

Annexure “III”

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT
FOR THE FY 2023-24
In terms of Regulation 34 of the Listing Regulations

Section A) General Disclosures

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L29120MP1995PLC009327
2. Name of the Listed Entity	SHAKTI PUMPS (INDIA) LIMITED
3. Year of incorporation	1995
4. Registered office address	Plot No. 401, 402 & 413 Sector III Industrial Area Pithampur (M.P.) 454774
5. Corporate address	Plot No. C-04, Silver Spring, Phase-2, Business Park, By-pass Road, Opp D Mart, Indore-452020. (M.P.) India
6. E-mail	cs@shaktipumpsindia.com
7. Telephone	+91-731-3635000
8. Website	www.shaktipumps.com
9. Financial year for which reporting is being done	2023-24
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11. Paid-up Capital	Rs. 20,03,51,000
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Ravi Patidar Phone No.: +91-731-3635000 Email: cs@shaktipumpsindia.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
14. Name of assurance provider	Not Applicable
15. Type of assurance obtained	Not Applicable

II. Product & Services

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

S No	Description of Main Activity	Description of Business Activity	% of turnover of the entity
1	Manufacturing	Electrical equipment, General Purpose and Special purpose Machinery & equipment, Transport equipment	100%

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

S No	Product /Service	NIC Code	% of the total turnover contributed
1.	Manufacture of other pumps	28132	100%



III. Operations

18. Number of locations where plants an/or operations/offices of the entity are situated

Location	Number of Plants	Number of Offices	Total
India	2	29 Branch Offices across the country	29
International	-	4 (situated at (USA, Bangladesh, UAE and Uganda)	4

19. Markets served by the entity:

a. Number of Locations

Locations	Number
Across the globe	100 Countries and more

b. What is the contribution of exports as a percentage of the total turnover of the entity? 19.11%

c. A brief on types of customers:

Our customer base includes farmers, general consumers and we serve them through a network of dealers and retailers.

IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

SL No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No.(C)	% (C/A)
Employees						
1	Permanent (D)	507	479	94%	28	6%
2	Other than Permanent (E)	0	0	0	0	0
3	Total Employees (D+E)	507	479	94%	28	6%
Workers						
4	Permanent (F)	78	77	99%	1	1%
5	Other than Permanent (G)	1024	992	97%	32	3%
6	Total (F+G)	1102	1069	97%	33	3%

18. b Differently Abled Employees & Workers - NO

19 Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No.(B)	% (B/A)
Board of Directors	6	1	16.66%
Key Management Personnel	2	0	0

20. Turnover rate for permanent employees and workers.

	Turnover Rate - FY2024			Turnover Rate - FY2023			Turnover Rate - FY2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	0.14	0.27	0.41	18.21	0.76	18.97	12.49	0.91	13.4
Permanent Workers	0.11	0.67	0.78	2.37	0.00	2.37	0.72	0.00	0.72

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

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

I. PARTICULARS OF HOLDING, SUBSIDIARY & ASSOCIATE COMPANIES

S.No.	Name	Address	Description
1	Shakti Pumps USA, LLC	740 Florida Central Parkway Suite #1008 Longwood, Florida, USA. 32750*	Wholly Owned Subsidiary
2	Shakti Pumps FZE, UAE	Shakti Pumps (FZE) Q4-267, Saif Zone, PO Box 8521, Sharjah, UAE	Wholly-Owned Subsidiary
3	Shakti Pumps (Bangladesh) Limited	Unique Trade Centre, 19th Floor, 8 Panthapath, Karwanbazar, Dhaka 1215, Bangladesh	Wholly-Owned Subsidiary
4	Shakti Energy Solutions Private Limited	Plot No.155, 156, Sector 3, Industrial Growth Centre, Dhar, Pithampur, Madhya Pradesh, - 454774	Wholly-Owned Subsidiary
5	Shakti EV Mobility Private Limited (Previously known as Shakti Green Industries Private Limited)	Plot No.4, Industrial Area, Sector 5, Pithampur III, Dhar, Madhya Pradesh - 454774	Wholly-Owned Subsidiary

