

Business Responsibility Report – 2014

Section A: General Information about the Company

1. Corporate Identity Number (CIN) of the Company – L70101HR1963PLC002484
2. Name of the Company – DLF Limited.
3. Registered Address - Shopping Mall 3rd Floor, Arjun Marg, Phase I, DLF City, Gurgaon.
4. Website - www.dlf.in.
5. E-mail id - setia-subhash@dlf.in (Mr. Subhash Setia, Company Secretary)
6. Financial Year reported- 2013-14
7. **Sector(s) that the Company is engaged in:**

The Company is primarily engaged in the business of colonization and real estate development.

8. **List three key products/services that the Company manufactures/provides:**

The Company is engaged in the business of development and sale of residential and commercial properties (Development Business) and the development and leasing of commercial and retail properties (Lease Business).

9. **Total number of locations where business activity is undertaken by the Company**

i. Number of International Locations

ii. Number of National Locations

Historically, the Company has focused its operations in the Delhi Metropolitan Region and Gurgaon. It has expanded operations, in recent years, to other metro cities and certain other locations in India including Chennai, Bangalore, Chandigarh, Kolkata, Hyderabad, Kochi, Indore, Lucknow and others. In certain locations more than one project may be implemented.

10. **Markets served by the Company**

The Company's Development Business and Lease Business are catering various geographic markets in India.

Section B: Financial Details of the Company

1. Paid-up Capital (INR) - 35,629.03 lac (as on 31st March 2014)
2. Total Turnover (INR) – 3,825.88 crore (Standalone)

3. Total profit after taxes (INR) – 526.84 crore (Standalone)

4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) –

The Company has made contributions by donations and charity amounting ₹ 1,545.98 lac, being 2.93% of the profit after tax on standalone basis. In addition, the subsidiaries of the Company have made contributions by donations and charity.

5. **List of activities in which expenditure in 4 above has been incurred:-**

The expenditure has been incurred, inter-alia, in the following areas -

- a) Skill Development Programme wherein employment linked skill centres are being established across the country to provide training in market driven trades thus enhancing the employability of the youth;
- b) Cluster Development comprising of interventions in the areas of education, healthcare, sanitation, waste management and rural infrastructure development. Under this Programme, a number of primary health centres and rural and slum schools have been established alongwith a large number of rural infrastructure development projects;
- c) Nurturing Talent Programme wherein meritorious children hailing from underprivileged backgrounds are provided complete handholding for their all round career development to take place. The support is in the form of scholarships, counseling, career guidance, mentoring support and also parent motivation. The programme covers students from standard VI upto professional degrees wherein their educational expenses are funded under the programme;
- d) Educational Programmes wherein 22 government schools were supported under Rural Learning Centres Programme. In addition the Company is supporting in running of 30 rural schools in Haryana and Rajasthan besides 4 slum schools in Gurgaon;

- e) Healthcare programmes: In addition to the healthcare initiatives under cluster development, a series of mobile healthcare facilities are provided to the migrant labour population in the city of Gurgaon. Six identified labour concentration areas are reached out. The programme includes super-speciality camps and awareness drives as well;
- f) Rural Infrastructure Development Projects including repair and upgradation of rural school buildings, rural roads, panchayat halls, storm water drains etc;
- g) Assistance in provision of food to the needy under Food Bank programme;
- h) Animal Care wherein programmes have been launched for the care of animals and provision of state of the art veterinary facility in Gurgaon;
- i) Environment Programme under which a number of rain water harvesting units were installed; and
- j) Gurgaon Renewal Mission wherein an awareness campaign has been launched for addressing the social issues of Gurgaon.

Section C: Other Details

1. **Does the Company have any Subsidiary Company/ Companies?**
Yes, the Company has 143 subsidiaries as on 31st March, 2014.
2. **Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s).**

Yes, a number of subsidiary companies do participate in the BR initiatives.

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%]**

Yes. However, we do not have a system to compile these percentages.

Section D: BR Information

1. **Details of Director/Directors responsible for BR**

- a) Details of the Director/Director responsible for implementation of the BRpolicy/policies
 - DIN Number
 - Name
 - Designation

No director has yet been nominated.

