

PRINCIPLE 9

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

Essential Indicators >>

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**
Customer complaints are received by the Company's employees facing customers. These are recorded and monitored for satisfactory resolution in Salesforce-based Customer Complaint Resolution System (CCRS). The complaints are registered throughout product lifecycle from start of installation to end of life. Feedback from customers is sought for during business transactions - from sales phase to aftermarket service. This is analyzed on various parameters and monitored as Customer Satisfaction (C-SAT) score. On annual basis also, customer feedback is solicited through independent agency and Net Promoter Score (NPS) is measured for various business segments and markets. Improvement actions on C-SAT score and NPS are identified, planned, executed and tracked.

- Turnover of products and/or services as a percentage of turnover from all products/service that carry information about:**

Services	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	100%	

- Number of consumer complaints in respect of the following:**

Complaint Type	FY 25 Current Financial Year		Remarks	FY 24 Previous Financial Year		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		0		
Advertising	0	0		0		
Cyber Security	0	0		0		
Delivery of essential service	0	0		0		
Restrictive trade practices	0	0		0		
Unfair trade practice	0	0		0		
Other*	72	0		47		

Note - * These Customer Complaints were reported by the customers and were addressed through a systematic approach, including thorough investigation, root cause analysis, and the implementation of appropriate actions to ensure customer satisfaction. The previous year data on customer complaint updated as per latest status.

- Details of instances of product recalls on account of safety issues:**

	Number	Reason to recall
Voluntary Recall	0	NA
Forced Recall	0	NA

- 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.**

Policy available (Yes/No) Yes

Web <https://www.triveniturbines.com/wp-content/uploads/2023/10/TTL-Information-Security-Policy.pdf>

- 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.**

Not Applicable

- Provide the following information relating to data breaches:**

- Number of instances of data breaches: Nil
- Percentage of data breaches involving personally identifiable information of customers: Nil
- Impact, if any, of data breaches: Not Applicable

Leadership Indicators >>

- Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Channels/Platforms available (Yes/No) Yes

Web <https://www.triveniturbines.com/products/>
<https://www.triveniturbines.com/parts-sales-services/>
<https://www.triveniturbines.com/refurb/>

- Steps taken to inform and educate consumers about safe and responsible usage of products and/ or services.**

Triveni Turbine Limited ensures that all consumers are well-informed about the safe and responsible use of its products through clearly documented guidelines provided in the Operation & Maintenance (O&M) Manual. The manual outlines critical safety protocols, including staff training, use of personal protective equipment, and adherence to prescribed safety procedures by authorized personnel. It also mandates the strategic placement of warning signs and safety instructions at key locations. Furthermore, during the Erection & Commissioning phase, Triveni's engineers conduct in-depth briefings for consumers to reinforce safe operational practices and ensure thorough understanding of safety measures.

3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**
Not Applicable

4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**
Product Information Over and Above (Yes/No/Not Yes Applicable) Yes

Details The product information is specified as per regulations.

Survey carried out (Yes/No) Yes

Independent Auditor’s Report

To the Members of Triveni Turbine Limited

Report on the Audit of the Standalone Financial Statements

Opinion

1. We have audited the accompanying Standalone financial statements of Triveni Turbine Limited ('the Company'), which comprise the Standalone Balance Sheet as at 31 March 2025, the Standalone Statement of Profit and Loss (including Other Comprehensive loss), the Standalone Statement of Cash Flow and the Standalone Statement of Changes in Equity for the year then ended, and notes to the standalone financial statements, including material accounting policy information and other explanatory information.
2. In our opinion and to the best of our information and according to the explanations given to us, the aforesaid standalone financial statements give the information required by the Companies Act, 2013 ('the Act') in the manner so required and give a true and fair view in conformity with the Indian Accounting Standards ('Ind AS') specified under Section 133 of the Act read with the Companies (Indian Accounting Standards) Rules, 2015 and other accounting principles generally accepted in India, of the state of affairs of the Company as at 31 March 2025, and its profit (including other comprehensive loss), its cash flows and the changes in equity for the year ended on that date.

Basis for Opinion

3. We conducted our audit in accordance with the Standards on Auditing specified under Section 143(10) of the Act. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Standalone Financial Statements section of our report. We are independent of the Company in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India ('ICAI') together with the ethical requirements that are relevant to our audit of the standalone financial statements under the provisions of the Act and the rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key Audit Matter

4. Key audit matters are those matters that, in our professional judgment were of most significance in our audit of the standalone financial statements of the current period. These matters were addressed in the context of our audit of the standalone financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.
5. We have determined the matter described below to be the key audit matter to be communicated in our report.

Key audit matter	How our audit addressed the key audit matter
Revenue Recognition of sale of products Refer Note 1(b) to the accompanying Standalone financial statements for material accounting policy information on revenue recognition and Note 20 for the details of revenue recognised during the year. Revenue from sale of products for the year ended 31 March 2025 is ₹ 16,046 million. Revenue from sale of products is recognized at a point in time when the control of the promised goods are transferred to the customer, which depends on the specific terms and conditions of the revenue contracts entered with the customers. Revenue, being one of the key performance indicators of the Company and its external stakeholders, is subject to high inherent risk of material misstatement, and is therefore determined to be an area involving significant risk in line with the requirements of the Standards on Auditing which required significant auditor attention.	Our audit procedures in relation to revenue recognition included, but were not limited to, the following: a) Understood the nature of revenue transactions, revenue recognition process and evaluated the appropriateness of the accounting policy adopted by the management in accordance with Ind AS 115; b) Evaluated the design and tested the operating effectiveness of key controls around revenue recognition; c) Performed substantive testing on selected samples of revenue transactions recorded during the year and transactions recorded during specific periods before and after year-end, by inspecting supporting documents such as sales invoices, customer contracts, shipping documents, proofs of dispatch and delivery etc, to ensure the accuracy and completeness of revenue recorded for such transactions in the correct period;