* Prior to May 25, 2017 the registered place was 821 West Forest Brook Road, Maitland, Florida, USA. 32751

VI. CSR Details

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

(ii) Turnover (in Rs.): Please refer the Financial Statement

(iii) Net worth (in Rs.): Please refer the Financial Statement

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 link	FY2024			FY2023		
		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	Nil	Nil	Nil	Nil	Nil	Nil
Investors (Other than Shareholders)	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Employees & Workers	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Customers	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Value Chain Partners	Yes	Nil	Nil	Nil	Nil	Nil	Nil

Shareholders: <https://www.shaktipumps.com/invester-grievance.php>

Communities, Investors, Employees & Workers, Customers and Value chain Partners :- <https://www.shaktipumps.com/portals/>

Employees and Workers: https://www.shaktipumps.com/policies_programmes/grievance_policy_spil.php



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

Indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, the rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:-

SL No	Material Issue Identified	Risk / Opportunity	Rational for identifying risk or opportunity	In case of risk approach to adapt or mitigate	Financial implication of risk or opportunity
1.	Environmental Impact	Risk	Shakti Pumps' products rely on energy-intensive manufacturing processes. Regulatory changes favouring sustainable practices could lead to increased compliance costs and reduced market access.	Implement energy-efficient manufacturing technologies and processes. Invest in renewable energy sources for operations.	Initial investment in eco-friendly technologies might be high, but long-term operational cost savings and improved market reputation can offset this.
2.	Water Scarcity	Risk	Water is a key resource for pump manufacturing and agriculture. Water scarcity due to climate change could disrupt production and agricultural activities, affecting demand for products	Enhance water management practices within manufacturing facilities. Promote water-efficient farming techniques among customers.	Increased investment in water-saving technologies might be needed. Reduced demand from agricultural customers could impact revenue.
3.	Social Responsibility	Opportunity	Farmers are a significant customer group. Supporting them with training on sustainable farming practices can lead to improved product adoption and loyalty	Develop educational programs and resources for farmers. Collaborate with agricultural institutions for training initiatives.	Initial investment in educational programs. However, improved product adoption and customer loyalty can drive long-term revenue growth.
4.	Renewable Energy Adoption	Opportunity	Shakti Pumps specializes in solar water pumps. Increasing awareness and adoption of renewable energy sources provide a growing market for solar pumps.	Expand marketing efforts to highlight the benefits of solar pumps. Collaborate with government initiatives promoting renewable energy	Potential for increased sales and market share in the growing renewable energy Sector.
5.	Supply Chain Sustainability	Risk	Raw materials are crucial for manufacturing. Disruptions due to poor supplier practices or lack of sustainability measures could impact production and reputation.	Implement supplier screening and engagement for sustainability standards. Diversify supplier base to reduce dependency.	Investment in supplier management systems and potential cost of transitioning to new suppliers. Reduced supply chain disruptions and improved reputation over time.