- b) Details of the BR head*

S.No.	Particulars	Details
1.	DIN Number (if applicable)	Not applicable
2.	Name	
3.	Designation	
4.	Telephone number	
5.	e-mail id	

* No director has yet been nominated as BR Head. The Board constituted a Corporate Social Responsibility (CSR) Committee comprising Dr. K.P. Singh, Chairman, Ms. Pia Singh, Mr. Mohit Gujral & Mr. Pramod Bhasin as members. Lt. Gen.(Retd.) Rajender Singh, CEO, DLF CSR & DLF Foundation is steering the social responsibility initiatives.

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

S.No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have a policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	The Company has formulated the policies and adopted best practices in its own volition. However, while formulating the policies and adopting the same, the Company has been sensitive to the stakeholders and further, engaged experts of repute, as and when felt necessary.								
3.	Does the policy conform to any national /international standards? If yes, specify? (50 words)	Yes, the policy/practice conforms to the National Voluntary Guidelines (NVGs) issued by the Ministry of Corporate Affairs, Government of India, July 2011 and the policies are compliant with the applicable laws as mapped against the principles mentioned in NVGs.								
4.	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?*	Since all the policies are not required to be approved by the Board, the approval of the Board has been obtained where it is mandatory.								
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
6.	Indicate the link for the policy to be viewed online?	http://www.dlf.in (for i. Code of Conduct; ii. Policy for Prevention of Insider Trading; iii. Whistle Blower Policy and iv. Environment Policy.)								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Internal stakeholders are made aware of the policies. External stakeholders are communicated to the extent applicable.								
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

* No, it is not signed.

2a. If answer to S.No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options) : Not Applicable

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles									
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)									

3. Governance related to BR

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year**
- **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 has made significant investments in community welfare initiatives including the underprivileged through education, training, health, environment, capacity building and rural centric interventions. In line with the requirements of the Companies Act, 2013, the Board has constituted the CSR Committee to formulate the CSR Policy, to recommend the amount of expenditure to be incurred in CSR Activities and to institutionalize transparent monitoring mechanism for ensuring implementation of CSR policy.

Apart from the Board constituted Committee, the Advisory Board of DLF Foundation guides the social initiatives of the Company. The top executives of the Company and other eminent persons drawn from various spheres are members/invitees of the Advisory Board. The Advisory Board meets regularly, share their expert knowledge and provide guidance.

The Company does not publish BR or a Sustainability Report. However, a newsletter under the title "Building Lives" containing CSR activities undertaken/proposed to be undertaken, is quarterly published by the DLF Foundation.

Section E: Principle-wise performance

Principle 1

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/No.**

No. Apart from the Company, the Code of Conduct and Whistle Blower Policy cover other stakeholders as well.

Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/ Others?

The Code of Conduct adopted by the Company applies to the employees of

the Company and that of its subsidiary companies. In addition, the Company has a Whistle Blower Policy through which the Company seeks to provide a mechanism for its employees, directors, vendors or customers to disclose any unethical and/or improper practice(s) taking place in the Company for appropriate action and reporting. Further, no employee was denied access to the Audit Committee and all disclosures are reported to the Chairman of the Audit Committee. The Code of Conduct and the Whistle Blower Policy are uploaded on the Company's website – www.dlf.in.

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

In addition to the above policies, the Company has a Shareholders'/Investors' Grievance Committee (sub-committee of the Board) which, inter alia, reviews the shareholders complaints and their resolutions. During the year 2013-14, the Company received 28 shareholders complaints and disposed off the same. 7 disclosures were received under the Whistle Blower Policy and appropriate action were taken after due investigations. Customer complaints are addressed in the normal course of business by a dedicated team of Customer Services personnel.

Principle 2

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

Given the nature of our business, the Company could consider two "products". One "product" is a unit developed by the Company for sale and the other "product" is the completed building which is leased.

- i. The Company designs "product" having building structures for a seismic zone higher than what is mandatorily required under the requisite building code.

