

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY		
1. Corporate Identity Number (CIN) of the Company	L74899DL1981PLC015865	
2. Name of the Company	NIIT Limited	
3. Registered address	8, Balaji Estate, First Floor, Guru Ravi Das Marg, Kalkaji, New Delhi – 110 019, India	
4. Website	www.niit.com	
5. E-mail id	investors@niit.com	
6. Financial Year reported	April 1, 2020 to March 31, 2021	
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Group: 854	
8. List three key products/services that the Company manufactures/provides (as in balance sheet)	Instructor-led and Online Training Services in Technology, Healthcare, Banking & Financial services; Managed Training Services, Learning content development services, Sale of courseware and training material.	
9. Total number of locations where business activity is undertaken by the Company (a) Number of International Locations (Provide details of major 5) (b) Number of National Locations	i. 29 international locations. Company's main subsidiaries are at: a. Atlanta, Georgia, USA b. London, UK c. Dublin, Ireland d. Shanghai, PRC e. Mississauga, Ontario, Canada ii. 10 national locations	
10. Markets served by the Company – Local/State/National/International	India, China, Africa, North America, Europe, Oceania	
SECTION B: FINANCIAL DETAILS OF THE COMPANY FOR FY21		
	Standalone (INR Mn)	Consolidated (INR Mn)
1. Paid up Capital	284.70	284.70
2. Total Turnover	3680.85	9494.94
3. Total profit after taxes	536.11	1430.24
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2% of the average net profit during the three immediately preceding financial years as per Section 135 of the Companies Act 2013 and rules thereto (Detail given in CSR Report).	
SECTION C: OTHER DETAILS		
1. Does the Company have any Subsidiary Company/Companies?	The Company has two ongoing subsidiaries in India (NIFBIT and MLSL) and seven direct subsidiaries outside India.	
2. Do the Subsidiary Company/Companies participate in the BR (Business Responsibility) Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	Each company is engaged in its own business responsibility and CSR activities as applicable e.g. given their IPR for Hole-In-the-Wall Learning stations and skills training material approved by NSDC (National Skills Development Corporation) to the NGO NIIT Foundation, to help reach such programs to the underserved communities and create livelihoods.	
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%]	The Company has suppliers and business licensees in India and outside. Their BR initiatives are driven by the needs in the communities in their proximity. Though many of them get to learn about the BR initiatives of the Company, the Company does not insist on their automatic participation.	

BUSINESS RESPONSIBILITY REPORT (Contd.)

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR

The Corporate Social Responsibility (CSR) Committee of the Board has the following members:

Sl. No.	Name	DIN	Designation
1	Mr. Ravinder Singh	08398231	Independent Director & Chair, CSR Committee
2	Mr. Anand Sudarshan	00825862	Independent Director
3	Mr. Rajendra Singh Pawar	00042516	Chairman & Non-Executive Director
4	Mr. Vijay Kumar Thadani	00042527	Vice Chairman & Managing Director

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

Principles [P] as per National Voluntary Guidelines [NVG]

P1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

P2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycles.

P3: Businesses should promote the wellbeing of all employees.

P4: Businesses should respect the interests 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 responsible manner.

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

No.	Questions	P	P	P	P	P	P	P	P	P
		1	2	3	4	5	6	7	8	9
1	Do you have a policy/ policies for each of the principles?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes specify? (50 words)	The policies have been created and improved based on good general management practices over the last 39 years of the life of the Company. In certain cases like environment & safety policy, international standards like ISO get applied.								
4	Has the policy being approved by the Board? If yes, has it been signed by MD/ Owner/ CEO/ appropriate Board of Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y

BUSINESS RESPONSIBILITY REPORT (Contd.)