SECTION B: Management and Process Disclosures:-

This section is aimed at helping business's social, environmental and economic impacts put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	N	Y	N	Y	N	Y	Y
c. Web Link of the Policies, if available	Principle 1: Vigil Mechanism Policy https://www.shaktipumps.com/policies_programmes/vigil_mechanism_policy.php Principle1. Directors Code of conduct https://www.shaktipumps.com/policies_programmes/vigil_mechanism_policy.php Principle 2: Integrated Management System Policy https://www.shaktipumps.com/quality-policy.php Principle 3: Grievance Policy https://www.shaktipumps.com/policies_programmes/grievance_policy_spil.php Principle 4, 6 and 8: Corporate Social Responsibility Policy https://www.shaktipumps.com/policies_programmes.php Principle 6: Procedure for Hazard Identification and Risk Assessment Issue : https://www.shaktipumps.com/policies_programmes/Procedure_for_Hazard_Identification_and_Risk_Assessment_Issue.php Principle 9: Data Privacy Policy https://www.shaktipumps.com/policies_programmes/Data_Privacy_policy_SPIIL.php								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	N	Y	N	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	N	Y	N	Y	N	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO certifications ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018. European Conformity Certified, ISI, North American Component Certified, NSF Certificate, Open Range Certificate on control panel, UL Certificate.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Nil	Y	Nil	Y	Nil	Nil	Nil	Nil	Nil
	P2: Reuse or responsibly recycle 100% of packaging plastics and eliminate single-use plastics in dining facilities and other facility, event by 2030. P2: Achieve a 90% customer satisfaction rate for quality by FY 2024-25. P4: Maximum procurement of goods and services through MSME and payment within prescribed time by FY 2024-25								
6. Performance of the entity against the specific commitments, goals and target along-with reasons in case the same are not met.	Nil	Y	Nil	Y	Nil	Nil	Nil	Nil	Nil
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (<i>listed entity has flexibility regarding the placement of this disclosure</i>)	Ans: : Refer Chairman's message of the Annual Report								



8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)	Mr. Dinesh Patidar (Chairman)
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Board through its CSR, Risk Management and Stakeholder Relationship Committees monitor evaluate and takes necessary actions related to sustainability-related issues time to time

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)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Periodically based on the requirements								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The company has complied with all statutory requirements applicable to the company related to the principles. During the year under review no rectification or any non compliances happened.									Periodically based on the requirements								

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.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	N	N	N	N	N	N	N	N	N
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	N	N	N	N	N	N	N	N	N
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	N	N	N	N	N	N	N	N	N
It is planned to be done in the next financial year (Yes/No)	N	N	N	N	N	N	N	N	N
Any other reason (please specify)	N	N	N	N	N	N	N	N	N

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.

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	% of persons in respective category covered by the awareness programmes
Board of Directors	4	1. Strategy and Annual Budget of the Company;	100%
Key Managerial Personnel		2. Internal Financial Control Systems; 3. CSR Strategy Framework; 4. Environment; 5. Health and Safety; 6. ESG framework; and 7. Risk Management 8. update on applicable provisions to the Company and amendments and so on	
Employees other than BoD and KMPs	37	Attitude Development, Communication Skills, HIRA & Aspect Impact, 5'S & KAIZEN, IMS Awareness, Product training, Eliminating lifestyle Diseases, Behaviour based Safety, Fire Fighting, POSH, Wellbeing, Body languages, Cancer Awareness, PPE's , Policies awareness, ESG, Team building etc.	78.82 %
Workers	29		82.48 %

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:

A. Monetary

Particulars	NGRBC Principle	Name of the regulatory / Enforcement agencies/judicial institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been preferred ? (Yes/No)
Penalty/Fine	NA	NA	NA	NA	NA
Settlement	NA	NA	NA	NA	NA
Compounding Fee	NA	NA	NA	NA	NA

B. Non Monetary

Particulars	NGRBC Principle	Name of the regulatory / Enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred ? Yes/No
Imprisonment	NA	NA	NA	NA
Punishment	NA	NA	NA	NA

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

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



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

Yes the relating details of anti-corruption or anti-bribery policy are mentioned in Code of Conduct for Board Members and Senior Management

https://www.shaktipumps.com/policies_programmes/CODE_OF_CONDUCT_FOR_BOARD_MEMBERS_SENIOR_MANAGEMENT.php

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

	FY2024	FY2023
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest

Particulars	FY2024		FY2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Nil	0	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	Nil	0	Nil

7. 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. Nil
8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:-

	FY2024	FY2023
Number of days of accounts payables	102	105

9. **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:

Parameter	Metrics	FY 2024	FY 2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Purchase can not be determine as it is trading house or non trading house.	
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers /distributors as % of total sales	23.42%	27.57%
	b. Number of dealers distributors to whom sales are made	678	608
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	23.94%	19.82%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	16.41%	17.37%
	b. Sales (Sales to related parties / Total Sales)	7.86%	12.45%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)	100%	100%

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

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.

