Nepal Doorsanchar Company Limited
Bhadrakali Plaza, Kathmandu
Condensed Consolidated Statement of Financial Position
As at Chaitra 30, 2082 (13 Apr, 2026)

NPR in '000

	Group		*Company*	
	Current Period (Unaudited)	**Previous Year (Audited)**	**Current Period (Unaudited)**	**Previous Year (Audited)**
	As at Chaitra 30, 2082	**As at Ashadh 32, 2082**	**As at Chaitra 30, 2082**	**As at Ashadh 32, 2082**
Assets				
Non- Current Assets				
Intangible Assets	720,096	1,159,173	687,796	1,114,719
Property, Plant and Equipment	43,757,148	46,547,280	43,723,825	46,504,221
Right of Use (ROU) Assets	1,667,603	1,917,870	1,660,883	1,917,870
Capital Work-in-Progress	4,176,766	3,232,837	4,174,294	3,230,364
Long Term Loan and Advances	707,178	978,746	703,178	978,746
Investment	18,714,000	18,177,266	18,979,689	18,867,965
Deferred Tax Asset	9,831,063	9,034,046	9,767,480	8,972,464
Employee Loan	3,771,700	3,808,738	3,771,700	3,808,738
Contract Cost Assets	408,860	417,354	408,860	417,354
Total Non-Current Assets	**83,754,413**	**85,273,308**	**83,877,705**	**85,812,440**
Current Assets				
Inventory	336,052	282,906	335,502	282,334
Prepayments & Non-Financial Assets	3,200,804	2,749,847	3,199,748	2,760,773
Current Tax Assets	702,175	486,971	686,194	471,287
Accruals, Advance & Others Receivables	1,648,380	1,850,814	1,633,818	1,817,534
Trade Receivable	1,732,881	1,098,694	1,730,719	1,097,789
Investment	25,974,990	30,293,810	25,899,990	29,757,000
Cash & Cash Equivalents	18,034,712	9,649,477	17,964,817	9,550,231
Total Current Assets	**51,629,994**	**46,412,520**	**51,450,789**	**45,736,950**
Total Assets	**135,384,407**	**131,685,828**	**135,328,494**	**131,549,389**
Equity and Liabilities				
Equity				
Share Capital	18,000,000	18,000,000	18,000,000	18,000,000
Reserve and Surplus	81,014,598	80,239,504	81,158,964	80,347,357
Total Equity attributable to Equityholders	**99,014,598**	**98,239,504**	**99,158,964**	**98,347,357**
Non Controlling Interest	69,002	84,746	-	-
Total Equity	**99,083,600**	**98,324,250**	**99,158,964**	**98,347,357**
Non-Current Liabilities				
Post Employment Benefits	10,978,392	9,730,048	10,978,392	9,730,048
Deferred Government Grant	1,946,208	1,824,061	1,946,208	1,824,061
Subscriber Deposits	56,981	56,224	56,981	56,224
Lease Liability	1,978,807	2,320,469	1,970,644	2,320,469
Total Non-Current Liabilities	**14,960,388**	**13,930,803**	**14,952,226**	**13,930,802**
Current Liabilities and Provisions				
Current Tax Liabilities	-	-	-	-
Provisions	241,000	308,342	241,000	308,342
Current Liabilities	12,418,846	11,083,046	12,310,266	10,927,629
Other Non-Financial Liabilities	8,680,572	8,039,387	8,666,037	8,035,260
Total Current Liabilities and Provisions	**21,340,418**	**19,430,776**	**21,217,304**	**19,271,231**
Total Equity and Liabilities	**135,384,407**	**131,685,828**	**135,328,494**	**131,549,389**

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Nepal Doorsanchar Company Limited
Bhadrakali Plaza, Kathmandu

Condensed Consolidated Statement of Profit or Loss
For the Year ended Chaitra 30, 2082 (13 Apr, 2026)