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
6	Indicate the links for the policy to be viewed online?	a. NIIT Vision, Values and Beliefs statement https://www.niit.com/authoring/NewsRoom/MediaKit/VISION.pdf b. Code of conduct https://www.niit.com/authoring/Documents/Corporate%20Governance/Code%20of%20Conduct.pdf c. Whistleblower policy https://www.niit.com/authoring/Documents/Other%20Disclosures/Whistle%20Blower%20Policy.pdf d. CSR Policy https://www.niit.com/authoring/Documents/New-Disclosures/CSR%20Policy%20w.e.f.%205.2.2021.pdf All other operative policies for the Company, e.g., Procurement Policy & Process, Policy Against Sexual Harassment, Equal Opportunity Policy, Information Security Policy, HR Benefits and Policies, Environment Policy, Business Continuity Policy, Disciplinary Policy are available to the employees on the secure Company intranet.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

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

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	The company has not understood the Principles	Not Applicable								
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

BUSINESS RESPONSIBILITY REPORT (Contd.)

3. Governance related to BR

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

The Company's BR performance shall be reviewed and assessed on an annual basis.

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

The Company is now publishing its second Business Responsibility Report along with the Annual Report for the financial year 2020-21. The report is published annually.

SECTION E: PRINCIPLE-WISE PERFORMANCE

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

- Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs / Others?
- 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.

NIIT is governed by the Company's Code of Conduct. The code of conduct is applicable to all employees and directors and it aims to uphold the standards of its business ethics and practices, which are required to be observed in all business transactions. This code is available on the Company's website- <https://www.niit.com/authoring/Documents/Corporate%20Governance/Code%20of%20Conduct.pdf>

No stakeholder complaints pertaining to ethics, bribery and corruption were received during the Financial Year 2020-21. Investor correspondence and complaint status is given in the Corporate Governance Report, forming part of this Annual Report.

Principle 2 (Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycles)

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

In this year, NIIT was faced with the impact of COVID19 pandemic at the start of the financial year. The company immediately put into action the Business Continuity Plan and enabled all of its employees to Work From Home (WFH), successfully. The company closed its offices and completely started WFH even before the announcement of the "National Lockdown" by the Government of India. NIIT is deeply concerned about the health and environment and quickly acted to shut down offices

to prevent spread of COVID19 virus and protect its employees and society at large. NIIT transitioned to a WFH model in March/April 2020. Despite the various stages of "Unlock" in 2020-21, the company continued to operate on a WFH mode to ensure protection for employees, customers and stakeholders. All its education business operations were transitioned to digital mode of delivery.

- (a) Green NIIT initiative: The company is a services company. The company is committed to plastic waste reduction and keeping this goal in mind all single use plastic like plastic straws, forks, spoons, plates, polybags have been banned inside premises and alternate cutlery made of wood or paper have been provided. The extended WFH mode of operation ensured that there is significant reduction in carbon footprint from its offices on account of reduced HVAC operations, zero transport operation, zero office waste and reduced electricity consumption during the financial year.

- (b) Water Conservation: The Company is sensitive to the crucial value of water conservation and hence focused on saving water resources. The strategy adopted is Reduce-Reuse. To this end, many plans have been implemented, including installation of waterless urinals, replacement of old taps with sensor based taps and aerator taps and operation of STP (sewage treatment plant). The company has more than doubled the capacity of its STP from 45KLD (Kilo Liter per Day) to 95KLD during 2020-21.

- For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):
 - Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?
 - Reduction during usage by consumers (energy, water) has been achieved since the previous year?

The Company is engaged in delivering training services in areas defined earlier and not engaged in any manufacturing activity. The initiatives taken for reduction of consumption of water and energy are explained in (1) above.

- Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?

NIIT has taken up many initiatives to promote sustainable sourcing. In 2020-21, the company has started a massive focus on promoting online methods of conferencing, digital service delivery, virtual internal training, minimizing use of paper by insisting on e-documents with workflow. The company also embarked on a digitization project of old records. Transport management, for bringing employees to

BUSINESS RESPONSIBILITY REPORT (Contd.)

work and taking them back home, has been made highly efficient using GPS and route optimization. The transportation deployed by the Company uses CNG (Compressed Natural Gas) fuel. Employees are also encouraged to use carpooling and ride share, leading to reduction in carbon footprint.

In the current financial year, because of the COVID19 pandemic, the transport operations were completely stopped and not resumed even during the periods of 'Unlock'. In FY21 the company operated in WFH model and by virtue of non-operation of offices and ban on internal travel, there was considerable reduction in the carbon footprint.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The services of many local businesses and communities around our offices are engaged by the Company – these include transport services and security services that employ local population and small vendors. Further, local youth are engaged in operating the food shops/ canteen in the premises of the company. This practice

helps improve their socio-economic conditions by providing employment to these youth.