Category	FY2024	FY2023	Details of improvements in environmental and social impacts
R&D	100%	100%	Total expenses of Company's R&D is attributable to saving energy, electricity and increase of consumption of solar energy.
Capex	26.09%	18.20%	

- 2.a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) Yes

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

The Company upholds the intent to source products and services that are environment friendly, recycled, energy efficient and locally sourced, to the extent possible. We encourages its vendors and suppliers to comply with relevant regulations with regards to Human Rights. The Group makes sure that it procures Ozone Friendly Air Conditioners for offices.

The company actively ensure sustainability measures in doing business with its suppliers, to support suppliers to identify, mitigate and manage their sustainability risks (including environmental, social human rights, modern slavery, and governance) However, at present, percentage of inputs sourced sustainably is not currently mapped for the company.

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.

Since, company is engaged in manufacturing steels pumps therefore utilization of recycled or reuse of products or materials is limited. The company's products reach end of life at varied time periods depending upon the use of the customer and working conditions and allied activities. Once the product reaches the end of life, some of them can be refurbished through other service centres.

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.

Extended Producer Responsibility (EPR) is not applicable to the company.

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

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	
		Number B	% (B/A)	Number C	% (C/A)	Number D	% (D/A)	Number E	% (E/A)	Number F	% (F/A)
Permanent Employees											
Male	479	452	94%	455	95%	0	0	0	0	0	0
Female	28	26	93%	28	100%	0	0	0	0	0	0
Total	507	478	94%	483	95%	0	0	0	0	0	0
Other than permanent employees											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0



b. Details of measures for the well-being of Workers

Category	% of workers covered by										
	Total A	Health Insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number B	% (B/A)	Number C	% (C/A)	Number D	% (D/A)	Number E	% (E/A)	Number F	% (F/A)
Permanent workers											
Male	77	77	100%	77	100%	0	0	0	0	0	0
Female	1	1	100%	1	100%	0	0	0	0	0	0
Total	78	78	100%	78	100%	0	0	0	0	0	0
Other than permanent workers											
Male	992	115	12%	658	66%	0	0	0	0	0	0
Female	32	0	0%	11	34%	0	0	0	0	0	0
Total	1024	115	11%	669	65%	0	0	0	0	0	0

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	2384375	2389477

2. Details of retirement benefits, for current FY and previous financial year

Benefits	FY 2024			FY 2023		
	Number of employees covered as % of total employees	Number of Workers covered as % of total employees	Deducted and deposited with the authority (Y/N/N.A)	Number of employees covered as % of total employees	Number of Workers covered as % of total employees	Deducted and deposited with the authority (Y/N/N.A)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	NA	100%	100%	NA
ESI	1%	8%	Y	3%	4%	Y
Others – specify	Nil	Nil	NA	Nil	Nil	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 and the entity is taking any steps this regard.

Yes all our premises offices are accessible to differently abled.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, a web-link to the policy.

The company doesn't have an explicit policy exclusively focused on the Rights of Persons with Disabilities Act. However, it's important to note that the company maintains a non-discriminatory stand towards individuals with disabilities. The company is committed to providing equal opportunities to all individuals, ensuring that considerations of experience and qualifications take precedence in its approach.

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	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	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.

Particulars	Yes/No (if yes then give details of the mechanism in brief)
Permanent Workers	Yes*
Other than Permanent Workers	Nil
Permanent Employees	Yes*
Other than permanent Employees	Nil

* Shakti Pumps maintains a robust Human Rights grievances mechanism, offering employees a confidential platform to report concerns. This ensures a safe environment, swift resolution, and upholds the company's commitment to respecting and safeguarding human rights.