Particulars	Group				Company			
	Current Year		Corresponding Previous Year (Restated)		Current Year		Corresponding Previous Year (Restated)	
	This Quarter (2082.10.01-2082.12.30)	Year to Date (2082.04.01 - 2082.12.30)	This Quarter (2081.10.01-2081.12.31)	Year to Date (2081.04.01 - 2081.12.31)	This Quarter (2082.10.01-2082.12.30)	Year to Date (2082.04.01 - 2082.12.30)	This Quarter (2081.10.01-2081.12.31)	Year to Date (2081.04.01 - 2081.12.31)
Revenue from contract with customers	8,636,512	25,938,738	8,314,239	25,322,972	8,629,923	25,929,654	8,312,689	25,317,614
Finance Income	670,510	2,228,743	501,572	2,808,743	669,843	2,226,875	500,156	2,803,572
Other Income	327,863	698,410	101,547	313,129	327,863	698,365	99,455	310,381
Total Income	**9,634,885**	**28,865,891**	**8,917,358**	**28,444,845**	**9,627,629**	**28,854,895**	**8,912,300**	**28,431,566**
Employee Benefit Expenses	(2,133,683)	(6,023,586)	(1,691,003)	(5,195,389)	(2,126,551)	(6,003,084)	(1,683,973)	(5,171,606)
Operation and Maintenance Costs	(1,597,644)	(4,528,610)	(1,637,085)	(4,788,715)	(1,596,500)	(4,524,593)	(1,635,909)	(4,785,285)
Sales Channel, Marketing and Promotion Costs	(87,838)	(260,659)	(73,310)	(206,100)	(86,218)	(257,310)	(73,085)	(204,566)
Office Operation Expenses	(303,832)	(963,688)	(291,968)	(897,758)	(302,572)	(959,310)	(288,481)	(891,590)
Regulatory Fees, Charges and Renewals	(823,746)	(3,001,077)	(1,141,806)	(3,395,682)	(823,746)	(3,001,077)	(1,141,806)	(3,395,682)
Foreign Exchange (Loss)/Gain	(92,122)	265,311	11,789	151,456	(88,894)	270,692	11,916	155,714
Earning Before Interest,Tax, Depreciation & Amortisation (EBITDA)	**4,596,020**	**14,353,582**	**4,147,615**	**14,166,297**	**4,603,149**	**14,380,212**	**4,154,603**	**14,192,192**
Finance Cost	(39,085)	(124,874)	(35,704)	(113,086)	(38,846)	(124,155)	(35,412)	(112,211)
Depreciation	(1,179,052)	(4,199,460)	(1,317,426)	(4,586,140)	(1,174,624)	(4,186,072)	(1,313,127)	(4,573,049)
Amortisation	(187,153)	(766,389)	(234,423)	(733,068)	(183,161)	(754,234)	(230,380)	(720,862)
Impairments - net of reversals	(58,499)	(253,432)	(149,318)	(160,666)	(58,499)	(253,432)	(149,318)	(160,666)
Profit Before Tax	**3,132,230**	**9,009,427**	**2,410,744**	**8,573,337**	**3,148,019**	**9,062,319**	**2,426,365**	**8,625,404**
Income Tax Expenses				-				
Current Income Tax	(1,279,724)	(3,584,339)	(1,067,522)	(2,549,037)	(1,279,724)	(3,584,339)	(1,067,522)	(2,549,037)
Deferred Taxes	242,065	797,039	1,706,007	(367,903)	240,191	795,017	1,716,540	(365,863)
Profit For the Period	**2,094,571**	**6,222,127**	**3,049,228**	**5,656,397**	**2,108,486**	**6,272,996**	**3,075,384**	**5,710,504**
Condensed Consolidated Statement of Other Comprehensive Income								
Profit for the period	**2,094,571**	**6,222,127**	**3,049,228**	**5,656,397**	**2,108,486**	**6,272,996**	**3,075,384**	**5,710,504**
Other Comprehensive Income		-				-		
Total Comprehensive Income for the Period	**2,094,571**	**6,222,127**	**3,049,228**	**5,656,397**	**2,108,486**	**6,272,996**	**3,075,384**	**5,710,504**
Net Profit attributable to:								
Equity holders of the company	2,094,571	6,240,570	3,049,228	5,656,397	2,108,486	6,272,996	3,075,384	5,710,504
Non-controlling interest		(18,443)		(8,557)	-	-	-	-
Earnings Per Share-annualised(Basic)						46.47		42.30
Earnings Per Share-annualised (Diluted)						46.47		42.30