- ii. The Company is now designing buildings/upgrading existing buildings to achieve LEED Certification. Building 5A in DLF Cyber City, Gurgaon has received GOLD LEED Certification.
 - iii. The Company is generally using Aerated Concrete blocks (ACC) instead of clay burnt bricks in “product” construction thus preventing the depletion of soil strata.
- 2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**
- i. **Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?**

For both the “products”, in order to conserve the water resources, usage of ground water as well as potable water from corporation supply has been stopped for construction activities in Gurgaon. Alternatively, river water is being sourced.

- ii. **Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

It is difficult to quantify the exact quantity in terms of reduction achieved in energy and water by the consumers.

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

Yes.

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

While it is difficult to specify a percentage, most inputs in construction like steel, cement, electrical and mechanical equipment, paint, wood/aluminum products are sourced sustainably.

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

Yes.

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

The Company and its contractors endeavour to provide hygiene and healthy working environment to workers at construction sites including training to improve the capabilities of the local work force.

- 5. Does the company have a mechanism to recycle products and waste?**

Yes.

If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

The Company interalia, has implemented solid waste management technology to re-cycle house garbage into manure used for horticulture. The Company has commissioned state of the art sewage treatment plants which treat and re-cycle waste water for reusing in horticulture and toilets. The Company disposes some of the construction waste as a scrap to get them recycled and re-use the same in construction works.

Principle 3

- 1. Please indicate the Total number of employees :**

2327 (as of 31st March, 2014).

- 2. Please indicate the Total number of employees hired on temporary/ contractual/casual basis :**

19 (as of 31st March, 2014)

- 3. Please indicate the Number of permanent women employees :**

204 (as of 31st March, 2014)

- 4. Please indicate the Number of permanent employees with disabilities :**

The Company is an equal opportunity employer and do not discriminate on grounds of disability. Thus, the Company does not have a system of compiling such data.

5. Do you have an employee association that is recognized by management :

There is no employee association in the Company.

6. What percentage of your permanent employees is members of this recognized employee association?

Not applicable.

7. Please indicate the 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.

S. 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	Not applicable
2.	Sexual harassment	3	1
3.	Discriminatory employment	Nil	Not applicable

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

- **Permanent Employees**
Around 66% Employees were imparted general and safety training.
- **Permanent Women Employees**
Around 9% Employees were imparted general and safety training.
- **Casual/Temporary/Contractual Employees**
Nil.
- **Employees with Disabilities**
Nil.

Principle 4

1. Has the company mapped its internal and external stakeholders? Yes/No

Yes. The key stakeholders of the Company are employees, customers, government authorities, suppliers and shareholders.

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

For the Company all stakeholders are equally significant and no one is considered as disadvantaged, vulnerable and marginalized.

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

Not applicable.

Principle 5

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?

The Company's policy and practices relating to protection of human rights viz., non-engagement of child labour, assuring safety measures etc. is applicable to the Company and its subsidiaries as well as to the contractors engaged by the Company.

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

The Company has not received any complaints from any stakeholders pertaining to human rights.

Principle 6

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

The policy and practices relating to Principle 6 primarily cover only the Company and its group. Such policy and practices cannot be extended to others since the Company does not have any direct control over such entities. However, the Company does business with such entities which have adopted this principle.

2. Does the company have strategies/initiatives to address global environmental issues such as climate change, global

warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Yes. The Company has adopted an Environment Policy to Comply with or exceed the requirements and spirit of applicable environmental legislation and regulations; to optimize the use of natural resources in order to reduce pollution, minimize wastage and maximise reutilisation/ recycling and to enrich the bio-diversity of the nature surrounding our areas of business.

The Company has taken initiatives to address the global environmental issues like climate change, global warming etc. The company and its subsidiaries had setup Gas based Cogeneration power plants of aggregate capacity of about 121 MW. Due to their environmental friendliness, the UNFCCC had registered some of these projects under CDM / carbon credit scheme.