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

Category	FY2024			FY2023		
	Total employees /workers in respective category (A)	Total employees/ workers in respective category, who are part of association (s) or Union (s)	% B/A	Total employees /workers in respective category (A)	Total employees/ workers in respective category, who are part of association (s) or Union (s)	% B/A
Total Permanent Employees						
Male	479	Nil	0	419	Nil	0
Female	28	Nil	0	16	Nil	0
Total Permanent Workers						
Male	77	Nil	0	86	Nil	0
Female	1	Nil	0	2	Nil	0

8. Details of Training imparted to the employees and workers on health & safety measures and on skill upgradation.

Category	FY2024					FY2023				
	Total (A)	On health and safety Measures		On skill upgradation		Total (D)	On health and safety Measures		On skill upgradation	
		NO. B	% (B/A)	No.C	% (C/A)		No. (E)	% (E/D)	No.(F)	%(F/D)
Employees										
Male	479	429	89.56	411	85.80	269	189	70.2	171	63.56
Female	28	23	82.14	21	75.00	11	9	81.82	7	63.63
Total	507	452	89.15	432	85.20	280	198	70	178	63.57
Workers										
Male	1069	893	83.56	835	78.11	718	630	87.74	457	63.64
Female	33	33	100	33	100	2	2	100	2	100
Total	1102	926	84.02	868	78.77	720	632	87.78	459	63.75



9. Details of performance and career development reviews of employees and workers:-

Category	FY2024			FY2023		
	Total (A)	No.(B)	% (B/A)	Total C	No.(D)	% (D/C)
Employees						
Male	479	383	79.96	526	280	53.23
Female	28	19	67.85	21	8	38.10
Total	507	402	79.28	547	288	52.65
Workers						
Male	1069	76	7.11	663	120	18.10
Female	33	01	3.03	17	2	11.76
Total	1102	77	6.99	680	122	17.94

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?

Yes, our manufacturing plants are ISO 45001:2018 certified (Occupational Health and Safety Management System Standard). Our continuous efforts focus on ensuring a safe working environment for all employees and workers. This is achieved through regular audits aimed at identifying and monitoring safety-related incidents.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Through Hazard Identification and Risk Assessment (HIRA), company on regular basis identify work-related hazards. Trained professionals conduct regular audits for identifying the potential work-related hazards across operating locations. Employees and workers are encouraged to report the near miss cases through safety committees and other channels. The Link of the HIRA Policy is https://www.shaktipumps.com/policies_programmes/Procedure_for_Hazard_Identification_and_Risk_Assessment_Issue.php.

- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)

Yes, as the Company is ISO 45001: 2018 Management System certified and has proper process in place to report any Unsafe act/condition/near miss in place and workers have direct access for reporting any work-related hazards to reporting authority and/or to the plant manager, as applicable.

- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes company facilitate the accessibility of non-occupational health services to our workers through medical health checkups. Our employees can avail financial assistance through medical claims. The company has appointed doctor, who provides general healthcare services on weekly basis to all employees.

11. Details of safety related incidents

Safety Incident / Number	Category	FY2024	FY 2023
Lost Time Injury Frequency Rate (LTIFR) Per One million -person hours worked	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

12. Measures taken by the entity to ensure a safe and healthy work place.

Shakti Pumps is dedicated to fostering a secure and healthy work environment for all its employees. The company has implemented a range of robust safety and health initiatives to ensure the well-being of its workforce. These initiatives encompass stringent adherence to occupational health and safety regulations, regular training sessions to educate employees about best practices and emergency protocols, and the provision of personal protective equipment (PPE) where necessary. Shakti Pumps also maintains a proactive approach towards identifying and mitigating potential hazards within its operations, conducting regular safety audits and risk assessments. The company actively promotes a culture of safety consciousness, encouraging all employees to actively participate in creating a secure workplace. By prioritizing safety and health, Shakti Pumps not only safeguards its employees but also cultivates a positive and motivated workforce that is instrumental in driving the company's overall success

13. Number of complaints made by employees and workers

	FY2024			FY2023		
	Filed during the year	Pending resolutions at the end of the year	Remarks	Filed during the year	Pending resolutions at the end of the year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

14. Assessments for the year

Particulars	% of plants and offices that were assessed (By entity or statutory authorities or third parties)
Health and safety practices	100% through ISO audit and Surprise safety audits
Working Conditions	100% through ISO audit and Surprise safety audits

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.