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Nepal Doorsanchar Company Limited
Bhadrakali Plaza, Kathmandu
Condensed Statement of Cash Flows
For the Year ended Chaitra 30, 2082 (13 Apr, 2026)

NPR in '000

	Group		Company	
	Current Period (Unaudited)	Previous Year (Audited)	Current Period (Unaudited)	Previous Year (Audited)
	As at Chaitra 30, 2082	As at Ashadh 32, 2082	As at Chaitra 30, 2082	As at Ashadh 32, 2082
Cash Flow from Operating Activities				
Net Profit for the period	**6,222,127**	**5,962,616**	**6,272,996**	**6,006,722**
Adjustments				
Income Tax expense recognised in profit or loss	3,584,339	4,632,255	3,584,339	4,632,255
Deferred Tax expense recognised in profit or loss	(797,039)	(809,966)	(795,017)	(788,768)
Depreciation	4,199,460	6,049,032	4,186,072	6,031,163
Finance Income	(2,032,849)	(3,504,207)	(2,030,982)	(3,497,709)
Impairment Loss	253,432	1,321,416	253,432	1,321,416
Finance Costs	249,028	186,308	248,310	185,082
Actuarial (Gain)/Loss	-	(2,012,668)	-	(2,012,668)
Amortization of License	766,389	1,124,530	754,234	1,108,186
Equity loss on Associate	-	119,585	-	119,585
Unrealised (Gain)/Loss on Cash and Cash equivalents	- -	41,267.24	- -	41,267.24
Movements in Working Capital	-	-	-	-
Decrease/(Increase) in Inventory	(76,214)	238,403	(76,194)	237,622
(Increase)/Decrease in Prepayments & Other Non-Financ	(1,588,283)	(365,317)	(1,588,024)	(365,870)
(Increase)/Decrease in Employee Loan	37,038	31,336	37,038	31,336
(Increase)/Decrease in Other Advances	215,538	(828,362)	183,716	(824,495)
(Increase)/Decrease in Trade Receivable	(758,783)	-97,880	(758,783)	-97,880
(Increase)/Decrease in Deferred Taxes	-	-	-	-
(Increase)/Decrease in Contract cost assets	(145,037)	(256,909)	(145,037)	(256,909)
Increase /(Decrease) in Non-Current Liability	1,650,744	(8,360,069)	1,650,744	(8,360,069)
Increase /(Decrease) in Provisions	(67,342)	55,432	(67,342)	55,432
Increase /(Decrease) in Current Liability	(3,397,515)	(609,007)	(3,325,749)	(618,954)
Increase /(Decrease) in Trade Payable	65,077	222,443	65,077	222,443
Increase /(Decrease) in Lease Liability	(349,825)	(163,277)	(349,825)	(163,277)
Increase /(Decrease) in Other Non-Financial Liabilities	630,777	1,165,480	630,777	1,165,480
NFRS Adjustments	-	3,288	-	3,288
Previous Year Adjustments	(2,221)	365,278	(939)	365,278
Income Taxes Paid	(3,799,544)	(1,288,849)	(3,799,246)	(1,287,770)
Total Adjustments	**(1,362,828)**	**(2,822,994)**	**(1,343,397)**	**(2,837,071)**
Net Cash flow from Operating Activities (A)	**4,859,299**	**3,139,622**	**4,929,599**	**3,169,651**
Cash Flow from Investing Activities				
Internet License Fee Renewal	-	-	-	-
Acquisition of Intangible Assets	(1,054)	(144,411)	(1,054)	(144,411)
Acquisition of Property, Plant and Equipment	(1,470,643)	(2,500,994)	(1,469,523)	(2,499,929)
Decrease/ (Increase) in ROU Assets	(0)	(141,016)	(0)	(141,016)
Decrease/ (Increase) in Capital Work in Progress	(1,096,795)	588,182	(1,096,795)	588,324
Decrease/ (Increase) in long term loan and Advances	275,568	(212,813)	275,568	(212,813)
Decrease/ (Increase) in Investment	3,770,808	6,554,940	3,750,808	6,447,440
Income from Investment & Bank Deposit	2,032,849	3,504,207	2,030,982	3,497,709
Adjustment in Retained Earning	-	-		
Investment in Subsidiary company	-	-	-	-
Net Cash Flow from Investing Activities (B)	**3,510,735**	**7,648,095**	**3,489,987**	**7,535,305**
Cash Flow from Financing Activities				
Increase/(Decrease) in Share Capital	16,800.00		-	-
Proceeds from issuance of Share from Non-Controlling Interest	-	-		
Lease Payment	(1,980)	(3,600)		
Dividend Paid	(5,000)	(5,371,265)	(5,000)	(5,371,265)
Net Cash Flow from Financing Activities (C)	**9,820**	**(5,374,865)**	**(5,000)**	**(5,371,265)**
Net Increase in Cash (A+B+C)	**8,379,854**	**5,412,852**	**8,414,586**	**5,333,691**
Effect of exchange rate fluctuations on Cash and Cash equivalents	5,381	45,125	-	41,267
Cash & Cash Equivalents at Beginning of the period	9,649,478	4,191,501	9,550,232	4,175,273
Cash & Cash Equivalents at the End of the period	**18,034,712**	**9,649,477**	**17,964,817**	**9,550,231**