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%).

The Company is committed to manage and dispose waste in a responsible manner. We work on the philosophy of sustainable use and try to recover, reuse or recycle consumables such as laptops, computers, copiers, and paper. Devices that have reached the end of useful life like computers, monitors, computer accessories, printer, projectors, and other such hardware are handed over to authorized recyclers or E-waste disposal vendors. Wherever feasible, the use of paper is actively discouraged across the organization and internal processes have been aligned to process transactions through electronic submission of vouchers, receipts, invoices and other documents. The company recycles water through a treatment plant for its main premises at Gurugram, which gets re-used for non-drinking purpose. At both the main offices at Gurugram, organic waste generated from cafeteria and other sources gets converted into compost.

Principle 3 (Businesses should promote the wellbeing of all employees)

1	Total number of employees	2,531 worldwide including subsidiaries
2	Total number of employees hired on contractual fixed-term basis	71
3	Number of permanent women employees	904 (37%) The Company has a global "Diversity & Inclusion" committee. The committee looks after communication and training initiatives, and tracks the metrics for diversity. The Company promotes gender diversity by not only ensuring equal opportunity employment and career advancement but also by supporting women with gender specific initiatives. Some examples are: i. As a response to the safety issues faced during the usage of transport by women in certain regions, a special facility is enabled for ensuring immediate, emergency assistance services during commute for all women employees (Currently not in operation due to Business Continuity Plan of Work From Home arrangement). ii. Special baby-care program, wherein half-day, half-pay leave option is extended for a period of six months for women employees who are new mothers. This option which gets availed within the first year of childbirth helps them pursue a career as well as devote additional time at home for the nurturance of the newborn(s). iii. Gender sensitivity training programs and awareness initiatives are conducted to sensitize and encourage staff towards appropriate behavior at the workplace.
4	Number of permanent employees with disabilities	3

BUSINESS RESPONSIBILITY REPORT (Contd.)

5	Any employee association that is recognized by management	<p>No</p> <p>The Company has a comprehensive people-friendly mechanism to listen to and address employee concerns in an effective and agile manner.</p> <ol style="list-style-type: none"> i. Employee feedback and inputs are valued. There are several avenues of periodic interaction for an employee, including quarterly townhall meetings, with senior managers. ii. The intranet 'ASSIST' function, on the Staff Portal iNIITian, allows the employees to post specific queries seeking clarifications, express concerns, give feedback or suggestions and seek specific support to fix/improve/handle issues at the workplace. iii. The Company has used modern technology and provided an engagement bot which initiates digital conversations with staff members at defined milestones of their tenure (six times a year for new joiners and bi-annually thereafter). The essence of these conversations is scanned for improvement of policies, workplace health and fun. iv. An annual Employee Satisfaction Survey (ESS) gives an in-depth view of outlook of an employee on various perspectives impacting their lives at the workplace. The Company has had the best ever ESS scores, since inception, during the last 4 years; with FY21 registering the highest ever score in 19 years. We have a 3% positive swing from last year and have a score of 85% overall (FY20 being 82%). In the new section introduced in the ESS in FY21, 'Health & Wellness' achieved satisfaction score of 86% and 'Work from Home' achieved 90%. v. Various employee-friendly policies that are addressing matters like maternity and paternity, care for children of employees, opportunity for social contribution, wedding allowance and loan, company leased accommodation and car, work from home, break from work and sabbatical are promoted to foster overall employee wellbeing. vi. In line with the current pandemic scenario and the consequent Work From Home arrangement, the company introduced various initiatives like WFH allowance, one-time allowance to procure WFH accessories and promoted Digital Weekend for employee wellness and a regular fitness regime. Many webinars and training programs were launched during the year to promote physical and mental health. vii. We have initiated significant drive for participation in the health & wellness programmes and the utilization has improved substantially. <ol style="list-style-type: none"> a. We now have approximately 1,200 users who are actively using our health & wellness portal provided by our wellness partner. b. The Company sponsored subscription has more than 500 active users for digital gym and online wellness services. viii. Initiated various programmes and key interventions on COVID-19 through webinar sessions : <ol style="list-style-type: none"> a. <u>Physical and Spiritual wellbeing</u>: Live & Interactive Webinars on Micro & Macronutrients for building Immunity, Building Emotional Immunity, Taking Care of Your Heart, Dealing with Anxiety and Depression, Wellbeing and Balance for Women, and Overcoming Your Limiting Beliefs. b. <u>Fun & Mood uplifting sessions</u>: Yoga with sound healing and meditation, Celebrate Men - Lifestyle Management Steps, Personal Success, Practice keeping stress at bay!, and Improve your Mood with food. c. <u>Skill Up sessions</u>: Parenting during COVID times, Parenting During Lockdown, Handling Emergencies at Home, Do-it-Yourself – No sew masks, Ayurveda / Science of ancient Indian Health, Nutritional guideline for Diabetes, and Diet & Nutrition.
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BUSINESS RESPONSIBILITY REPORT (Contd.)