No significant risks or concerns were identified during the assessments of health & safety practices and working conditions during the year.

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

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

At Shakti Pumps, the process of identifying stakeholders is a systematic and inclusive approach. It involves engaging with various internal and external parties that have a vested interest in the company's activities and outcomes. Internally, this includes employees across departments and levels, as well as management and shareholders. Externally, stakeholders encompass customers, suppliers, local communities, regulatory bodies, and industry associations. By conducting surveys, feedback sessions, and consultations, Shakti Pumps ensures that it captures diverse perspectives and concerns. This process helps the company understand the broader impact of its operations and align its strategies with the needs and expectations of its stakeholders, fostering transparent communication and sustainable growth.



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 & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	One to one, email, advertisements, education initiatives and product brochures	Regular	Responsible usage of pumps, Maintenance and technical details
Society	Yes	One to One	Based on Requirements	CSR
Employees	No	One to one, Email, Circulars, Notice Boards, Phone and messages	Regular	Performance, Concerns, complaints and training related updates
Regulatory Bodies	No	One to one, letters, emails	Based on Requirements	Regulatory and compliance related topics
Investors	No	Annual General Meeting (AGM), Investors Meet, Newsletter, Forum Meetings, Website, & Press Release (PR)	Regular	Update on company's financial performance, company's strategy, growth prospects, potential opportunities & risks events that may have impact on company's performance.

PRINCIPLE 5 Businesses should respect and promote human rights

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY2024			FY2023		
	Total (A)	Number of employees and workers covered (B)	% (B/A)	Total (C)	Number of employees and workers covered (D)	% (D/C)
Employees						
Permanent	507	469	92.50	NIL	NIL	NIL
Other than Permanent	NIL	NIL	NIL	NIL	NIL	NIL
Total Employees	507	469	92.50	NIL	NIL	NIL
Workers						
Permanent	NIL	NIL	NIL	NIL	NIL	NIL
Other than permanent	1024	913	89.16	NIL	NIL	NIL
Total Workers	1024	913	89.16	NIL	NIL	NIL

2. Details of minimum wages paid to employees and workers, in the following format

Category	FY2024					FY2023				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal Minimum Wage		More than minimum wage	
		No.(B)	%(B/A)	No.(C)	%(C/A)		No. (E)	%(E/D)	No.(F)	%(F/D)
Employees Permanent										
Male	479	0	0	479	100%	530	0	0	530	100%
Female	28	0	0	28	100%	21	0	0	21	100%
Other than Permanent										
Male	0	0	0	0	0%	3	0	0	3	100%
Female	0	0	0	0	0%	1	0	0	1	100%
Workers Permanent										
Male	77	0	0	77	100%	77	0	0	77	100%
Female	1	0	0	1	100%	2	0	0	2	100%
Other than Permanent										
Male	992	118	11.89%	439	44.25%	339	0	0	339	100%
Female	32	3	9.33%	10	31.25%	02	0	0	02	100%

3. Details of remuneration/ salary/ wages (including differently abled):

a. Median remuneration / wages:

Category	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors	3	2656500	0	0
Key Managerial Personal	2	187356	0	0
Employees other than BoD and KMP	533	40696	33	33000
Workers	75	31180	2	18370

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

	FY2024	FY 2023
Gross wages paid to females as % of total wages	0.07%	0.30%

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

Yes, The Head of Human Resources Department of the company is responsible for addressing human rights impacts or issues caused or contributed to by the business

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

Shakti Pumps maintains a robust Human Rights grievances mechanism, offering employees a confidential platform to report concerns. This ensures a safe environment, immediate resolution and upholds the company's commitment to respecting and safeguarding human rights.



6. Disclosure of complaints made by employees and workers on sexual harassment, discrimination at workplace, Child Labour, Forced Labour/Involuntary Labour, Wages or other human rights related issues.

