

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT**SECTION A: GENERAL DISCLOSURES**

Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity: L51430OR1918GOIo34390
2. Name of the Listed Entity: The Orissa Minerals Development Company Limited
3. Year of incorporation: 1918
4. Registered office: address sail office, ground floor, 271, Bidyutmarg, unit-iv,Sastri nagar,bhubaneswar-751001,odisha
5. Corporate address: sail office, ground floor, 271, Bidyutmarg, unit-iv, Sastri nagar,bhubaneswar-751001,odisha
6. E-mail: omdc.sec.dept@gmail.com
7. Telephone: 0674-2391595
8. Website: www.birdgroup.co.in
9. Financial year for which reporting is being done: 2024-2025
10. Name of the Stock Exchange(s) where shares are listed: NSE, BSE, CSE
11. Paid-up Capital: 60,00,000
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report: Shri V C Suratkal, MD, Addl. Charge, Telephone: 0674-2391595, email:omdc.sec.dept@gmail.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together): Standalone basis.

Products/services

14. Details of business activities (accounting for 90% of the turnover):

S.No.	Description of Main Activity	Description of Business Activity	%of Turn over of the entity
01	Manufacturing	Mining of Iron Ore	100%
02	Manufacturing	Mining of Manganese Ore	-

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S.No.	Product/Service	NIC Code	% of total Turnover contributed
01	Mining of Iron Ore	071	100%
02	Mining of Manganese Ore	072	-

THE ORISSA MINERALS DEVELOPMENT COMPANY LIMITED

III Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	04 (Iron Ore Mines(3) & Sponge Iron Plant(1))	02 (Bhubaneswar & New Delhi)	06
International	-	-	-

17. Markets served by the entity:

Number of locations

Locations	Number
National(No. of States)	2
International(No. of Countries)	-

What is the contribution of exports as a percentage of the total turnover of the entity? NIL

A brief on types of customers: Majority of customers are Steel Manufacturers

IV. Employees

18. Details as at the end of Financial Year:

Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
<u>EMPLOYEES</u>						
1.	Permanent(D)	62	61	98%	01	2%
2.	Other than Permanent(E)	-	-	-	-	-
3.	Total employees(D+ E)	62	61	98%	01	2%
<u>WORKERS</u>						
4.	Permanent(F)	174	165	95%	09	5%
5.	Other than Permanent(G)	-	-	-	-	-
6.	Total workers (F+G)	174	165	95%	09	5%

Differently abled Employees and workers: NIL

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	7	2	28.5%
Key Management Personnel	3	-	-

20. Turnover rate for permanent employees and workers

Not applicable as the company is yet to start its operations

Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding/subsidiary/associate companies/jointventures (A)	Indicate whether holding/Subsidiary/Associate/Joint Venture	%of share held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity?(Yes/No)
01	Eastern Investments Limited	Holding Company	51%	No
02	Rashtriya Ispat Nigam Limited	Ultimate Holding Company	-	No
03	The Bisra Stone Lime Company Limited	Fellow Subsidiary	-	No

CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) NO

- Turnover (in Rs.): 7100.17 Lakhs
- Net worth (in Rs.): (5157.81) Lakhs

Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct: NIL

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism Place (Yes/No)	FY25 Current Financial Year			FY 24 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaint spending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaint spending resolution at close of the year	Remarks
Shareholders	NA	0	0	-	0	0	0
Employee and workers	NA	0	0	0	0	0	0
Customers	NA	0	0	0	0	0	0
Value Chain Partners	NA	0	0	0	0	0	0
Other (please specify)	NA	0	0	0	0	0	0

THE ORISSA MINERALS DEVELOPMENT COMPANY LIMITED

24. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications: Not applicable as the company is yet to start its operations.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1.a.Whetheryourentity’spolicy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Not applicable								
c. Has the policy been approved by the Board?(Yes/No)									
d. Web Link of the Policies, if available									
2.Whethertheentityhastranslatedthepolicy into procedures.(Yes /No)									
3.Dotheenlistedpoliciesextendtoyourvaluechainpartners?(Yes/No)									
4.Nameofthenationalandinternational codes/certifications/labels/standards (e.g.ForestStewardshipCouncil,Fairtrade,RainforestAlliance,Trustee)standards(e.g.SA8000,OHSAS,ISO,BIS)adoptedbyyour Entity and mapped to each principle.									
5. Specific commitments, goals and targets Set by the entity with defined timelines, if any.									
6.Performanceoftheentityagainstthespecific commitments, goals and targets along-with reasons incase the same are Not met.									
Governance, leadership and oversight									
7.Statementbydirectorresponsibleforthebusinessresponsibilityreport,highlightingESGrelatedchallenges,targetsandachievements(listedentityhasflexibilityregardingthe Placement of this disclosure) Not applicable as the company is yet to start its operations.									
8.Detailsofthehighestauthorityresponsibleforimplementationandoversightofthe Business Responsibility policy (ies).	Shri V C Suratkal, MD, Addl. Charge								
9.DoestheentityhaveaspecifiedCommitteeofthe Board/Directorresponsiblefordecisionmakingonsustainabilityrelatedissues?(Yes/No).If yes, provide details.	NA								

10. Details of Review of NGRBCs by the Company: NIL																			
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 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Not applicable																		
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																			
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									

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	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)									
The entity is not at a stage where it is in a position 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)	Not applicable								
Any other reason (please specify)									

SECTION C: PRINCIPLEWISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be

THE ORISSA MINERALS DEVELOPMENT COMPANY LIMITED

voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible. – In view critical financial condition of OMDC, the company is unable to fulfil the most of the Principle wise performance disclosure requirements in this report. Operations of Mines of OMDC were stopped since more than 10 years and the same are yet to start. Hence, in most of the disclosure requirements of this report was stated as NIL/Not Applicable.