The Hyperlink of the web pages providing the details to some of the abovementioned cogeneration plants are as follows:

<http://cdm.unfccc.int/Projects/DB/BVQI1333468846.77/view>

<http://cdm.unfccc.int/Projects/DB/BVQI1373287235.95/view>

In addition, to address climate change and global warming, the Company uses double glassed doors and windows, CFL based lighting systems as well as other environmental friendly materials in its business activities.

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

Yes. Every single project of the Company and its subsidiaries undergoes Environment Impact Assessment (EIA).

4. Does the company have any project related to Clean Development Mechanism?

Yes.

If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

The company/group company has gas based cogeneration system projects of capacity 121 MW that are related to clean development mechanism. The Cogeneration plants at DLF

Silokhera and Building-5 having an installed capacity of 17MW & 40 MW respectively have been registered at UNFCCC as clean development project and would generate about 33500 Certified emission reductions (CERs) annually at full design load operation. The cogeneration plants at other locations like DLF Building -8 are in advanced stages of validation and registration.

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.

Yes. DLF has successfully designed, erected and commissioned state-of-the-art gas-based cogeneration plants to provide electricity and chilled water for air conditioning that serves 14 million sq. ft. of leased office area.

The Energy centres at Building-5 and Building-10 provide first-of-its-kind distinct cooling facility to commercial buildings spread upto a distance of 3 KMs. This air-conditioning is achieved without any use of Chloro Fluro Carbons (CFC) based conventional electrical chillers, thereby being very environment friendly and highly energy efficient.

Utilisation of waste heat and use of natural gas as fuel results in emission reductions compared to any other similar facility based on conventional system viz., Grid /DG sets & Electrical Chillers.

The hyperlink to the web page for the CDM projects registered at UNFCCC for carbon credits are as follows:

DLF Silokhera CDM project:

<http://cdm.unfccc.int/Projects/DB/BVQI1333468846.77/view>

DLF Building -5 CDM project:

<http://cdm.unfccc.int/Projects/DB/BVQI1373287235.95/view>

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

The emissions/waste generated by the company is within the required permissible limits and are being reported twice in a year to the concerned authorities.

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.

The Company has satisfactorily replied to all the show cause notices received from CPCB/SPCB and no such notice is pending for reply.

Yes there are specific programmes/ initiatives/projects which supports inclusive growth and equitable development. A number of programmes were undertaken by the company, principal ones being Skill Development, Talent Nurturing and Village Cluster Development.

Principle 7

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:

Yes. The major trade bodies, Chambers and Associations that our business deals with are:

- a. Federation of Indian Chamber of Commerce and Industry (FICCI)
- b. The Associated Chambers of Commerce and Industry of India (ASSOCHAM)
- c. PHD Chamber of Commerce and Industry (PHDCCI)
- d. The Confederation of Real Estate Developers'Associations of India (CREDAI)
- e. National Real Estate Development Council (NAREDCO)

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No;

Yes.

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)

The Company does work for advancement of public good along with our industry colleagues. Such work mainly involves creating framework of policies for urban development and inclusive development in this industry.

- **The DLF Skill Development programme** which was launched with the aim to skill and employ underserved and deserving youth across the country, saw definite expansion as 30 Skill Training Centres were established for providing training and employment to the poor deserving youth in numerous industry driven trades like Hospitality, Sales and Marketing, Information Technology, Electronics and Construction to name a few. The Skill Centres have been established across the states of Haryana, Delhi, Punjab, Uttar Pradesh, Uttaranchal, Tamil Nadu, Andhra Pradesh, Karnataka, Gujarat, Madhya Pradesh and Rajasthan.
- **DLF Talent Nurturing Programme**, launched in 2011 supports over 634 meritorious students from underprivileged families. Under the programme, meritorious children hailing from underprivileged backgrounds are provided complete handholding for their all round career development to take place. The support is in the form of scholarships, counseling, career guidance, mentoring support and also parent motivation. The company is supporting 500 meritorious students from various government and other schools at the primary and secondary school level, by enrolling them in private schools and providing requisite support in not only taking care of their financial requirements for education but also regular counseling, career guidance, soft-skills training, mentoring support through company's employee engagement programme and also parent motivation. At undergraduate and postgraduate levels, partnerships were established with over 20 colleges and

Principle 8

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

universities in Haryana, Uttar Pradesh, Uttarakhand and Delhi. As many as 134 scholarships were awarded during the academic session in disciplines such as Engineering, IT, MBBS, MBA, MSW and Fine Arts. In addition, the company has over the past years established 36 rural schools in Haryana and Rajasthan. Situated in remote areas, these rural schools educate 12,000 children every year with a focus on the girl child.