Category	FY2024			FY2023		
	Filed during the day	Pending Resolution at the end of the year	Remarks	Filed During the Year	Pending Resolution at the end of the year	Remarks
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/ Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human right related issues	Nil	Nil	Nil	Nil	Nil	Nil

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

	FY2024	FY 2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

At Shakti Pumps, comprehensive mechanisms are in place to prevent adverse consequences for complainants in cases of discrimination and harassment. These mechanisms prioritize the confidentiality of the reporting process, allowing individuals to raise concerns without fear of retaliation. The company ensures that complaints are handled by impartial and skilled personnel, promoting fair investigations. Additionally, strict protocols are followed to maintain the privacy of all parties involved. Shakti Pumps also provides support and counseling services to complainants throughout the process, fostering a safe and supportive environment. These measures collectively underline the company's commitment to addressing such issues sensitively and effectively while safeguarding the well-being of all individuals involved.

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

Yes

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	
Forced/Involuntary Labour	
Sexual harassment	100%
Discrimination at workplace	
Wages	
Others – please specify	

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

No significant risks/concerns were identified as a part of the assessments undertaken therefore no corrective actions were taken

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

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

Parameter	FY 2024	FY 2023
From renewable sources		
Total electricity consumption (A)	1695.097	1984.39
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	1695.097	1984.39
From Non renewable sources		
Total electricity consumption (D)	9413.28	7354.09
Total fuel consumption (E)	212.04	88.92
Energy consumption through other sources (F)	0	0
Total energy consumed from Non renewable sources (D+E+F)	9625.32	7443.01
Total energy consumed (A+B+C+D+E+F)	11320.42	9427.4
Energy intensity per rupee of turnover	0.087	0.10
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	1.96	2.27
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

The Revenue from operations for all parameters have been adjusted for PPP based on the latest conversion factor published by IMF for 2024 which is 22.4 (Source - <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND>)

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, as the company does not fall in the category of industries mandated under PAT scheme.

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

Parameter	FY24	FY23
Water Withdrawal by Source (In Kiloliters)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	7733.73 KL	
(iv) Seawater / desalinated water	NA	NA
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7733.73 KL	
Total volume of water consumption (in kilolitres)	7733.73 KL	
Water intensity per rupee of turnover (Water consumed / turnover)	0.059	
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	1.340	
Water intensity in terms of physical output	-	-
Water 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



4. Provide the following details related to water discharged:

Parameter	FY24	FY23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- 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	23693 KL	15629 KL
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of Treatment	-	-
Total water discharged (in kilolitres)	23693 KL	15629 KL

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.

The company is continuously making various efforts to minimize its water consumption and reduce its dependence on fresh water. All sewage generated in the Company's facilities is treated in the in-house sewage treatment plants and the recycled water is used for garden irrigation, Heating Ventilation and Air Conditioning (HVAC) and toilet flushing purposes etc.

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

Parameter	Please specify unit	FY2024	FY 2023
NOx	µgm ³	33.2	19.4
SOx	µgm ³	9.4	10.2
Particulate matter (PM)	µgm ³	PM10- 82.6 PM 2.5- 39.6	PM 10- 83 PM 2.5- 40.4
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify ***	Mgm ³	1.2	1

* Figures are mentioned in PM 10

*** Others information include data of emission of Carbon Monoxide.

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	FY24	FY23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	NA	NA
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	NA	NA
Total Scope 1 and Scope 2 emissions per rupee of turnover	-	-	-
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)	-	-	-
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 details.

Not applicable as company has nil Green House Gas emission

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

Parameter	FY 24	FY 23
Total Waste generated (in metric tonnes)		
Plastic waste (A)		
E-waste (B)	7.45 MT	3.2 MT
Bio-medical waste (C)	0.00264MT	0.0025 MT
Construction and demolition waste (D)	Nil	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste (G)		
Other Non-hazardous waste generated (H) (Break-up by composition i.e by materials relevant to the sector)	-	-
Total (A+B+C+D+E+F+G+H)	7.45264	3.2025
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000058	0.000035
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00129	0.00007
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
i.Re-cycled	-	-
ii.Re-used	-	-
iii.Other recovery operations	Sent to authorized third party	Sent to authorized third party
Total		



Parameter	FY 24	FY 23
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of Waste		
i. Incineration		
ii. Landfilling		
iii. Other disposal operations	Sent to authorized third party	Sent to authorized third party
Total		

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.