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Nepal Doorsanchar Company Limited
Bhadrakali Plaza, Kathmandu
Condensed Consolidated Statement of Changes in Equity
For the Year ended Chaitra 30, 2082 (13 Apr, 2026)

NPR in '000

Particulars	Company					
	Attributable to Equity holders of the company					
	Share Capital	Retained Earning	Deferred Tax Reserve	FVtOCI Reserve	Revaluation Reserve	Total
Balance as on Shrawan 1, 2081	**18,000,000**	**47,850,512**	**8,147,545**	**-**	**23,461,649**	**97,459,707**
Previous Period Adjustments		365,278	-			365,278
Restated Opening Balance	**18,000,000**	**48,215,791**	**8,147,545**	**-**	**23,461,649**	**97,824,985**
Profit for the period		5,922,372				5,922,372
Dividend to equity shareholder		(5,400,000)				(5,400,000)
Transfer from Revaluation Reserve		(1,841,831)			1,841,831	-
Transferred to Deferred Tax Reserve		(824,919)	824,919			-
						-
Balance as on Ashadh 32, 2082	**18,000,000**	**46,071,413**	**8,972,464**	**-**	**25,303,480**	**98,347,357**
Balance as on Shrawan 1, 2082	**18,000,000**	**46,071,413**	**8,972,464**	**0.00**	**25,303,480**	**98,347,357**
Previous Period Adjustment	-	-	-	-	(60,450)	- 60,449.57
Prior Period Income	-	-	-	-	-	0
Prior Period Expenses	-	(939)	-	-	-	(939)
Restated Opening Balance	**18,000,000**	**46,070,474**	**8,972,464**	**-**	**25,243,030**	**98,285,968**
Profit for the year	-	6,272,996	-	-	-	6,272,996
Dividend to equity shareholder						-
Cash Dividend paid	-	(5,400,000)	-	-	-	(5,400,000)
Transfer from Revaluation Reserve	-	35,287	-	-	(35,287)	-
Transfer To Deferred Tax Reserve	-	(795,017)	795,017	-	-	-
Balance as on Chaitra 30, 2082	**18,000,000**	**46,183,740**	**9,767,480**	**-**	**25,207,744**	**99,158,964**

