces an ESG policy that applies to all its suppliers, outlining expectations regarding energy efficiency, emissions reduction, human rights, and other key parameters. This policy serves as a guiding framework for sustainable practices and responsible conduct throughout the supply chain.

The Company has also implemented a structured vendor registration process to verify compliance with relevant local and international laws. Vendors are encouraged to prioritize environmental protection and minimize waste generation in their operations.

**b. If yes, what percentage of inputs were sourced sustainably?**

Not Applicable



**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.**

Product	Process to safely reclaim the product
a. Plastics (including packaging)	Not Applicable
b. E-Waste	<p>As a service provider, GTPL's core business model focuses on delivering cable TV and broadband services rather than manufacturing physical products. However, the company also use setup boxes and other related parts to deliver the main service. Hence, the company reorganise its responsibility in managing the disposal of end-of-life, defective, and unusable products.</p> <p>GTPL actively promotes the reuse of set-top boxes to reduce waste generation. Through its network of local cable operators, the company collects used set-top boxes, refurbishes them, and reintroduces them to customers, emphasizing sustainability and operational efficiency. This approach not only minimizes environmental impact but also optimizes resource utilization.</p> <p>In cases where reclaimed products cannot be refurbished and reused, GTPL has established a specific procedure for disposing of such items using certified e-scrapers. This disposal process strictly complies with government regulations for the safe handling of e-waste, battery waste, and hazardous materials, ensuring responsible and environmentally sound practices in waste management.</p>
c. Hazardous Waste	
d. Other Waste	Not Applicable

**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.**

Not Applicable as it is a service industry.

**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?**

While the Company has not yet conducted a Life Cycle Assessment (LCA) for its services, it recognizes the importance of understanding the environmental impact of its operations. As part of its commitment to sustainability, the Company plans to identify the key aspects that should be assessed and incorporate this analysis into its business planning process in the coming years.

**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).**

Indicated input Material (By Weight)	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23

Not Applicable; As a service provider, the Company ensures strict compliance with all relevant regulations pertaining to waste management. Additionally, the Company has taken proactive steps to address waste-related challenges specific to its operations.

One such initiative involves providing incentives to customers to encourage the return of set-top boxes upon discontinuation of service. This approach has enabled the Company to reclaim a significant portion of its equipment, facilitating reuse and recycling.

Looking ahead, the Company is committed to exploring further opportunities to enhance its waste reclamation and recycling efforts. By adopting a proactive stance, the Company aims to maximize the recovery and reuse of materials, thereby minimizing waste generation and promoting a more sustainable business model.

**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 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste (STBs)	21.03MT	26.96 MT	20.78 MT	20.78 MT	22.68 MT	80.08 MT
Hazardous waste	NA	NA	2.74 MT	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA



Note: The total quantity listed under the recycled header represents the product that we have reclaimed and refurbished. From this recycled amount, the portion used again in operations is specified under reused header, while the remaining quantity will be reused next year.

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

Indicate Product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Digital Cable TV Service - setup boxes and parts	2%

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



GTPL is dedicated to ensuring comprehensive safety and fostering employee development. We believe that our employees' ongoing commitment and expertise contribute significantly to our extensive ecosystem and continuously deliver value to stakeholders. The company is committed to maximizing employee potential by providing them with meaningful opportunities for growth, encouraging open expression of their opinions at work, and offering the right exposure to enrich their skills.

**ESSENTIAL INDICATORS**

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

Category	% of employees covered by										
	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	655	655	100%	655	100%	0	0%	655	100%	0	00%
Female	45	45	100%	45	100%	45	100%	0	0%	0	00%
<b>Total</b>	<b>700</b>	<b>700</b>	<b>100%</b>	<b>700</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>655</b>	<b>100%</b>	<b>0</b>	<b>00%</b>
<b>Other than Permanent Employees</b>											
Male	1765	1765	100%	1765	100%	0	0%	1765	100%	0	00%
Female	81	81	100%	81	100%	81	100%	0	0%	0	00%
<b>Total</b>	<b>1846</b>	<b>1846</b>	<b>100%</b>	<b>1846</b>	<b>100%</b>	<b>81</b>	<b>100%</b>	<b>1765</b>	<b>100%</b>	<b>0</b>	<b>00%</b>

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

Category	% of employees covered by										
	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	0	0	00%	0	00%	0	0%	0	00%	0	0%
Female	0	0	00%	0	00%	0	0%	0	00%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>00%</b>	<b>0</b>	<b>00%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>00%</b>	<b>0</b>	<b>0%</b>
<b>Other than Permanent Employees</b>											
Male	0	0	00%	0	00%	0	0%	0	00%	0	0%
Female	0	0	00%	0	00%	0	0%	0	00%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>00%</b>	<b>0</b>	<b>00%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>00%</b>	<b>0</b>	<b>0%</b>

**c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format.**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	1.3%	0.9%



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

Sr. No.	Benefits	FY 2023-24 (Current FY)			FY 2022-23 (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%	00%	Y	100%	00%	Y
2	Gratuity	100%	00%	Y	100%	00%	Y
3	ESIC	54%	00%	Y	60.4%	00%	Y
4	Others-NPS- National Pension Scheme (voluntary)	00%	00%	NA	0%	00%	NA

**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 organization is fully equipped to accommodate differently-abled individuals, ensuring inclusivity through various facilities. The Company's offices are located in commercial buildings with accessible premises, including elevators and wheelchair provisions.