- **The DLF Cluster Development Programme** has adopted three clusters of five Villages each in Haryana and Punjab and the interventions and initiatives under this programme included establishment of Six Primary Health Centres, 12 Mobile Health Centres, Sanitation Drives, establishment of two Waste Management Units, running 22 Mobile Rural Libraries, 22 Rural Learning Excellence Centres, Mid Day Meals programme under which 2.73 lacs free meals were distributed last year to the poor malnourished in Delhi and Haryana.
- In addition to the above Programmes, the DLF CSR has also continued to work on its initiatives like **Animal Care, Labour Welfare and Environment**. DLF has been the first to start the **Mobile Medicare Programme for all construction workers** working in Gurgaon providing free examination and treatment to over 18,000 construction workers. In addition **Primary Education Centers** and Crèches have been established at four construction sites in Gurgaon.

India's first State-of-the-art veterinary hospital in Gurgaon with ultra modern facilities like laser surgery, ultra sonic testing and modern lab facilities for animal care was established.

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

Depending on the various factors, programmes are undertaken either in-house

or through DLF Foundation and other trusts, and also in collaboration with other external organizations/ NGOs.

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

Impact assessment is a very important element of all our projects and all our initiatives are assessed against identified project deliverables. In addition to end-line assessment, regular mid-term assessments are also conducted in addition to routing monthly monitoring.

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

The Company's direct contribution to community development programmes was ₹ 13.42 crore in FY 2013-14.

Under the Community Development Programme, the Company spent on a number of Rural and slum schools, nurturing talent of the underprivileged, Primary education centers and creches, skill development centres, Rural Primary Health Centres, Eye care camps, 12 Mobile Health Centres, Sanitation Drives, two Waste Management Units, Mobile Rural Libraries, 22 Rural Learning Excellence Centres, Mid Day Meals for poor, the Food Bank Programme. Details of the Programme are given at Point 1 above.

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.

Community participation is an integral part of all our social projects. We approach our projects with a mission to empower communities. Therefore, we work on making self-reliant communities with huge inputs on awareness building and ensuring access to rights and entitlements. Not only the community is involved right from the planning stage, but also takes over the management aspects. e.g. people's contribution in management of waste management programme which now runs on a self-sustainable model.

Principle 9

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

Relating to customer complaints/requests/grievances, the Company has established procedure to attend the same expeditiously. The pace of resolution of consumer cases is determined by the judicial forums, however, on an average 8% of the consumer cases pending before the various forums/courts get resolved and or disposed off in a 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)**

Considering the nature of business, the Company could identify two “products”. One “product” is the residential and commercial unit(s) developed by the Company for sale and the other “product” is the completed office building which is leased. Accordingly, information on the “product” is displayed in the advertisement, application form, agreement and other relevant documents as per the requirement of local laws.

- 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. If so, provide details thereof, in about 50 words or so.

There are complaints filed before CCI on various projects of the Company alleging imposition unfair and unilateral conditions by abuse of dominant position of the allottees in terms of Apartment Buyers’ Agreements entered with the allottees. The Company has refuted the allegations of imposition of any such unfair and arbitrary conditions by abuse of dominant position and at present proceedings are pending before the CCI and appeal filed by the Company before COMPAT and also before the Hon’ble Supreme Court of India. The Company has taken legal opinion and as per the advice the Company has a good case on merits.

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

Yes, consumer survey/satisfaction is carried out through “Customer Feedback Form” which is studied to improve the offerings to the customers. In addition, through the Company’s website (www.dlf.in “your experience with us”) tab, the customer’s views are collated to understand the satisfaction level and trend.