6	Percentage of permanent employees who are members of this recognized employee association?	NA			
7	Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
		1	Child labour/ forced labour/ involuntary labour	NIL	NIL
		2	Sexual harassment	NIL	NIL
		3	Discriminatory employment	NIL	NIL
8	Percentage of under-mentioned employees who were given safety & skill up- gradation training in the last year? (a) Permanent Employees (b) Permanent Women Employees (c) Casual/Temporary/Contractual Employees (d) Employees with Disabilities	i. Over 84% permanent employees were covered through trainings of different kinds. 60% of the women were given training in different areas.			
		ii. Skill building programs have been conducted targeting the business role requirement through Boot Camps, Role based Induction programs, Product trainings and Process trainings.			
		iii. Compliance & Mandatory trainings such as Gender Sensitivity Workshops, NIIT Code of Conduct and GDPR [General Data Protection Framework], sessions have been carried out across the organization for all types of employees. These sessions are also conducted during new employee induction programs.			
		iv. Executive and managerial development programs are also conducted for upgrading behavioural skills. Coaching and career advancement programs are also implemented.			
		v. An internal on-line learning portal is made available to all for self-development and training, with rich learning content.			
		vi. The safety training needs are identified for different personnel based on the physical environment. Accordingly, training – including awareness sessions, mock fire drills, classroom sessions and periodic demonstrations related to safety, security and well-being are provided to all employees.			

Principle 4 (Businesses should respect the interests 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

Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.

2. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders.

The company has mapped its internal and external stakeholders.

NIIT Limited is a responsible corporate citizen and is committed to being responsive to all its stakeholders including shareholders, customers, business associates,

employees, vendors and suppliers, governments and society at large including communities that it operates in. These approaches are laid out in our Code of Conduct document on our website.

The company considers that the communities around its facilities constitute one of its most important stakeholders. The company actively hires without discrimination including disadvantaged, vulnerable and marginalized stakeholders. The company in the recent past, has hired services of employees who have hearing disability/impairment and created proficiency in them for visual/graphics skills. The company ensured that its frontline workers like security guards, logistics personnel sent for document movement etc. are equipped with all necessary PPE kits to protect them during the COVID19 pandemic.

BUSINESS RESPONSIBILITY REPORT (Contd.)

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?
2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

The policy of the company is applicable to the company only. Company does not deal with any supplier/contractor if it is in violation of human rights and does not employ any person below the age of eighteen as per the recruitment policy. Use of forced or compulsory labour is prohibited at all the units and the same is discouraged at our business associates.

No complaint, pertaining to human rights violation, was received during the past financial year.

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.
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.
3. Does the company identify and assess potential environmental risks? Y/N
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?
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.
6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?
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.

NIIT Limited's environment control policy and quality policy does not extend to its subsidiaries, JV and suppliers/contractors.

The company is addressing the critical area of climate change mitigation through several initiatives. These include continuous improvement in energy efficiency, adopting the sources of renewable energy, integrating green attributes into the operating environment, maximizing water use efficiencies and rain water harvesting, maximizing collection, segregation, recycling and safe disposal under solid waste management drive.