**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.**

The Company has a welfare policy that advocates non-discrimination or harassment on the grounds of any form of disability. This policy underscores GTPL's commitment to promoting inclusivity and ensuring that individuals with disabilities are afforded fair and equitable treatment in all aspects of employment and engagement with the Company. It is in the process of implementing an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. weblink : <https://www.gtpl.net/investors/policies>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	-	100%	NA	NA
Female	100%	-	NA	NA
<b>Total</b>	<b>100%</b>	<b>100%</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.**

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	NA	<p>The organization has a well-defined Code of Conduct in place for its employees, which serves as a guiding principle for addressing grievances and maintaining a positive work environment. Employees are encouraged to voice their concerns and discuss any issues that affect their work environment. They can approach their reporting manager, Head of Department (HoD), or the Human Resources (HR) department to address their concerns.</p> <p>Also, as per the company's Vigil Mechanism or Whistle Blower Policy, any suspected violation that is reported undergoes appropriate investigation. All information and processes disclosed during the investigation remain private and confidential, except the information required to conduct the investigation and any remedial action in accordance with the applicable laws.</p> <p>The organization has established a Code of Conduct Apex Committee, consisting of five members from managerial and higher positions. This committee meets at least twice a year to ensure the implementation of the Code of Conduct and monitor any non-compliance issues. The Apex Committee investigates complaints and grievances, including non-compliance with the Code of Conduct, and provides recommendations to the management committee. The organization submits an annual report on the implementation of the Code of Conduct to the management committee every year on April 30th for the preceding financial year.</p> <p>The company has a policy in place to prevent, prohibit, and address sexual harassment in the workplace, in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Internal Complaints Committee (ICC), consisting of six members presided over by a senior woman employee, investigates complaints related to sexual harassment. Employees can file a complaint by approaching an ICC member or by sending an email to 'feelsafe@gtpl.net'. The complaints and grievances are resolved within the stipulated time frame as per the policy guidelines.</p>
Other than Permanent Workers	NA	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	





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

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D/C)
<b>Permanent Employees</b>						
Male	655	0	0%	687	0	0%
Female	45	0	0%	56	0	0%
<b>Total</b>	<b>700</b>	<b>0</b>	<b>0%</b>	<b>743</b>	<b>0</b>	<b>0%</b>
<b>Permanent Workers</b>						
Male	0	0	0%	0	0	0%
Female	0	0	0%	0	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>

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

**a. Details of Skill upgradation training given to employees and workers.**

Category	FY 2023-24 (Current FY)			FY 2022-23 (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	655	158	24%	687	414	60%
Female	45	27	60%	56	25	45%
<b>Total</b>	<b>700</b>	<b>185</b>	<b>26%</b>	<b>743</b>	<b>439</b>	<b>59%</b>
<b>Permanent Workers</b>						
Male	0	0	0%	0	0	0%
Female	0	0	0%	0	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>

**b. Details of training on Health and Safety given to employees and workers.**

Category	FY 2023-24 (Current FY)			FY 2022-23 (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	655	495	76%	687	466	67.8%
Female	45	37	82%	56	27	48.2%
<b>Total</b>	<b>700</b>	<b>532</b>	<b>76%</b>	<b>743</b>	<b>493</b>	<b>66.4%</b>
<b>Permanent Workers</b>						
Male	0	0	0%	61	0	0%
Female	0	0	0%	6	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>67</b>	<b>0</b>	<b>0%</b>

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

The Company recognizes succession planning as a crucial component of its strategic planning process. It acknowledges the critical importance of identifying, developing, and retaining top leadership talent to ensure the organization's long-term success. To this end, the Company has implemented a well-defined succession planning process that outlines a comprehensive development plan for each key position within the organization. As part of this process, the Company regularly reviews the skills and competencies of its employees, identifying key positions that require a robust succession plan. This proactive approach allows the organization to anticipate and prepare for potential leadership transitions, ensuring a seamless transfer of knowledge and expertise.

The performance review for the financial year 2023-24 is scheduled to take place in the upcoming financial year, 2024-25. This timely evaluation will provide valuable insights and aid in the continuous improvement of the organization's succession planning strategies.



Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	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)	No. of employees / workers in respective category, who had a career review (D)	%(D/C)
<b>Permanent Employees</b>						
Male	655	655	100%	687	687	100%
Female	45	45	100%	56	56	100%
<b>Total</b>	<b>700</b>	<b>700</b>	<b>100%</b>	<b>743</b>	<b>743</b>	<b>100%</b>
<b>Permanent Workers</b>						
Male	0	0	0%	0	61	100%
Female	0	0	0%	0	6	100%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>67</b>	<b>100%</b>