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Nepal Doorsanchar Company Limited
Bhadrakali Plaza, Kathmandu

Condensed Consolidated Statement of Changes in Equity

For the Year ended Chaitra 30, 2082 (13 Apr, 2026)

NPR in '000

Particulars	Group							
	Attributable to Equity holders of the company						Non Controlling Interest	Total Equity
	Share Capital	Retained Earning	Deferred Tax Reserve	FVtOCI Reserve	Revaluation Reserve	Total		
Balance as on Shrawan 1, 2081	**18,000,000**	**47,768,859**	**8,147,545**	**-**	**23,461,649**	**97,378,053**	**101,536**	**97,479,589**
Previous Period Adjustments		366,946				**366,946**	(103)	366,844
Prior Period Income						**-**		-
Prior Period Expenses		(1,020)				**(1,020)**		(1,020)
Prior Period Accounting Adjustment		25				**25**		25
Restated Opening Balance	**18,000,000**	**48,134,810**	**8,147,545**	**-**	**23,461,649**	**97,744,005**	**101,433**	**97,845,438**
Profit for the period		5,895,499				**5,895,499**	(16,687)	5,878,812
Dividend to equity shareholder		(5,400,000)				**(5,400,000)**		(5,400,000)
Share of non controlling interest						**-**	-	-
Transfer from Revaluation Reserve		47,049			(47,049)	**-**		-
Transfer to Revaluation Reserve		(1,888,879)			1,888,879	**-**		
Transferred to Deferred Tax Reserve		(846,139)	846,139			**-**		-
Balance as on Ashadh 32, 2082	**18,000,000**	**45,942,341**	**8,993,683**	**-**	**25,303,480**	**98,239,504**	**84,746**	**98,324,250**
						-		
Balance as on Shrawan 1, 2082	**18,000,000**	**45,942,341**	**8,993,683**	**-**	**25,303,480**	**98,239,504**	**84,746**	**98,324,250**
Previous Period Adjustment		(1,388)			(60,450)	**(61,838)**	2,699	(59,139)
Prior Period Income		-				**-**		-
Prior Period Expenses		(939)				**(939)**		(939)
Adjustment of Stock		-				**-**		-
Restated Opening Balance	**18,000,000**	**45,940,014**	**8,993,683**	**-**	**25,243,030**	**98,176,727**	**87,445**	**98,264,172**
Profit for the period		6,240,570				**6,240,570**	(18,443)	6,222,127
NCI adjustment		(2,699)				**(2,699)**		(2,699)
Bonus Share Issued	-	-				**-**		-
Cash Dividend paid		(5,400,000)				**(5,400,000)**		(5,400,000)
Transfer Revaluation Reserve		35,287			(35,287)	**-**		-
Transfer To Deferred Tax Reserve		(795,017)	795,017			**-**		-
Balance as on Chaitra 30, 2082	**18,000,000**	**46,018,154**	**9,788,700**	**-**	**25,207,743**	**99,014,598**	**69,002**	**99,083,600**

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Notes to Condensed Consolidated Financial Statements:

1. The above financial statements are prepared in accordance with Nepal Financial Reporting Standards (NFRS) .
2. The figures presented above are subject to change as per the instructions, if any, of Statutory Auditors or Regulatory Authority
3. Group Financial Statements include Nepal Doorsanchar Company Limited (Parent Co.) and Nepal Digital Payments Company Ltd. (Subsidiary Co.).
4. All inter-company transactions and outstanding balances among Group Companies are excluded in Group Financial Statements.
5. Employee Benefit Expenses includes provision for employee calculated in line with provisions of Bonus Act/Regulations and amortisation of deferred employee benefits of subsidised loan provided as per Employee bylaws of the company.
6. The Group consistently follows accounting policies and applies accounting estimates on consistent basis.
7. There has been no material change in accounting policies from the policies that have been disclosed in the last published audited financial statements.
8. For interim financial reporting the Group makes estimates and assumption, wherever required, on the basis of past experience, budget, performance achievements and annualization of transactions. Therefore, the quarterly published interim financial reports may, on occasions, approximate the financial position and performance of the Group. The adjustments, if required, are given on annual basis in the audited financial statements.
9. The company has implemented Defined Benefit contributory pension scheme in FY 2080-81 for employees joining after Kartik 1, 2066. The Financial impact arising from change in this rules has been as per NAS 19 " Employee Benefit"
10. The actuarial discount rate assumption for employee benefits has been reduced from 7.5% to 7% due to current financial market conditions and a significant decrease in the expected return.
11. Previous period's figures are regrouped / rearranged/restated wherever necessary for consistent presentation and comparison.
12. The detailed interim financial statement has been published in the website "www.ntc.net.np" of the Company.

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Disclosure as per Securities Registration and Issue Regulations, 2073
Related to sub-Regulation (1) of Regulation (26)

1. **Financial Statements**
   - **A. Statement of Financial position and Statement of Profit or Loss**
     Published along with this report
   - **B. Major Financial Ratios**

Earnings Per Share – (NPR)	46.47	Net worth per share (NPR)	550.88
P/E ratio	18.34	Current Ratio	2.42
Total Assets per share (NPR)	751.82		

   - **C. Related Party Disclosure**
     - The Company adheres to the requirements of NAS 24 "Related Parties" and other legal obligations regarding the disclosure of related party transactions and balances.
     - The Group Financial Statements include Nepal Doorsanchar Company Limited (Parent Company) and Nepal Digital Payments Company Ltd. (Subsidiary Company).
     - All transactions between the Company and its subsidiary are executed based on the arm's length principle. The effects of all inter-company transactions and outstanding balances are excluded from the Group Financial Statements.
     - The Government of Nepal, which is the principal owner of the company, the employee retirement fund maintained with Citizen Investment Trust (CIT), the Nepal Telecom employee retirement fund managed with Employee Provident Fund, Nepal Bank Limited, Rastriya Banijya Bank Limited, and Agricultural Development Bank Limited, as well as Trishuli Jal Vidhyut Company Limited, Nagarik Stock Dealer Company Ltd., and Upper Tamakoshi Hydropower Ltd., are considered associated companies and related parties of the Company.
     - The Board of Directors, Managing Director, other Key Management Personnel, and their relatives are also considered related parties of the Company.
     - No transactions between the Company and Key Management Personnel, including the Managing Director, were observed except as prescribed under the Company's regulations.

2. **Management Analysis**
   Amidst a challenging business landscape characterized by intensifying competition in the telecommunications sector and operational constraints arising from global shortages of equipment and goods, Nepal Telecom has managed to deliver satisfactory results through strategic diversification of its products and services, along with a commitment to a 'Service to All' approach in expanding its service coverage.

3. **Details Related to Legal Proceedings**
   In the current reporting period, a total of Three (3) legal cases have been filed against the company, whereas no legal cases has been initiated by the company against other parties.

4. **Analysis of Company's Shares Transactions**
   The trading of the Company's shares in the capital market has remained stable, supported by investor confidence and analysis of its financial performance. No significant fluctuations in the share price were observed during the period.
   The table below presents the Company's share transactions in the capital market for the reported quarter:
   - Maximum Share Price : NPR 914
   - Minimum Share Price : NPR 844
   - Closing Share Price : NPR 852
   - Total Number of Transactions : 13,598
   - Total Number of Shares Traded : 10,17,640
   - Total Number of Transaction Days : 53

   * Source: *As published in the website of Nepal Stock Exchange (www.nepalstock.com.np)*

5. **Problems and Challenges**
   External:
   - Market competition, evolving customer behavior leading to lower tariffs, and the introduction of cost-effective packages to maintain competitiveness.
   - Subscriber usage has been adversely affected by the ongoing financial difficulties.
   - Rapid advancements in telecommunications technology often lead to the obsolescence of existing technologies and equipment.
   - A global shift in user behavior from voice services to data and other digital services. Increasing migration of users from mobile data to fixed broadband services.
   - Changes in government and regulatory policies directly impacting service tariffs.
   - Service disruptions caused by adverse weather conditions, infrastructure works by other utility providers during the reporting period.
   - Challenges in network expansion and service quality maintenance due to the lack of a reliable power grid in remote areas.

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- Declining revenue from international and domestic voice services due to the growing use of OTT (Over-The-Top) applications.
- Adherence to procurement rules and regulations may result in delays in acquiring essential equipment or services.

Internal:

- Challenges in delivering and maintaining services, especially in remote regions.

Strategies Initiated by the Management to Solve the Problems and Challenges:

- The Company is committed to establishing modern telecommunication infrastructure across Nepal to deliver high-quality services and address changing customer needs. Nationwide 4G/LTE services have been deployed in all 77 districts, and efforts are underway to migrate customers from legacy PSTN/ADSL services to FTTH, which integrates voice, data, and IPTV services.
- To strengthen competitiveness, the Company continues to introduce new fixed and mobile services such as 4G/LTE, FTTH, data lease, and IoT, offering them at reasonable prices. Promotional offers and customer migration initiatives are being implemented to accelerate adoption of these advanced technologies.
- Expansion and reinforcement of backbone networks are being prioritized to ensure reliable service delivery. In collaboration with the Nepal Telecommunications Authority (NTA), optical fiber backbone networks are being expanded under the RTDF grant program.
- Regular network optimization through enhanced monitoring processes, 7-to-7 field support, and 24-hour technical assistance for core and backbone equipment are in place to maintain and improve service quality, particularly in remote areas.
- To adapt to evolving customer preferences, the Company is expanding its Value Added Services (VAS) portfolio and enhancing its billing system to provide an integrated, one-stop billing solution for all services.
- A Customer Relationship Management (CRM) system is being utilized to improve customer experience through multiple support channels, including call centers, complaint desks, mobile apps, websites, chatbots, and social media.
- To better respond to market dynamics, the Company is investing in business process automation, restructuring its organizational framework, and conducting customer-focused training programs for employees.
- A performance-based evaluation system, including incentives, has been implemented to motivate employees and improve overall service standards.
- The Company has also invested in commercially viable horizontal and vertical sectors to diversify revenue streams. Additionally, it is expanding services to local governments and corporate clients in collaboration with relevant government agencies.

6. **Corporate Governance**
   - The Citizen Charter (Nagarik Badapatra), Employees Code of Conduct, and the Central Level Governance Unit have been implemented to strengthen corporate governance within the company.
   - The company has been providing necessary and important information to its customers, as well as other members of the public, through its website, frequent media announcements, and dissemination of information via its various social media platforms in order to maintain transparency.
7. To strengthen the internal control mechanism of the Company, a separate Internal Audit and Inspection Department has been established. The department conducts audits of various company departments on an ongoing basis and provides necessary recommendations to the Audit Committee. Accordingly, the Audit Committee holds regular meetings to implement these recommendations.
8. **Declaration by Managing Director on Truthfulness of Information**

   I, hereby, declare that all the information provided in this document is true, complete and factual and that I take personal responsibility for any deviations thereof. I also declare that the Company's information or data, that assist investors in making informed investment decisions, have not been misstated in any way.

For Managing Director
Nepal Doorsanchar Company Limited

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