Company is ISO 14001:2015 Management System Standard certified and we have dedicated procedures that align with ISO requirements and statutory obligations. Our waste management approach involves comprehensive monitoring of hazardous and non-hazardous waste generation streams at each plant. Waste is segregated and stored separately in designated waste management sheds. Disposal of waste follows the prescribed conditions set by the State Pollution Control Board.

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:

Yes, the Company is fully 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. If not, details of all such non-compliances, in the following format

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.
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NA

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
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NIL

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:

SL No	Law / regulation / guidelines which was not complied with	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
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Nil

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

1. a. Number of affiliations with trade and industry chambers/associations. 4
- 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

SL No	Name of the trade industry chambers/associations	The reach of trade and industry chambers/associations (State/National)
1	Indian Pumps Manufacturers' Association (IPMA)	National
2	Madhya Pradesh Chamber of Commerce Industries and Agriculture (MCCIA)	State
3	Confederation of Indian Industry	National
4	FICCI	National

2. Details of corrective action taken or underway on any issues related to anti comparative conduct by the entity, based on adverse orders from regular authorities.

Name of authority	Brief of the case	Corrective actions taken
NA		

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

1. Details of social impact assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of the project	SIA notification No.	Date of notification	Whether conducted by an Independent external agency (Yes/No)	Results communicated in public domain (Yes/ No)	Relevant weblink
NIL					

2. Information on project (s) for which ongoing rehabilitation and resettlement (R&R) is being undertaken by the entity

SL No	Name of project for which R&R is ongoing	State	District	No. of project-affected families	% of PAFs covered by R&R	Amount paid to PAFs in FY24
Nil						

3. Mechanisms to receive and redress grievances of the community

Shakti Pumps has established effective mechanisms for receiving and redressing grievances from the community. The company maintains open channels of communication, including dedicated helplines, email contacts and community engagement sessions. Grievances are thoroughly documented, ensuring a transparent process. The grievances are then reviewed by a specialized team that investigates and assesses each concern. Shakti Pumps is committed to addressing grievances promptly, taking corrective actions as necessary. Regular feedback loops are established to keep the community informed about the progress of their grievances. This proactive approach underscores the company's dedication to maintaining positive relationships with the community it serves

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

Particulars	FY24	FY23
Directly sourced from MSMEs/small producers	Shakti Pumps (India) Limited procures its input material from various suppliers including MSME and others from Dhar and other district within India.	
Sourced directly from within the district and neighboring districts		



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

Location	FY24	FY23
Rural	3.85%	3.24%
Semi-urban	19.66%	13.99%
Urban	25.89%	0.98%
Metropolitan	1.31%	1.21%

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

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

The Company's service policy is aimed at ensuring proper and timely services to its customers across the country. It is committed to achieving complete customer satisfaction with excellence in service quality and support. The quality of service and service accessibility are steadily improving with the setting up of new branches and service centers thanks to the growth strategies being adopted by the company from time to time.

Company has a total of 266 authorized service centers pan India dealing with any customer complaints effectively within the stipulated time frame. Proper training is given to Service Engineers at service centers to handle various models of "Shakti" brand pumps and motors with focus on customer care. The service centers maintain essential stock of all critical spare parts to meet any spares requirements.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	None of the company's products are harmful to environment. thus information of its recycling and/or safe disposal is not required

3. Number of consumer complaints in respect of the following:

	FY2024		Remarks	FY2023		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other			NA			

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

	Number	Reasons for recall
Voluntary recalls	0	Nil
Forced recalls	0	Nil

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, https://www.shaktipumps.com/policies_programmes/data_privacy_policy_spil.php

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.

No corrective actions were taken as company has not received any complaints.

7. Provide the following information relating to data breaches:

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