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

<p><b>a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage such system?</b></p>	<p>the Company has put in place comprehensive work safety standards and measures, complying with all applicable laws governing environmental, health, and safety protection. The Company has a well-defined policy on health and safety for its employees. Employees receive regular internal communications and participate in health-related awareness sessions to stay informed and empowered. The Company has also partnered with vendors who conduct training and equip employees with the necessary skills to handle medical emergencies.</p> <p>The Company is committed to fostering a safe and healthy working environment at its operational sites and offices. It has defined Standard Operating Processes for its technicians, who are provided with Personal Protective Equipment (PPE) such as safety kits, gear, and shoes.</p> <p>Company follows to guidelines of ISO 45001 and have implemented Management system basis on the same.</p>
<p><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></p>	<p>The organization has implemented a comprehensive internal audit mechanism designed to proactively identify potential hazards and assess risks on a regular and systematic basis. The scope of the organization's health and safety management systems extends to all employees across all locations where the company operates. This broad coverage ensures that the organization maintains a consistent and high standard of safety practices, regardless of the geographical location or nature of operations.</p>
<p><b>c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)</b></p>	<p>All the sites of 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.</p>
<p><b>d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)</b></p>	<p>Yes, the organization places a strong emphasis on the well-being and financial security of its employees, ensuring they are covered under a robust suite of welfare programs. All employees of the organization are covered under a comprehensive group medical and accident insurance policy. This coverage provides employees and their families with access to quality healthcare services, safeguarding them against the financial burden of unexpected medical emergencies or accidents. In the unfortunate event of an employee's demise, the organization has implemented a death relief policy to provide financial assistance to the deceased employee's family.</p>



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

Safety Incident/Number	Category*	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

\*Including in the contract workforce

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

The organization takes a multifaceted approach to ensuring proper safety in the workplace. The Company has a comprehensive policy on Environment Health and Safety (EHS) in place. To ensure a safe and healthy workplace, several robust policies and practices have been implemented, including Prevention of Sexual Harassment (POSH) and Employee Welfare initiatives. Continuous efforts are made to improve workspaces and working conditions, with a focus on ensuring easy access to medical care. The office premises are equipped with essential safety measures such as first aid kits, fire extinguishers, and smoke detectors to promptly address any emergencies that may arise. Technical field staff are provided with Personal Protective Equipment (PPE) kits to safeguard their well-being while performing their duties. The responsibility for overseeing the implementation of health and safety policies is shared among management, departments, and relevant committees.

In addition to that the organization recognizes that the overall physical and mental well-being of employees is critical to its growth ambitions. With a people-focused approach, the company has implemented employee wellness programs that include doctor consultations, talk shows on diet and nutrition, hypertension, and other health-related topics. During the year, training on CPR (cardiopulmonary resuscitation) was conducted by the Red Cross Society to equip employees with the necessary skills to handle medical emergencies. Regular emails on health and wellness tips, covering topics such as good eye health and the benefits of yoga, are an initiative of the organization to boost the health of its employees. Various kinds of safety-related trainings are provided to employees across different verticals, while capacity-building workshops are conducted to equip them with the knowledge and skills necessary for secure and safe working conditions

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

Topic	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions						
Health & Safety		Nil			Nil	

**14. Assessments for the year:**

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

**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.**

There were no such incidences that required corrective action to be taken.

**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).**

- a. **Employees (Yes/No):** Yes
- b. **Workers (Yes/No):** NA



**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 prioritizes regulatory compliance as a key focus area, recognizing the importance of maintaining a responsible and ethical value chain. The Company has a well-defined vendor selection process in place, which includes a vendor declaration form that captures the valid registration of value chain partners under various statutory mandates, such as Provident Fund (PF) and Employee State Insurance Corporation (ESIC). Before engaging with any value chain partner, the Company verifies their adherence to these statutory obligations, including the deduction and deposit of taxes with the appropriate government authorities.

To ensure continuous compliance, the Company requires contractors to submit copies of attendance and wage registers, as well as challans, as ongoing evidence of the payment of statutory dues. This process allows the Company to closely monitor the compliance practices of its value chain partners and take corrective actions if any discrepancies are identified.

The Company mandates documented proof of compliance from value chain partners before making any payments. This requirement serves as a safeguard against non-compliance and ensures that the Company's value chain adheres to the highest standards of regulatory adherence.

**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:**

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	Nil. There were no such incidences.			
Workers				

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

Yes, the company has implemented a range of policies to ensure a seamless and supportive experience for employees undergoing resettlement or transfer. These policies, including the Intercompany Transfer Policy, Company Transfers Guidelines, and R-Employability Policy, provide a comprehensive framework for managing these transitions. These policies collectively provide a comprehensive framework for managing employee resettlement and transfer, ensuring that all aspects are thoroughly addressed. By implementing these policies, the company ensures that deserving candidates can meet their career aspirations and pursue growth opportunities, even in the event of 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	100%, Through its comprehensive EHS policy and ESG policy, the Company sets clear expectations for all its partners to provide a safe working environment for their entire workforce, including employees, contractors, and visitors, at their respective workplaces and sites.
Working Conditions	100%, Through its comprehensive EHS policy and ESG policy, the Company sets clear expectations for all its partners to provide a safe working environment for their entire workforce, including employees, contractors, and visitors, at their respective workplaces and sites.

**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.**

No significant risks or concerns were identified during the assessment, so no corrective actions were necessary.



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



Stakeholder engagement is pivotal for us as it fosters trust, ensures accountability, and promotes collaboration. Our stakeholders range from customers and employees to regulators, suppliers, shareholders, and the community. Through effective communication and engagement with these groups, we gain insights into their needs and expectations. This allows us to identify risks and opportunities, enabling informed decision-making that benefits everyone involved. Ultimately, this approach enhances customer satisfaction, regulatory compliance, operational efficiency, and drives overall business success.

**Essential Indicators**

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

the company has adopted a systematic approach to identifying stakeholders—individuals, organizations, and groups that are interested in or impact business operations and decisions. This identification process forms the foundation of the company's strategy.

The first step in the stakeholder engagement process involves identifying and categorizing stakeholders based on their level of interest and influence over the organization. This comprehensive mapping exercise encompasses both internal stakeholders, such as employees and management, and external stakeholders, including clients, vendors, the government, and the community. Once stakeholders have been identified, the Company focuses on understanding their specific needs, concerns, and issues. By ranking and prioritizing these factors, the Company can develop targeted engagement strategies to effectively manage relationships with each stakeholder group.

The Company's stakeholder engagement approach is designed to facilitate open and effective communication with each stakeholder group. This involves developing tailored engagement strategies that take into account the unique needs, preferences, and communication channels of each stakeholder group. By actively incorporating stakeholder needs and interests into its strategic planning and operational decisions, the Company demonstrates its commitment to creating value for all its stakeholders.

**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		<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 organization.



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
Employees		<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 organization, leading to improved efficiency and outcomes. Employee engagement, training, grievance redressal, feedbacks, consultations are major reasons of our interactions
Investors		<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		<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		<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		<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

### 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 identified key internal and external stakeholders, including Employees, Workers, Customers, Communities, and Vendors, who have a direct impact on its operations. Engaging and communicating with these stakeholders is crucial for understanding their needs and perspectives, which shape the Company’s decision-making processes. The Company actively seeks feedback and input from all stakeholders influencing its material topics, ensuring their voices are heard and integrated into strategic initiatives. Additionally, the Company values stakeholder consultation on sustainability matters before implementing significant projects, demonstrating a commitment to responsible and transparent decision-making. Effective communication with stakeholders is a cornerstone of the Company’s engagement strategy, fostering trust, transparency, and collaborative relationships. The Board and senior management collaborate to address various issues, with insights channelled to department heads for further action. By prioritizing stakeholder engagement, the Company strengthens its relationships, enhances accountability, and positions itself for sustainable growth in a dynamic business landscape.

**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, the company understands the crucial role stakeholders play in identifying its material issues. To effectively incorporate their insights, it engages with various stakeholder groups at multiple levels through a range of communication channels, including in-person and virtual meetings. The insights gathered from these diverse engagement methods are comprehensively analysed and synthesized to identify the material issues facing the organization. This thorough materiality assessment process guides the prioritization of issues, shaping the organization’s business strategy for the upcoming year. This has also resulted in formulation of our ESG policy. By aligning its strategic priorities with the material issues identified through stakeholder engagement, the organization demonstrates its commitment to fostering strong, collaborative relationships with its stakeholders and ensuring its decision-making is responsive to their needs and concerns. This approach contributes to the organization’s long-term sustainability and success.



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

By proactively engaging stakeholders through our Corporate Social Responsibility (CSR) initiatives, we actively identify and prioritize vulnerable and marginalized groups in the communities surrounding our facilities. Our extensive CSR policy is a testament to our dedication to making a meaningful impact across various critical areas.

We are committed to eradicating hunger and alleviating poverty, ensuring that basic needs are met for those in need. Our initiatives in preventive healthcare aim to improve overall community health and prevent diseases before they occur. We also place a strong emphasis on advancing education, providing opportunities for learning and growth to all age groups.

Our efforts extend to fostering rural development, enhancing the quality of life and infrastructure in less urbanized areas. We advocate for gender equality and empower women, recognizing the vital role they play in societal progress. Environmental sustainability is a cornerstone of our CSR activities, where we implement practices to protect and preserve the environment for future generations. Moreover, we are dedicated to safeguarding national heritage, art, and culture, understanding their importance in maintaining the identity and history of our communities. Through these comprehensive efforts, we strive to create a positive and lasting impact, fostering inclusive and sustainable development.

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



GTPL is dedicated to conducting business with integrity and transparency, adhering to the highest ethical standards and complying with labour laws, environmental regulations, and human rights principles. We are committed to creating an inclusive workplace where all employees are treated equally and free from 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**

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	700	175	25%	743	433	58%
Other than permanent	1846	440	24%	2002	150	7%
<b>Total Employees</b>	<b>2546</b>	<b>615</b>	<b>24%</b>	<b>2745</b>	<b>583</b>	<b>21.23%</b>
<b>Workers</b>						
Permanent	0	0	0	0	0	0
Other than permanent	0	0	0	0	0	0
<b>Total Employees</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (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>Employees</b>										
<b>Permanent</b>										
Male	655	0	0%	655	100%	687	0	0%	687	100%
Female	45	0	0%	45	100%	56	0	0%	56	100%
<b>Total</b>	<b>700</b>	<b>0</b>	<b>0%</b>	<b>700</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	1765	0	0%	1765	100%	1920	25	1%	1895	99%
Female	81	0	0%	81	100%	82	02	2%	80	98%
<b>Total</b>	<b>1846</b>	<b>0</b>	<b>0%</b>	<b>1846</b>	<b>100%</b>	<b>2002</b>	<b>27</b>	<b>1%</b>	<b>1975</b>	<b>99%</b>
<b>Workers</b>										
<b>Permanent</b>										
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
<b>Other than Permanent</b>										
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

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

### a. Median remuneration / wages

	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	3	9,03,000.00	0	NA*
Employees other than BoD and KMP	655	44,930.00	45	43,949.00
Workers	0	0	0	0

\*All the directors are non-executive. 2 KMPs are also part of our BOD

### b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	5%	6%

## 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)

GTPPL values human rights and is committed to maintaining a fair and equal workplace. This commitment is reflected in our ongoing efforts to ensure that human rights are upheld throughout all aspects of our business operations.

Key individuals responsible for managing human rights issues include the Head of Human Resources, department heads, the Compliance Officer (Company Secretary), and the Chief Human Resource Officer. These leaders oversee the implementation of policies and procedures designed to protect human rights within the company.

Our policies outline clear reporting procedures and redress mechanisms to address any human rights concerns or complaints. This includes adherence to the ESG policy, Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act of 2013. In accordance with this Act, we have established a comprehensive Prevention of Sexual Harassment (POSH) policy. This policy provides employees with contact information and email addresses to reach members of the Internal Complaints Committee (ICC), ensuring that incidents of workplace sexual harassment can be reported and resolved promptly and effectively.





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

The company takes a thorough approach to handling human rights grievances, employing various internal mechanisms. It conducts proactive due diligence to detect and prevent any potential adverse impacts on human rights, prohibits violations by its staff and partners, and integrates human rights respect into its fundamental management systems. Accessible grievance channels are provided for those affected by its operations, with a firm stance against exploiting vulnerable groups like child and forced labour. Furthermore, the company respects employees' core rights, such as freedom of association and collective bargaining, and maintains an open dialogue with trade unions.

We are dedicated to creating a platform for stakeholders to voice concerns and report any breaches of the GTPL Code of Conduct, company policies, or legal obligations, including human rights violations. To support this, we've implemented a vigilance mechanism, also known as the whistle-blower policy, enabling employees to report misconduct or violations without fear of retaliation. This commitment to human rights is deeply rooted in the company's ethos, permeating its culture, values, and operations, guiding decisions and actions at all levels.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	No Complaints were registered	0	0	No Complaints were registered
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour / Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

**8. Mechanism to prevent adverse consequences to the complainant in discrimination and harassment cases.**

Throughout the duration of the inquiry proceedings, GTPL will implement the following measures:

In cases where the accused individual holds a supervisory position over the complainant, the complainant will be relocated to ensure their comfort and safety. It will be ensured that no retaliatory actions are taken against the complainant or any witnesses in any form. If the accused individual is an external party, they will be restricted from accessing GTPL premises except for involvement in Internal Complaints Committee (ICC) proceedings. The accused individual will be prohibited from writing any performance evaluation or appraisal reports concerning the complainant.

These steps are designed to maintain fairness, protect the well-being of all involved parties, and uphold the integrity of the inquiry process.

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

The GTPL Code of Conduct serves as a comprehensive framework governing the conduct of all parties involved in contracts and purchase orders. It outlines the standards and expectations regarding ethical behaviour, compliance with legal requirements, and respect for human rights.

Vendors are required to adhere to a range of legal obligations mandated by various laws, statutes, rules, and regulations. These obligations encompass crucial aspects such as the Provident Fund, Employees State Insurance, Minimum Wages, Contract Labour, Child Labour, and other industrial and labour enactments that may be applicable at any given time.

Furthermore, human rights considerations are integral to GTPL's broader ESG policy. This policy underscores the company's commitment to upholding fundamental human rights principles across its operations and supply chain. As part of this commitment, suppliers are expected to align with human rights requirements outlined in the ESG policy.



**10. Assessments for the year:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	The Company has ensured that 100% of its offices were assessed for compliance with all applicable laws and regulations. It conducts comprehensive internal audits at all of its offices, overseen by the Prevention of Sexual Harassment (POSH) committee. These audits are designed to ensure that each office environment is safe and respectful for all employees.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	The company has enhanced its policy framework to effectively address human rights concerns and provide avenues for resolving any issues that may arise. GTPPL is preparing to implement self-assessments and internal inspections, encompassing both its employees and contractors.
Wages	
Others – please specify	
This strengthened policy framework underscores the company's commitment to ensuring the protection of human rights within its sphere of influence.	

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

No significant risks were found during the Company's assessments; thus, no corrective actions were required on their behalf.

**Leadership Indicators**

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

This is not applicable as no complaint has been registered, hence there is no need for any changes to the business processes.

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

The Company did not conduct specific Human Rights Due Diligence. However, the Company has put in place robust mechanisms to uphold human rights standards at all levels and for all its stakeholders. This commitment is reflected in the various committees and policies the Company has established to handle grievances and complaints related to human rights issues, such as the Internal Complaints Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act. Additionally, the Company is proactively working on developing an internal human rights due diligence checklist to further strengthen its processes and ensure comprehensive compliance with human rights standards across its operations.

**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?**

Yes, the company is aligned with the requirements of the Rights of Persons with Disability Act, 2016. The Company's offices are equipped with wheelchair accessibility, functioning lifts, and all necessary equipment to ensure a comfortable experience for differently abled visitors. These infrastructure improvements demonstrate the Company's dedication to removing physical barriers and promoting equal access.

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

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	The company shares and requires its value chain partners to maintain equivalent standards of morality and conduct in all their interactions, mirroring those upheld by the company. Adherence to various aspects of human rights is integrated into our contractual agreements and vendor onboarding procedures.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

No significant risks were found during the Company's assessments; thus, no corrective actions were required on their behalf.



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



Achieving a balance between societal, environmental, and economic demands is key to building sustainable shared value for all stakeholders over the long term. GTPL’s code of conduct promotes sustainable practices among employees and partners to ensure the well-being of our planet. We are dedicated to giving back to the environment and reducing our dependence on non-renewable resources as much as possible, both directly and indirectly. Our eco-conscious initiatives in offices highlight our commitment to sustainability. We aim to minimize our environmental footprint by optimizing our operations for efficiency and conserving scarce natural resources.

**Essential Indicator**

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From renewable sources</b>	Nil	Nil
Total electricity consumption (A) (GJ)	Nil	Nil
Total fuel consumption (B) (GJ)	Nil	Nil
Energy consumption through other sources (C) (GJ)	Nil	Nil
<b>Total energy consumption (A+B+C) (GJ)</b>	<b>Nil</b>	<b>Nil</b>
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (GJ per million INR)	Nil	Nil
<b>From non-renewable sources</b>		
Total electricity consumption (D) (GJ)	24,493.20	27,885.93
Total fuel consumption (E) (GJ)	1,378.73	1,429.30
Energy consumption through other sources (F) (GJ)	Nil	Nil
<b>Total energy consumption from non-renewable sources (D+E+F) (GJ)</b>	<b>25,871.93</b>	<b>29,315.22</b>
<b>Total energy consumed (A+B+C+D+E+F) (GJ)</b>	<b>25,871.93</b>	<b>29,315.22</b>
% of energy consumed from renewable sources (Energy consumed through renewable sources / total energy consumed)	-	-
<b>Energy intensity per rupee of turnover</b> (Total energy consumption/turnover in rupees) (GJ per million INR)	1.28	1.73
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	25.78	34.97
<b>Energy intensity in terms of physical output</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. 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.**

Not Applicable.



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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	NIL	NIL
(ii) Groundwater	28,811.504	31,865.5
(iii) Third party water	2,62.996	251.00 (previously 20915.54)
(iv) Seawater / desalinated water	NIL	NIL
(v) Others (Rainwater storage)	NIL	NIL
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	29,074.500	32,116.500 (previously 20915.54)
<b>Total volume of water consumption (in kilolitres)</b>	29,074.500	32,116.500 (previously 20915.54)
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover) (kl per million INR of revenue)	1.43	1.89
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	28.98	38.31
<b>Water intensity</b> (optional) - the relevant metric may be selected by the entity	-	-

\* **Note:** we have changed the value of water withdrawal for last year as per the new methodology adoption. Hence, there is a change in the total withdrawal, consumption and intensity numbers for previous financial year.

**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. Provide the following details related to water discharge:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	The Company uses water for drinking and sanitary purposes only. Hence, there is no discharge.	
- No treatment		
- With treatment - please specify level of Treatment		
(ii) To Groundwater		
- No treatment		
- With treatment - please specify level of Treatment		
(iii) To Seawater		
- No treatment		
- With treatment - please specify level of Treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment - please specify level of Treatment		
(v) Others		
- No treatment		
- With treatment - please specify level of Treatment		
<b>Total water discharged (in kilolitres)</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

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

Not Applicable as the Company does not have manufacturing or production units. The Company uses water for drinking and sanitary purposes only. Hence, there is no discharge.



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

Parameter	Unit	FY2023-24 (Current Financial Year)	FY2022-23 (Previous Financial Year)
NOx	mg/m3	The Company is working on setting up measures to be able to record and report the data for this indicator.	
SOx	mg/m3		
Particulate matter (PM)	mg/m3		
Persistent organic pollutants (POP)	mg/m3		
Volatile organic compounds (VOC)	mg/m3		
Hazardous Air Pollutants (HAP)	mg/m3		
Others - please specify	PPM		

**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

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

Parameter	Unit	FY2023-24 (Current Financial Year)	FY 2022-23 (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, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	97.51	100.17
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, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	4871.43	6274.33
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO <sub>2</sub> e/turnover	0.24	0.38
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO <sub>2</sub> e/turnover	4.95	7.60
Total Scope 1 and Scope 2 emission intensity in terms of physical output		-	-
Total Scope 1 and Scope 2 emission intensity (optional)- the relevant metric may be selected by the entity		-	-

**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

**8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide detail**

No projects are undertaken to specifically reduce Green House gas emissions. The Company ensures that it uses its resources responsibly and promotes eco-friendly practices to reduce GHG emissions.

**9. Provide details related to waste management by the entity, in the following format:**

At the Company's corporate offices, the primary categories of waste generated are Municipal solid waste, Paper, Plastic, and Food waste/Wet waste. These are disposed of through municipal corporations, in line with regulations.

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	NA	NA
E-waste (B)	90	93.87
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 waste generated (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>	<b>90</b>	<b>93.87</b>



Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	0.004	0.005
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	0.09	0.11
<b>Waste intensity in terms of physical output</b>	-	-
<b>Waste intensity (optional)</b> - the relevant metric may be selected by the entity	-	-
<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 (E-Waste)</b>		
(i) Recycled	30	93.87*
(ii) Re-used	25	
(iii) Other recovery operations	Nil	Nil
<b>Total</b>	55	93.87
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	Nil	Nil
<b>Total</b>	<b>Nil</b>	<b>Nil</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

10. 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.

The Company's services do not involve the use of hazardous or toxic chemicals.

11. 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.

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
No offices are present in ecologically sensitive areas.			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

13. 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:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
GTPPL has been compliant with all laws and regulations, thus, there was no imposition of any fines, penalties or any action against the Company.				



## LEADERSHIP INDICATORS

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

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area - Not applicable
- (ii) Nature of operations - Not applicable
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	NIL	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)		
<b>Water intensity (optional)</b> - the relevant metric may be selected by the entity		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	The water was consumed for drinking and sanitary purposes.	
- No treatment		
- With treatment - please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment - please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment - please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment - please specify level of treatment		
(v) Others		
- No treatment		
- With treatment - please specify level of treatment		
<b>Total water discharged (in kilolitres)</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. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)		The Company currently does not record data for the indicator. It is working towards building systems and procedures for recording and reporting on the same.	
<b>Total Scope 3 emissions per rupee of turnover</b>			
<b>Total Scope 3 emission intensity</b> (optional) - the relevant metric may be selected by the entity			

**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



**3. 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

**4. 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-with summary)	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 billing cycle
2	Automated Air condition monitoring systems	Ensures optimum utilisation of electricity by auto cutoff of Air conditioning systems.	Increased energy efficiency
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.

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

GTPL, a provider of Digital Cable TV services directly or through Cable Operators, relies heavily on three key components for business continuity: the Headend, the Wired Network across all operational locations, and the IT Infrastructure for its Conditional Access System (CAS) and Subscriber Management System (SMS). These components are critical for GTPL's business operations, necessitating a Disaster Management Plan centered around them. As part of its Business Continuity Plan, GTPL has established a Disaster Recovery (DR) Site in Kolkata, strategically located far from its main setup in Ahmedabad, western India.

The DR Site includes backup instances for Customer Data, where the implementation of Oracle 19c database in Oracle Cloud Infrastructure (OCI) ensures real-time data synchronization with live data (T+5 minutes). For CAS Data, key instances (NSTV & Nagra) are replicated at the DR site, covering 80% of the current base. The SMS Applications, essential for operational support and billing, have one set of applications (GTPL Saathi, Edge+, MQ, Report Server, Workforce, etc.) replicated daily at the DR site, with a NUTONIX cluster implemented at the STT Global Data Centre, Kolkata. The Headend Compression System uses multiple compression systems across Ahmedabad, Kolkata, Mehsana, and Tiruchendur, with all locations interconnected via dedicated Point-to-Point links and a backup dish antenna site in Ahmedabad.

Additionally, GTPL's ERP Data is supported by equivalent infrastructure in Oracle Cloud Infrastructure (OCI), and the Wired Network has a Ring or Redundancy Network created for enhanced reliability. This Disaster Management Plan ensures that GTPL can maintain business continuity and protect critical operations in the event of a disaster.

**6. 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 promotes environmental stewardship throughout its value chain, urging the adoption of eco-friendly practices. The company aims to incorporate sustainability into its procurement processes, extending beyond regulatory compliance to ensure vendors prevent or mitigate any negative environmental impacts.

**7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impact.**

100% in terms of the regulatory compliance related to environment.





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



GTPL is dedicated to enriching and simplifying customers’ lives with quality entertainment. To support this goal, we advocate for policies that foster industry growth while protecting the broader interests of society. As a leading MSO and industry expert, we actively engage in government consultations to help shape a strong regulatory framework. We prioritize transparency in all our operations across multiple locations and adhere to comprehensive policies and procedures that comply with relevant laws and regulations, which are publicly available. Furthermore, we connect with stakeholders through various social media platforms, fostering open communication on multiple fronts.

**ESSENTIAL INDICATORS**

1. a) **Number of affiliations with trade and industry chambers/ associations.**  
1
- 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:**

Name of Authority	Brief of the case	Corrective action taken
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GTPL ensures that all its policies and practices are in compliance with the relevant laws and regulations enacted by the government to prevent anti-competitive behaviour and is committed to upholding fair business practices and maintaining a zero-tolerance policy towards any form of anti-competitive behaviour in its operations. In the current year, no material cases of anti-competitive behaviour were reported, indicating that the Company’s policies and practices are effective in preventing such behaviour.

**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
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We didn’t engage in any policy advocacy in the financial year

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



GTPL is committed to economic growth that benefits everyone, aiming to create shared value that narrows societal gaps and fosters equitable development. For us, true organizational success is reflected in inclusive and sustainable growth. We actively engage with both internal and external stakeholders to understand and meet the diverse needs and demands of various groups. As a result, the organization has implemented several initiatives to support community development by creating opportunities. Our focus areas include eliminating hunger and poverty, promoting preventive healthcare, enhancing education, developing rural areas, ensuring gender equality, empowering women, supporting environmental sustainability, and addressing other specific community needs.



### ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name of the project	Brief details of the project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency? (Yes/No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable for the services provided.						

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

S. No.	Name of the project for which R&R is going on	State	District	Total No. of Project Affected Families (PAFs)	No. of PAFs covered by R&R	% of PAFs covered by R&R
No Project was carried out.						

3. Describe the mechanisms to receive and redress grievances of the community

The Company engages with its communities through CSR activities, which provides ample opportunities to listen to and address the needs of the members.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Directly sourced from MSMEs/ Small producers	26%	25%
Directly from within India	3%	Na

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Rural	00.04%	00.01%
Semi urban	00.01%	00.00%
Urban	14.95%	14.83%
Metropolitan	85.00%	85.16%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

### 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):

Details of negative social impact identified	Corrective action taken
Not Applicable	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Sr. No.	State	Aspirational District	Amount Spent in INR
The Company has not undertaken CSR projects in designated aspirational districts which have been identified by the government bodies.			

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)

No. The Company does not have a preferential procurement policy that gives importance to purchasing from suppliers who belong to marginalised or vulnerable groups.

- (b) From which marginalised /vulnerable groups do you procure? Not Applicable

- (c) What percentage of total procurement (by value) does it constitute? Not Applicable



**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:**

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating of benefits shared
The Company does not have any registered Intellectual Property.				

**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.**

Name of authority	Brief of case	Corrective action taken
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	Promoting Education	3,335	100%
	Women/Daughter Empowerment	35,850	100%
	Promotion of Health Care	10,000	75%

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



GTPL, is dedicated to delivering high-quality service to its customers. The company has established a robust system allowing stakeholders to report adverse events or complaints through a dedicated phone line, mailbox, or an online form available on the Consumer Corner section of its website. In an age of frequent data breaches, GTPL is committed to managing data responsibly, fostering a culture of trust and transparency among customers and stakeholders. The company prioritizes data privacy and regulatory compliance, adhering to strict standards to protect its customers' information.

**ESSENTIAL INDICATORS**

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

Customers can register their complaints through multiple channels: like 24/7 Toll-Free Customer Care Number, Email to Customer Care, Mobile App, WhatsApp, Self-Care Portal (Web Portal), Written Complaint.

Once a complaint or service request, we follow these steps: a n a unique Docket Number/Complaint Reference Number is assigned to the complaint and send it to the customer via SMS on their registered mobile number. Within the timeframe specified the complaints and service requests is addressed.

The details of the action taken on the complaint is communicated to the customer via SMS on their registered mobile number once the action is completed.

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

Business	As a percentage to total turnover
Environment and Social parameters relevant to product	Not Applicable
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	Not Applicable

\*Basic instruction manuals with safety details are provided with routers and modems.



**3. Number of consumer complaints**

	FY 2023-24 Current Financial Year			FY 2022-23 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	0	0		0	0	No complaints pending.
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	2	0		369	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Others	0	0		5	0	

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

Category	Number	Reason for recall
Voluntary recalls	No such instances were recorded.	
Forced recalls		

**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, to ensure the safety and privacy of data in today's digital age, it is essential to establish a comprehensive cybersecurity framework. We also have ISO 2700 which defines the overall framework of the management system for data privacy in the company. The company has an Information Security Awareness Program that covers topics such as phishing emails and the appropriate actions to take when encountering malicious information, emails, or links. We conduct regular training sessions for employees on these topics.

**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

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

**a. Number of instances of data breaches**

No such incidents were recorded.

**b. Percentage of data breaches involving personally identifiable information of customer**

Not Applicable

**c. Impact, if any, of the data breaches**

Not Applicable.

**LEADERSHIP INDICATORS**

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

The Company has established multiple platforms to help customers access information about its products and services. These include our website, mobile application and a 24/7 toll-free customer care number. Our website offers various channels where customers and interested parties can find comprehensive information about our products and services. Serving as a central hub for our online activities, the website is regularly updated with the latest details on our offerings. We feature a service section outlining all the services we provide, including pricing and availability. All these services can also be availed through our mobile app. Our 24/7 toll-free customer care number is available for customers to call for assistance, inquiries, or support at any time.

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

the company prioritizes customer education and awareness, recognizing the importance of informed consumers in its services. he company's commitment to meeting and satisfying customer needs drives innovation and competitiveness, as it continuously refines its value propositions to better serve its customers. The company collaborates with industry experts and associations



to stay updated on best practices and emerging safety issues, ensuring customers receive accurate and timely information. The company's dedicated customer support team is trained to address any questions or concerns, providing personalized guidance on its services. The consumer corner on our website also provides responsible usage of product information to the customers.

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

The organisation proactively informs customers of any disruptions or discontinuations of services due to maintenance or other failures through timely messages and scrolling notifications at the bottom of channels, ensuring they remain informed and updated.

**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 average CSAT score for PP is 81.43% and SP is 78.57%.