Nepal Doorsanchar Company Limited
Bhadrakali Plaza, Kathmandu
Condensed Consolidated Statement of Financial Position
As at Ashadh 32, 2083 (16 Jul, 2026)

NPR in '000

	Group		Company	
	Current Period (Unaudited) As at Ashadh 32, 2083	Previous Year (Audited) As at Ashadh 32, 2082	Current Period (Unaudited) As at Ashadh 32, 2083	Previous Year (Audited) As at Ashadh 32, 2082
Assets				
Non- Current Assets				
Intangible Assets	941,714	1,159,173	912,195	1,114,719
Property, Plant and Equipment	44,265,421	46,547,280	44,235,996	46,504,221
Right of Use (ROU) Assets	1,583,204	1,917,870	1,576,982	1,917,870
Capital Work-in-Progress	2,548,106	3,232,837	2,545,634	3,230,364
Long Term Loan and Advances	617,551	978,746	613,551	978,746
Investment	19,277,767	18,177,266	19,543,456	18,867,965
Deferred Tax Asset	10,598,259	9,034,046	10,536,497	8,972,464
Employee Loan	3,784,579	3,808,738	3,784,579	3,808,738
Contract Cost Assets	450,309	417,354	450,309	417,354
Total Non-Current Assets	**84,066,910**	**85,273,308**	**84,199,198**	**85,812,440**
Current Assets				
Inventory	251,647	282,906	251,350	282,334
Prepayments & Non-Financial Assets	2,497,679	2,749,847	2,495,744	2,760,773
Current Tax Assets	466,715	486,971	450,670	471,287
Accruals, Advance & Others Receivables	1,231,469	1,850,814	1,215,672	1,817,534
Trade Receivable	1,419,582	1,098,694	1,416,956	1,097,789
Investment	24,294,688	30,293,810	24,219,688	29,757,000
Cash & Cash Equivalents	23,949,080	9,649,477	23,876,813	9,550,231
Total Current Assets	**54,110,860**	**46,412,520**	**53,926,893**	**45,736,950**
Total Assets	**138,177,770**	**131,685,828**	**138,126,091**	**131,549,389**
Equity and Liabilities				
Equity				
Share Capital	18,000,000	18,000,000	18,000,000	18,000,000
Reserve and Surplus	82,212,294	80,239,504	82,356,484	80,347,357
Total Equity attributable to Equityholders	**100,212,294**	**98,239,504**	**100,356,484**	**98,347,357**
Non Controlling Interest	69,102	84,746	-	-
Total Equity	**100,281,396**	**98,324,250**	**100,356,484**	**98,347,357**
Non-Current Liabilities				
Post Employment Benefits	13,820,723	9,730,048	13,820,723	9,730,048
Deferred Government Grant	1,616,427	1,824,061	1,616,427	1,824,061
Subscriber Deposits	54,194	56,224	54,194	56,224
Lease Liability	2,019,076	2,320,469	2,011,413	2,320,469
Total Non-Current Liabilities	**17,510,420**	**13,930,803**	**17,502,757**	**13,930,802**
Current Liabilities and Provisions				
Current Tax Liabilities	-	-	-	-
Provisions	321,124	308,342	321,124	308,342
Current Liabilities	10,336,535	11,083,046	10,237,905	10,927,629
Other Non-Financial Liabilities	9,728,296	8,039,387	9,707,822	8,035,260
Total Current Liabilities and Provisions	**20,385,954**	**19,430,776**	**20,266,850**	**19,271,231**
Total Equity and Liabilities	**138,177,770**	**131,685,828**	**138,126,091**	**131,549,389**

Sangita Pahadee (Aryal)
Managing Director

Nepal Doorsanchar Company Limited
Bhadrakali Plaza, Kathmandu

Condensed Consolidated Statement of Profit or Loss
For the Year ended Ashadh 32, 2083 (16 Jul, 2026)