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable. – Not Applicable

Essential Indicators

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

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	NIL: As the company is facing critical financial crisis. However, Directors of the Company are being nominated to training Programmes conducted by DPE, SCOPE etc		
Key managerial personnel			
Employees other than BoD			

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 (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website): NIL/Not Applicable
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. 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. NA. As the company is a CPSE, these issues will be taken care by Vigilance Dept/CVO/CVC.
5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption: NIL
6. Details of complaints with regard to conflict of interest: NIL
7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest. – Not Applicable
8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format: NA

9. Open-ness of business

Provided detailsof concentrationof purchasesandsaleswithtradinghouses,dealers,andrelatedparties along-withloansandadvances&investments,withrelatedparties,: NIL

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year: NA/NIL
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. NO

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

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. Not Applicable
2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) No
3. b. If yes, what percentage of inputs were sourced sustainably?
4. 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. NA
5. 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. NA

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? Not Applicable
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). Not Applicable
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: NA

THE ORISSA MINERALS DEVELOPMENT COMPANY LIMITED

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

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

Essential Indicators

1. a. Details of measures for the well-being of employees: NIL
- b. Details of measures for the well-being of workers: NIL
- c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format – NIL

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2025 Current Financial Year			FY 2024 Previous Financial Year		
	No. of employees covered as a % of Total employees	No of workers covered as a %of Total workers	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 workers	Deducted and deposited with the authority(Y/N/N.A.)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	NA	NA	NA	NA	NA	NA
Others– please specify	NA	NA	NA	NA	NA	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. NA

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. NA
5. Return to work and Retention rates of permanent employees and workers that took parental leave. NIL
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. NIL
7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: NIL
8. Details of training given to employees and workers: NIL
9. Details of performance and career development reviews of employees and worker: NA

10. Health and safety management system:

- a) Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system? NA
 - b) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? NA
 - c) Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N) NA
 - d) Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No) Yes
11. Details of safety related incidents, in the following format: NIL
12. Describe the measures taken by the entity to ensure a safe and healthy work place. NA
13. Number of Complaints on the following made by employees and workers: NA
14. 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. NA

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). Yes - As per employees compensation act, 1923.
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners. NA
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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment: NIL
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) NA
5. 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. NA

PRINCIPLE4: Businesses should respect the interests of and be responsive to all its stakeholders – NA

1. Describe the processes for identifying key stakeholder groups of the entity.
2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group

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

PRINCIPLE5: Businesses should respect and promote human rights - NA

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity: NA
2. Details of minimum wages paid to employees and workers:
3. 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) No
4. Describe the internal mechanisms in place to redress grievances related to human rights issues. NA
5. Number of Complaints on the following made by employees and workers: NIL
6. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013,:NIL
7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases. NIL
8. Do human rights requirements form part of your business agreements and contracts? (Yes/No) Yes
9. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments stated above. NA

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.
2. Details of the scope and coverage of any Human rights due-diligence conducted.
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?
4. Details on assessment of value chain partners

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

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

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format: NA
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. NA
3. Provide details of the following disclosures related to water: NA
4. Provide the following details related to water discharged: NA
5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.
6. Please provide details of air emissions (other than GHG emissions) by the entity: NA
7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity: NA
8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details. NA
9. Provide details related to waste management by the entity NA
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. NA
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
12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:
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:

Leadership Indicators

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

THE ORISSA MINERALS DEVELOPMENT COMPANY LIMITED

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

- i. Name of the area
 - ii. Nature of operations
 - iii. Water withdrawal, consumption and discharge:
2. Please provide details of total Scope 3 emissions & its intensity, in the following format:
 3. With respect to the ecologically sensitive areas reported at Question 11 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.
 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:
 5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.
 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.
 7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

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

Essential Indicators

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

Leadership Indicators

1. Details of public policy positions advocated by the entity:

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development – NA

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity,:
3. Describe the mechanisms to receive and redress grievances of the community.

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

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):
2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:
3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
(b) From which marginalized/vulnerable groups do you procure?
(c) What percentage of total procurement(by value)does it constitute?
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:
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.
6. Details of beneficiaries of CSR Projects:

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner – NA

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:
3. Number of consumer complaints in respect of the following:
4. Details of instances of product recalls on account of safety issues:
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.
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.
7. Provide the following information relating to data breaches:

THE ORISSA MINERALS DEVELOPMENT COMPANY LIMITED

- a) Number of instances of data breaches
- b) Percentage of data breaches involving personally identifiable information of customers
- c) Impact, if any, of the data breaches

Leadership Indicators

- 1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).
- 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
- 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.
- 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)