

- UPL Unnati

2 years

10 CBOs



- Suraksha Abhiyaan (the Safety Trainings)

4 years

10,058 participants



- Vandri Cluster Development Project

2 years

400 farmers



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.

In our community locations our focus is to work on the needs, strengths and growth of the community. Hence in Dang district which is primarily an agricultural economy, our main focus is on providing sustainable livelihood from improved agricultural practices. Multiple interventions have been designed and implemented with the support of farmers groups at the village level.

Our UPL Centre for Agricultural Excellence provides the much needed training support to the farmers. AKRSP SRI, Dang Paddy Development Program, Boribagicha, use of mini drip irrigation, animal husbandry, providing water harvesting structure like dams and wells etc. has improved the productivity of the land thereby making agriculture more sustainable and profitable for more than 14,000 farmers.

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

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

NIL

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)

UPL is a responsible corporate and takes every possible way to engage with its stakeholders. The Company believes packaging of the products is one of the major communication medium to engage with our customers and provide them all the required data pertaining to the product. We follow CIB regulations for product packaging very stringently. Our product packaging includes detail product information, dosage recommendations and pest targeted by the product.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

There are no complaints pending as on end of financial year.

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

The Company gives prime importance to its customers as