The company regularly identifies the potential environmental risks by complying to the Environment Management System - ISO 14000, at its largest facility, used by maximum number of employees. The steps taken to identify potential risks help determine any significant risks. Management plan is then made and executed in time in order to eliminate/ mitigate such risks.

During the year NIIT Limited continued to implement the sustainability initiatives including renewable energy, as already explained earlier in this document.

Yes, the emissions and waste generated by the Company are within the permissible limits of the Pollution Control Board. In this year the company has more than doubled the capacity of its STP (Sewerage Treatment Plant) from 45KLD (Kilo Liter per Day) to 95KLD.

There have been no show cause notices or other legal notices received from either the central or state pollution control board during the year under review.

Principle 7 (Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible 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.
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).

NIIT Limited is an active member of the following Industry bodies -

- (a) CII
- (b) PHDCCI
- (c) NASSCOM
- (d) FICCI

Senior officials of the Company have played active roles in these associations to help the industry and Government in the areas of higher education, skills training and technology adoption.

Principle 8 (Businesses should support inclusive 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.
2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ government structures/any other organization?

BUSINESS RESPONSIBILITY REPORT (Contd.)

3. Have you done any impact assessment of your initiative?
4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?
5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community?

The company supports equitable growth and development through:

- a. Reaching the underserved communities for computer familiarization, suitable to them.
- b. Teaching IT skills to rural and semi-urban population to help create livelihoods.

The Company provides subsidized intellectual property rights access and certified course material to a not-for-profit NGO – NIIT Foundation, who reaches out directly and through a network of over 150 NGOs to independently conduct these programs mainly funded by CSR funds of different corporate entities. Last year, NIIT foundation has impacted 10,67,178 children, youth and adults through their 184 skills training centers, 280 hole-in-the-wall learning stations, online training platforms and 400 NGO partner training centers.

The Company donated seed money of Rs. 1 Crore to NIIT University, for setting up the Covid Care Center with 100 bed facilities. This Covid Care center, was being set up at behest of local government administration in Neemrana, Rajasthan in March-May 2020. NIIT University, a not-for-profit organization, was leading the effort and NIIT Limited extended its support in line with its policy of giving back to community, stated in its Mission and Values statement. As part of this initiative, called 'Arogya Neemrana', extensive support work was provided in areas of assistance to Civil Administration, aid to the underprivileged and stranded migrant labour at Neemrana, isolation facility and quarantine facility for persons affected by COVID19, PPE kits for persons admitted to isolation centers, provisions of rations and cooked food for the migrant labour and jobless/underprivileged residents of Banjara Colony.

Also, under this program, 433 expatriates returning under 'Vande Bharat Mission' were accommodated in NIIT University campus for one week.

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.
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)
3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year.
4. Did your company carry out any consumer survey/ consumer satisfaction trends?

As on March 31, 2020, there were 38 pending consumer complaints. A total of 2 new consumer complaints were received, while 10 complaints were disposed during the year 2020-21, resulting in 30 pending as March 31, 2021.

The Company is a services company and does not deal in physically packaged goods for sale.

Case pertaining to unfair trade practices complaints: An 'Information' filed against the Company in 2017 before the CCI, was dismissed in the same year. Complainant's writ petition and writ appeal against dismissal was also rejected. Later, the First Appeal and the Second Appeal filed before NCLAT and Hon'ble Supreme Court of India were also dismissed in May, 2020 and October, 2020 respectively.

NIIT strongly believes in Customer Feedback and make necessary changes in the Products, Processes and Policies for improving Customer Satisfaction. NIIT conducts regular surveys to assess the customer satisfaction levels and Net Promoter Score for various customer of different lines of business. This survey is conducted nationwide among all the learners and is conducted Online.

For the year 2020-21, the Net Promoter Score of the Career Education Business in India is 65, which has improved from last year when it was 62. For NIIT digital business, there is 100% closure of customer compliance with no CGRS (customer grievances redressal system) ticket open at end of FY 21. Corporate Learning Business registered strong growth of 9% in the Customer Satisfaction Survey participation.