Particulars	Group				Company			
	Current Year		Corresponding		Current Year		Corresponding	
	This Quarter (2083.01.01-2083.03.32)	Year to Date (2082.04.01 - 2083.03.32)	This Quarter (2082.01.01-2082.03.32)	Year to Date (2081.04.01 - 2082.03.32)	This Quarter (2083.01.01-2083.03.32)	Year to Date (2082.04.01 - 2083.03.32)	This Quarter (2082.01.01-2082.03.32)	Year to Date (2081.04.01 - 2082.03.32)
Revenue from contract with customers	9,026,119	34,964,857	8,578,801	33,901,773	9,020,795	34,950,449	8,576,909	33,894,523
Finance Income	678,482	2,907,224	964,449	3,773,193	677,865	2,904,740	963,149	3,766,721
Other Income	664,048	1,362,458	217,336	530,465	646,092	1,344,457	216,482	526,863
Total Income	**10,368,649**	**39,234,539**	**9,760,586**	**38,205,431**	**10,344,752**	**39,199,647**	**9,756,540**	**38,188,106**
Employee Benefit Expenses	(1,852,931)	(7,876,517)	(2,801,867)	(7,997,256)	(1,845,257)	(7,848,341)	(2,795,256)	(7,966,862)
Operation and Maintenance Costs	(1,389,496)	(5,918,106)	(1,098,335)	(5,887,050)	(1,388,428)	(5,913,021)	(1,096,008)	(5,881,292)
Sales Channel, Marketing and Promotion Costs	53,638	(207,022)	(137,756)	(343,856)	54,748	(202,562)	(137,619)	(342,185)
Office Operation Expenses	(185,866)	(1,149,554)	(392,047)	(1,289,805)	(183,001)	(1,142,311)	(389,151)	(1,280,740)
Regulatory Fees, Charges and Renewals	(1,049,683)	(4,050,760)	(916,435)	(4,312,117)	(1,049,683)	(4,050,760)	(916,435)	(4,312,117)
Foreign Exchange (Loss)/Gain	221,337	486,648	58,893	210,349	221,400	492,091	55,017	210,731
Shares of results of associates	(54,561)	(54,561)	(173,225)	(119,585)	(54,561)	(54,561)	(173,225)	(119,585)
Earning Before Interest,Tax, Depreciation & Amortisation (EBITDA)	**6,111,086**	**20,464,668**	**4,299,814**	**18,466,111**	**6,099,970**	**20,480,182**	**4,303,864**	**18,496,056**
Finance Cost	(41,151)	(166,025)	(73,223)	(186,308)	(40,991)	(165,146)	(72,872)	(185,082)
Depreciation	(1,455,497)	(5,654,956)	(1,462,884)	(6,049,024)	(1,450,852)	(5,636,924)	(1,458,114)	(6,031,163)
Amortisation	(217,080)	(983,469)	(391,549)	(1,124,617)	(212,864)	(967,098)	(387,324)	(1,108,186)
Impairments - net of reversals	(192,810)	(446,242)	(1,160,750)	(1,321,416)	(192,810)	(446,242)	(1,160,750)	(1,321,416)
Profit Before Tax	**4,204,549**	**13,213,976**	**1,211,409**	**9,784,745**	**4,202,452**	**13,264,771**	**1,224,805**	**9,850,209**
Income Tax Expenses				-				
Current Income Tax	(1,686,019)	(5,270,358)	(2,083,218)	(4,632,255)	(1,686,019)	(5,270,358)	(2,083,218)	(4,632,255)
Deferred Taxes	73,388	870,427	1,158,874	790,970	75,208	870,225	1,154,632	788,768
Deferred Taxes- Due to Change in Corporate Tax Rate								
Profit For the Period	**2,591,918**	**8,814,045**	**287,064**	**5,943,461**	**2,591,642**	**8,864,638**	**296,218**	**6,006,722**

Condensed Consolidated Statement of Other Comprehensive Income
For the Year ended Ashadh 32, 2083 (16 Jul, 2026)

Profit for the period								
Other Comprehensive Income	**2,591,918**	**8,814,045**	**287,064**	**5,943,461**	**2,591,642**	**8,864,638**	**296,218**	**6,006,722**
Total Comprehensive Income for the Period	**2,591,918**	**7,200,609**	**287,064**	**5,943,461**	**2,591,642**	**7,251,202**	**296,218**	**5,922,372**
Net Profit attributable to:								
Equity holders of the company	2,591,918	7,218,952	287,064	5,943,461	2,591,642	7,251,202	296,218	5,922,372
Non-controlling interest		(18,343)		(8,557)		-		-
Earnings Per Share-annualised(Basic)						49.25		33.37
Earnings Per Share-annualised (Diluted)						49.25		33.37

Sangita Pahadee (Aryal)
Managing Director

Nepal Doorsanchar Company Limited
Bhadrakali Plaza, Kathmandu
Condensed Statement of Cash Flows
For the Year ended Ashadh 32, 2083 (16 Jul, 2026)

NPR in '000

	Group		Company	
	Current Period (Unaudited)	Previous Year (Audited)	Current Period (Unaudited)	Previous Year (Audited)
	As at Ashadh 32, 2083	As at Ashadh 32, 2082	As at Ashadh 32, 2083	As at Ashadh 32, 2082
Cash Flow from Operating Activities				
Net Profit for the period	**8,814,045**	**5,962,616**	**8,864,638**	**6,006,722**
Adjustments				
Income Tax expense recognised in profit or loss	5,270,358	4,632,255	5,270,358	4,632,255
Deferred Tax expense recognised in profit or loss	(870,427)	(809,966)	(870,225)	(788,768)
Depreciation	5,654,956	6,049,032	5,636,924	6,031,163
Finance Income	(2,646,700)	(3,504,207)	(2,644,216)	(3,497,709)
Impairment Loss	446,242	1,321,416	446,242	1,321,416
Finance Costs	331,171	186,308	330,293	185,082
Actuarial (Gain)/Loss	(2,307,244)	(2,012,668)	(2,307,244)	(2,012,668)
Amortization of License	983,469	1,124,530	967,098	1,108,186
Equity loss on Associate	54,561	119,585	54,561	119,585
Unrealised (Gain)/Loss on Cash and Cash equivalents	-	41,267.24	-	41,267.24
Movements in Working Capital	-	-	-	-
Decrease/(Increase) in Inventory	10,531	238,403	10,298	237,622
(Increase)/Decrease in Prepayments & Other Non-Financ	(885,158)	(365,317)	(884,021)	(365,870)
(Increase)/Decrease in Employee Loan	24,159	31,336	24,159	31,336
(Increase)/Decrease in Other Advances	632,714	(828,362)	602,592	(824,495)
(Increase)/Decrease in Trade Receivable	(451,150)	-97,880	(451,150)	-97,880
(Increase)/Decrease in Deferred Taxes	-	-	-	-
(Increase)/Decrease in Contract cost assets	(242,264)	(256,909)	(242,264)	(256,909)
Increase /(Decrease) in Non-Current Liability	4,160,507	(8,360,069)	4,160,507	(8,360,069)
Increase /(Decrease) in Provisions	12,781	55,432	12,781	55,432
Increase /(Decrease) in Current Liability	(5,122,515)	(609,007)	(5,046,676)	(618,954)
Increase /(Decrease) in Trade Payable	(368,340)	222,443	(368,340)	222,443
Increase /(Decrease) in Lease Liability	(309,055)	(163,277)	(309,055)	(163,277)
Increase /(Decrease) in Other Non-Financial Liabilities	1,672,562	1,165,480	1,672,562	1,165,480
NFRS Adjustments	-	3,288	-	3,288
Previous Year Adjustments	174,817	365,278	177,454	365,278
Income Taxes Paid	(5,250,102)	(1,288,849)	(5,249,741)	(1,287,770)
Total Adjustments	**975,872**	**(2,822,994)**	**992,896**	**(2,837,071)**
Net Cash flow from Operating Activities (A)	**9,789,917**	**3,139,622**	**9,857,534**	**3,169,651**
Cash Flow from Investing Activities				
Internet License Fee Renewal	-	-	-	-
Acquisition of Intangible Assets	(65,314)	(144,411)	(65,314)	(144,411)
Acquisition of Property, Plant and Equipment	(3,411,037)	(2,500,994)	(3,409,917)	(2,499,929)
Decrease/ (Increase) in ROU Assets	(0)	(141,016)	(0)	(141,016)
Decrease/ (Increase) in Capital Work in Progress	427,479	588,182	427,479	588,324
Decrease/ (Increase) in long term loan and Advances	365,194	(212,813)	365,194	(212,813)
Decrease/ (Increase) in Investment	4,532,390	6,554,940	4,512,390	6,447,440
Income from Investment & Bank Deposit	2,646,700	3,504,207	2,644,216	3,497,709
Adjustment in Retained Earning	-	-		
Investment in Subsidiary company	-	-	-	-
Net Cash Flow from Investing Activities (B)	**4,495,413**	**7,648,095**	**4,474,047**	**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	(2,970)	(3,600)		
Dividend Paid	(5,000)	(5,371,265)	(5,000)	(5,371,265)
Net Cash Flow from Financing Activities (C)	**8,830**	**(5,374,865)**	**(5,000)**	**(5,371,265)**
Net Increase in Cash (A+B+C)	**14,294,160**	**5,412,852**	**14,326,581**	**5,333,691**
Effect of exchange rate fluctuations on Cash and Cash equivalents	5,443	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	**23,949,080**	**9,649,477**	**23,876,813**	**9,550,231**

Sangita Pahadee (Aryal)
Managing Director

Nepal Doorsanchar Company Limited
Bhadrakali Plaza, Kathmandu
Condensed Consolidated Statement of Changes in Equity
For the Year ended Ashadh 32, 2083 (16 Jul, 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, 2082	**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, 2083	**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	-	180,359	-	-	(14,080)	166,279.03
Prior Period Income	-	-	-	-	-	0
Prior Period Expenses	-	(2,905)	-	-	-	(2,905)
Restated Opening Balance	**18,000,000**	**46,248,867**	**8,972,464**	**-**	**25,289,400**	**98,510,730**
Profit for the year	-	7,245,754	-	-	-	7,245,754
Dividend to equity shareholder						
Cash Dividend paid	-	(5,400,000)	-	-	-	(5,400,000)
Transfer from Revaluation Reserve	-	47,049	-	-	(47,049)	-
Transfer To Deferred Tax Reserve	-	(1,564,033)	1,564,033	-	-	-
Balance as on Chaitra 30, 2082	**18,000,000**	**46,577,637**	**10,536,497**	**-**	**25,242,351**	**100,356,484**

Sangita Pahadee (Aryal)
Managing Director

Nepal Doorsanchar Company Limited
Bhadrakali Plaza, Kathmandu

Condensed Consolidated Statement of Changes in Equity
For the Year ended Ashadh 32, 2083 (16 Jul, 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, 2082	**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, 2083	**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		(3,202)			(14,080)	**(17,283)**	3,202	(14,080)
Prior Period Income		180,359				**180,359**	(503)	179,856
Prior Period Expenses		(2,905)				**(2,905)**		(2,905)
Adjustment of Stock		-				**-**		-
Restated Opening Balance	**18,000,000**	**46,116,592**	**8,993,683**	**-**	**25,289,399**	**98,399,675**	**87,445**	**98,487,120**
Profit for the period		7,218,952				**7,218,952**	(18,343)	7,200,609
NCI adjustment		(6,333)				**(6,333)**		(6,333)
Bonus Share Issued	-	-				**-**		-
Cash Dividend paid		(5,400,000)				**(5,400,000)**		(5,400,000)
Transfer Revaluation Reserve		47,049			(47,049)	**-**		-
Transfer To Deferred Tax Reserve		(1,564,033)	1,564,033			**-**		-
Balance as on Chaitra 30, 2082	**18,000,000**	**46,412,227**	**10,557,716**	**-**	**25,242,351**	**100,212,294**	**69,102**	**100,281,396**

Sangita Pahadee (Aryal)
Managing Director

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 actuarial discount rate assumption for employee benefits has been reduced from 7% to 6.5% due to current financial market conditions and a significant decrease in the expected return.

10 Previous period's figures are regrouped / rearranged/restated wherever necessary for consistent presentation and comparison.

11 The detailed interim financial statement has been published in the website "www.ntc.net.np" of the Company.

Sangita Pahadee (Aryal)
Managing Director

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)	49.25		
P/E ratio	17.41	Net worth per share (NPR)	557.54
Total Assets per share (NPR)	767.37	Current Ratio	2.66

   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 four (4) legal cases has been filed against the company, whereas Two (2) 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 908
   - Minimum Share Price : NPR 831.70
   - