

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. **Corporate Identity Number:** L22200MH1984PLC034055
2. **Name of the Company:** Navneet Education Limited
3. **Registered Address :** Navneet Bhavan, Bhavani Shankar Road, Dadar (West), Mumbai-400028.
4. **Website:** www.navneet.com
5. **E-mail Id:** investors@navneet.com
6. **Financial Year reported:** 2016-17
7. **Sector(s) that the Company is engaged in (industrial activity code- wise) :**

Name and description of main products	Description	*Industrial Group
The Company is engaged in the business of Educational content publication and Scholastic stationery products	Publication	5811
	Stationery	17099

*As per National Industrial Classification

8. **List of three key products/services that the company manufactures/provides(as in balance Sheet):**
Publication : (a) Work Books (b) Digests (3) Children Story Books
Stationery : (a) Long Books (b) Note Books (c) File Folders
9. **Total number of locations where business activity is undertaken by the Company:**
(a) Number of International Locations (Provide details of major 5): Nil
(b) Number of National Locations :

The Company has its presence in the State of Maharashtra and Gujarat with its Registered Office situated at Mumbai and manufacturing units situated at Village Dantali, Dist. and Tal. Gandhinagar, Silvassa, Rakanpur - District Mehsana and Village Khaniwade, Tal. Vasai, Dist. Palghar.

10. **Markets served by the Company- Local/State/ National/International:**
 In addition to Indian Market, the Company also exports its stationery products to USA, Europe, parts of Africa and Middle East.

SECTION B : FINANCIAL DETAILS OF THE COMPANY

1. Paid –up Capital: ₹ 4,671 Lakh
2. Total Turnover: ₹ 1,11,453 Lakh
3. Total Comprehensive Income After Tax : ₹ 16,115 Lakh
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax(%) :
 (i) 2.57% of Total Comprehensive Income After Tax of FY 17.
 (ii) 2.20% of Average Net Profit for last three financial years.
5. List of activities in which expenditure in 4 above has been incurred :
 Promotion of Healthcare, Promotion of Education, Promotion of Sports, Tribal welfare, and programs on reducing social and economic disparities.

SECTION C : OTHER DETAILS

1. Does the Company have any Subsidiary Company/ Companies? Yes. The Company has 3 (three) subsidiary companies as on 31st March, 2017.
2. Do the Subsidiary Company/ Companies participate in the BR initiatives of the parent company? If Yes, then indicate

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the number of such subsidiary company(s).

Given the current size and scale of operations, subsidiary companies, as of now, are not engaged in initiatives process of the Company OR There is no participation.

3. Do any other entity/entities(e.g. suppliers, distributors etc.) that the Company does business with , participate in the BR initiatives of the Company? if yes, then indicate the percentage of such entity/ entities[(less than 30%,30-60%, More than 60%)]

No. Other entities with whom the Company does business with viz. suppliers, distributors etc. do not participate in the BR initiatives of the Company.

SECTION D : BR information

1. Details of Director/ Directors responsible for BR:

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

Shri Atul J. Shethia, Whole time Director (DIN : 00094108)

(b) Details of the BR head : Shri Atul J. Shethia, Whole time Director (Tel no. : 022 66 62 64 85)

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

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

P1- Business should conduct and govern themselves with Ethics, Transparency and Accountability.

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

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

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

P5- Businesses should respect and promote human rights.

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

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

P8- Businesses should support inclusive growth and equitable development.

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

- (a) Details in compliance (Reply in Y/N)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policy/policies for?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Yes								
3	Does the policy confirm to the national /international stakeholders?	Yes								
4	Has the policy been approved by the Board? If yes, has it been signed by MD/ owner/ CEO/appropriate Board of Directors?	Yes								
5.	Does the Company have specified committee of the Board/Directors Official to oversee the implementation of policy?	Yes								

6.	Indicate the link for the policy to be reviewed on line	Mandatory policies viz. CSR Policy, Insider Trading Policy, Code of Conduct are available on Company's website.
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes
8.	Does the Company have an in-house structure to implement the policy/policies?	Yes
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes
10.	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	It will be done in due course.

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

3. Governance related to BR :

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

This is first time the Company is publishing the Business Responsibility Report. In future, the Company will assess the BR performance annually.

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

This is first time the Company is publishing the Business Responsibility Report. The BR report for FY 17 is available on company's website. It will be published annually.

SECTION E : PRINCIPLE-WISE PERFORMANCE

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

1. Does the policy relating to Ethics, bribery and corruption cover only the Company ?Yes/No. Does it extend to group/ Joint Ventures/Suppliers/Contractors/ NGOs? Others?

The Company has defined code of conduct for Directors and all employees that covers issues, *inter-alia*, related to ethics and bribery. The Company acts with integrity in accordance with values of responsibility, excellence and innovation where the company does business. Compliances and adherence to the law and Company's own internal regulations are integral to the Company. It covers dealing with suppliers, customers and other business partners.

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

During the year under review, the Company has not received any complaints under investigation mechanism.

Principle 2 – Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

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

The Company believes in environment friendly initiatives and business practices.

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The Company products do not contribute to any environmental concern/risk/opportunities except for some of the materials used in its manufacturing process as mentioned below.

The Company products are mainly paper based. Usage of paper made from trees and thereby forest depletion is a concern in general. To mitigate this, the company use bagasse and FSC paper in production in place of regular paper.

To reduce the risk of using solvent based printing ink the company take proper precautions while storage and consumption and it also treats the process waste by in house treatment plants and follow safe disposal procedures.

The risks associated with PVC based adhesive used in company's binding function is reduced by safe handling procedures and processing the wastage through inhouse treatment plants.

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

- (a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

There is no exclusive tracking system for measuring the resources used for separate processes or per product due to numerous types of products involving multiple processes.

Following are some of the measures to combat the environmental effects of the raw materials the company uses. These again depends on the products being manufactured. As far as possible the company try to balance between its commercial and environmental concerns.

Particulars	FY15-16	FY16-17
Usage of FSC Paper in stationery division	18.51%	28.78%
Usage of Bagasse Paper	6.12%	9.86%
Usage of Water Based Ink	60.55%	50.26%
Usage of Starch Based Adhesive	33.37%	28.89%

- (b) Reduction during usage by consumption (energy, water) has been achieved since the previous year?

Not Applicable

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

- (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

The Company's major sourcing is for paper which constitutes 80% of its raw materials used. The Company ensured to purchase paper from well known, respected brands. Many of them are ISO 14001 certified ensuring compliance to environmental issues.

The Company use FSC certified paper sourced from FSC certified plants.

The Company continuously educate its vendors through meetings, visits to their factories, slogans on Company's purchase orders, etc.

All Company's transporters are advised as part of the agreement with them to keep their vehicles in good condition and keep all papers of the vehicles and drivers up to date and valid. The Company do not allow any vehicles which is not having valid certificates including PUC certificate inside the factory nor use them for our transportation purpose.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

- (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The Company is committed to the improvement of the surrounding localities of our factories. The Company take measures to uplift the life styles of the local people living around its factories. This is ensured by the Company by

following below practices :

- Outsourcing : 50% of Company’s outsourcing is done in the local areas within 20 kms surrounding its factories.
- Procurement : First preference is given to localized procurement in the nearby areas of the factories.
- Employment : Local man power is preferred for recruitment.
- Packing : 30% of Company’s non paper stationery packing is done in the vicinity of factories.
- The Company has developed and encouraged local factories across India to service its different sales areas. For example : The Company develops vendors at Bangaluru, Nagpur, Pune etc., to cater to the sales in various regions of India.
- The Company train local people for development in the areas of their work and life style skills.

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

Scrap management is given utmost importance at Navneet.

Majority of Company’s scrap (about 75%) is recyclable. Waste paper which forms majority of the scrap is sold back to paper mills for recycling through scrap dealers.

The Company follow all possible waste reduction practices in the production of its goods. The Company train all its employees on different techniques of scrap reduction and ensure they are followed. This helps in reduction of Company’s carbon footprint.

Principle 3 – Businesses should promote the well being of all employees

1. Please indicate total number of employees : 2572
2. Please indicate the total number of employees hired on temporary/contractual/casual basis :565
3. Please indicate the number of permanent women employee :174
4. Please indicate the number of permanent employees with disabilities :21
5. Do you have an employee association that is recognized by Management : No
6. What percentage of your permanent employees is members of this recognized employee association? N.A.
7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment filed in the last financial year and pending as on the date of financial year

Sr. No.	category	No. of complaints filed during the financial year	No. of complaints pending as on end of financial year
1.	Child labour / forced labour/involuntary labour	Nil	Nil
2.	Sexual harassment	Nil	Nil
3.	Discriminatory employment	Nil	Nil

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

- (a) Permanent Employees : 26.98%
- (b) Permanent Women Employees : 22.41%
- (c) Casual/ Temporary/ Contractual Employees : 54.51%
- (d) Employees with Disabilities : Nil

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

1. Has the Company mapped its internal and external stakeholders? Yes/ No.
Yes, The Company has mapped its internal and external stakeholders.
2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalized stakeholders.
Yes

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

The Company has undertaken a unique housing project at Dombivli, Maharashtra for under privileged communities and offered 1008 houses to deserving people from poor economic background at subsidized rates. The Company also carried out cancer prevention awareness and diagnosis camp in small villages in Kutch, Gujarat. The Company undertook a project in schools of Gujarat to improve the educational standards in primary schools which resulted in mainstreaming of 400 to 450 weak students.

Principle 5 – Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others? Partially covered

The Company does not have stated Human Rights Policy. However, few of the aspects are covered in the 'Company's Code of Conduct and Ethics of Employees' and 'Sexual Harassment Policy'.

2. How many stake holder complaints have been received in the last financial year and what percent was satisfactorily resolved by the management? : There were 55 complaints received from equity shareholders during the year 16-17. All the complaints were resolved as on 31st March, 2017.

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

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

Navneet is very much aware of the latest trends in the environmental management. The Company has environment, water & energy conservation policy and health & safety policies which works towards providing an environmentally sound and safe work atmosphere. All the employees are trained and aware of their responsibilities towards conservation, health & safety. The policies extend to its whole group.

Navneet takes care to increase the awareness to its suppliers, vendors, contractors and others with whom it deals by printing the required environment friendly instructions and what the Company expects out of them on all its communications with them like purchase orders and service orders.

The Company also send periodic communication to all its vendors and contractors about the Company's policies and expectations in being supportive of environment conservation apart from conducting audits.

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

Yes. The Company does have strategies/initiatives to address global environment issues as follows :

By increasing awareness of employees and others through training of Company's policies. All the employees are well aware of their responsibilities towards conservation, health & safety. They take all necessary steps to reduce the effects of Company's operations on environment.

The Company operates in a sustainable manner managing material, energy and water consumption by using the same efficiently, wisely and responsibly.

The Company's **environment policy** guides in ensuring compliance of all related environmental issues and controls by way of waste management, pollution control etc.

The **water & energy conservation policy** supports and enhances the Company's commitment to environmental sustainability and encourages changes in individual behaviours, actions, and processes.

The Company communicate with its suppliers, vendors, contractors etc about being environment friendly and its expectations regularly. The Company does this by printing slogans, etc on all its purchase orders, mails, etc. and by periodical communication about its policies and practices in being environment friendly.

The Company conduct social compliance audits of its vendors as per BSCI norms.

The Company conducted energy audits in its factories to assess

The plants have following certifications which show cases its commitment to our EHS initiatives.

- BSCI – A Grade
- WCA – 99% Score
- Sedex Members Ethical trade Audit (SMETA)
- ISO 9001 : 2008
- ISO 14001 : 2004
- OHSAS 18001 : 2007
- WAREX – Warehouse Excellency Award, Platinum and Gold Grades awarded to our warehouses by Institute of Logistics, CII
- FSC Certification by Forest stewardship Council
- Responsible Sourcing/social audits for customers like Walmart, Target, Office Depot, Lidl, etc.

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

Yes. The Company conducts Environment Risk assessment for all its processes and activities and take precautions / corrective actions as per the analysis. This is done annually or whenever any new activity is introduced by the Company.

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

The Company believes in clean development mechanism and has taken up many projects shifting the focus onto the clean development mechanism and thereby reduce its carbon footprint. Some of them are as follows :

- a. India has rich availability of sunlight. In order to tap this natural resource the Company has installed sky pipe technology to use focused sun light instead of electricity for lighting the plant. As of now this project is installed in one of its plant and is under testing. Eventually the Company shall extend this technology to all its other plants thereby saving substantial electricity.
 - b. The Company has installed 289 KW / day capacity roof top solar panels by investing 1.65 cr. The Company use this solar power to reduce the regular power consumption of its factory by almost 50%.
 - c. The Company generated 8.5 MW of wind power in the FY 16-17.
5. Has the company undertaken any other initiatives on- clean technology, energy efficiency, renewable energy etc. Y/N. If yes, please give hyperlink for web page etc.

Apart from the points mentioned in point no. 4 above, the Company also follow below initiatives in its plants to reduce environmental impacts.

1. **Clean Technology :**

The Company use Bagasse and FSC paper in manufacturing to reduce the forest depletion, test the plastics and other relevant materials for compliance of REACH, SVHC and use only safe materials.

2. **Power Consumption :**

- Natural light is used majorly during day time by using polycarbonate sheets in the roof and side walls to allow daylight inside the warehouse.
- Lights used in the plants are 28 Watts tube lights of T5 variety which ensures more lighting with less power consumption.
- All the computers are with the settings to go into sleep mode if inactive for three minutes. This ensures minimum power consumption when computers are not in use.
- The inside temperature of the plants are kept low by 4-5 degrees Celsius by insulating the building by smart board.
- Roof is insulated by fibre glass insulation with aluminum foil to keep temperatures low by reflecting sunlight.

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- The Company maintains all its electrical equipment in proper condition. Systems are set so that minimum power is consumed.
3. **Transport** : While making agreements with transporters, the Company insist that vehicles with PUC and proper maintenance only need to be used for our purposes. Without PUC, no vehicle is allowed within our premises nor used for loading and unloading purposes.
4. **Environment Initiatives** :
- The Company is maintaining around ten thousands trees and plants in its factories to increase the green cover.
 - Rain water harvesting is done by way of self constructed pond and wells in its plants.
 - Solar heater used for heating water and cooking in canteen operations.
6. Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?
- Yes. The Company conduct periodical emission / waste water testing as per norms and confirm that the parameters are maintained within the levels prescribed by the PCB.
7. Number of Show Cause/ legal notices received from CPCB?SPCB which are pending)i.e. not resolved to satisfaction) as on end of Financial Year : Nil

Principle 7 – Businesses when engaged in influencing public and regulatory policy should do so in a responsive manner

1. Is your Company a member of any trade and chamber or association? If yes, Name only those major ones that your business deals with :
- The Company is member of :
- Indian Merchant's Chamber
 - The Federation of Educational Publishers in India
 - Bombay Booksellers & Publishers Association
 - The Federation of Indian Publishers
 - CAMEXIL
 - Gujarat Chamber of Commerce & Industry
2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/ No. If yes specify the broad areas(drop box: Governance and Administration, Economic Reforms, Inclusive development Policies, Energy security, water , Food Security, Sustainable Business Principles, Others) : No

Principle 8 – Businesses should support growth and equitable development

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

The Company undertakes programs on Promotion of Healthcare, Promotion of Education, Promotion of Sports, Tribal welfare, and programs on reducing social and economic disparities.

Promotion of Healthcare

Hospitals & patient support

Healthcare in India is unaffordable to a large section of society. The situation is especially grim when the sole bread-winner of the family is hospitalized. This creates a huge burden on the entire family. Navneet Foundation has taken up the responsibility of helping such patients by establishing hospitals in Maharashtra and Gujarat over last several years. Besides establishing hospitals, Navneet Foundation has also been helping other hospitals of repute to upgrade their facilities. Every month scores of patients approach Navneet Foundation for financial support. Financial aid is provided directly to respective hospitals to ensure appropriate utilization of funds for each patient.

Cancer Prevention and Cure

The Navneet Cancer Research Hospital (<http://www.jankalyanmedicalsociety.org/>) is one-of-its-kind hospital in Mandvi, Kutch, (Gujarat). It has been established to attack and detect the disease of Cancer and other crucial diseases in all the forms. One of the objectives of the Hospital is to investigate the incidence, prevalence, symptoms pathology, treatment and promotion of the cure for Cancer.

Tribal Medical Service, Khanivade, Maharashtra

The Company has started a unique Tribal Medical Camp in 5 tribal villages of Khanivade Panchayat. Khanivade is geographically only 50 KMs from Mumbai but the tribal residents of villages of Khanivade are still living an underprivileged life. Basic facilities like roads and medical services are either missing or not up to the mark.

Every day from Monday to Friday, a doctor visits a village. Every patient is checked and a medical file capturing basic details like weight, height, medical condition is made. Details of every visit and medical condition are maintained in the file. First aid and medicines are provided free of cost to every patient who comes for consultation.

Promotion of Education**Teacher Training**

Teachers are the backbone of any education system. Teachers need to constantly update their skills to ensure that educational outcomes are achieved.

The Company decided to strengthen the efforts of Education Department and initiated Training Workshops for teachers. Over 3500 teachers were trained during 2016-17 as a part of this initiative.

Remedial Education

The company commissioned a pilot to improve the learning outcomes of school students at government school in Waliv, Maharashtra, where there were a large number of students who were not able to achieve educational outcomes expected of them. The Company started Remedial Education class during regular school hours. Academically weak students are sent to the Remedial Education class for 2 sessions daily.

Vocational Training

The Company has setup an ITI in Kutch, Gujarat which is imparting much needed, job oriented courses (short-term and long-term) to the rural youth. The ITI is catering to 180 youth in long-term courses.

Promotion of Sports**Preparing for Olympic Gold**

The company is grooming a promising Table Tennis player, Diya Chitale. Diya is the upcoming star of Indian table tennis. She is just 12 years old and is already creating waves in the sub junior under 15 circuits.

Animal Welfare

The company recognizes the right of existence of every animal on this planet. The Company supports scores of animal shelters which provide food and water essential for survival of stray animals during droughts and summer months. These institutions are managed with all sincerity in the normal years as well as during drought years.

Care for Environment

The company supports rainwater harvesting and watershed development. The company is one of the leaders credited with bringing about green revolution in Kutch, Gujarat through its pioneering work in watershed development.

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

The projects are undertaken through the help of credible NGOs who demonstrated track record of undertaking and excelling in projects. Wherever possible, the company also partners with government entities. One such collaboration was with the Navi Mumbai Municipal Corporation (NMMC) where over 50 teachers were trained as part of teacher training workshop where NMMC played a pivotal role in organization and facilitation.

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

The company has done assessments for two of its projects: Teacher Training and remedial class room projects. The teachers reported improved understanding of new guidelines by Department of Education and improved retention of key learning by students as a result of insights gained from Teacher Training Workshops. The schools have also reported similar observations and have requested the Company to continue the workshops in years to come.

The Remedial Education project in Waliv reported improved learning outcomes in participating students. Over 80% of the participating students were mainstreamed and were able to attend and follow matter taught in regular school classes.

4. What is your company's direct contribution to community development projects-Amount in INR and the details of the project undertaken.

During the year, the Company has spent ₹ 4,15,60,000/- towards various CSR activities. The project wise details are provided in Annexure - A to Directors' Report.

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

The company undertakes programs in partnership with local community. Community participation is the starting point of most of the programs. The Tribal Medical Service is one such example where in the space for conducting the camp is provided by the community. The community ensures that the entire village is aware about the service. The village leaders also ensure that the doctor is taking appropriate care of the patients coming for consultation.

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

1. What percentage of customers complaints/consumer cases are pending as on the end of financial year.

One(1) consumer case is pending as on year ended 31st March, 2017 . In fact, it is an appeal filed by the Company against an order passed by District Forum, Nashik sine the Company feels that Hon'ble District Forum, Nashik has passed an order in favor of the consumer without any merit and there is no violation of any rule or unfair trade practice by the Company.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No /N.A./Remarks(additional information): NA

3. Is there any cases filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year, If so, provide details thereof, in about 50 words or so. : No

4. Did your company carry out consumer survey/consumer satisfaction trends?

For some of stationery brand, consumer survey in the form of feedback by filling questionnaire form is carried out by the Company.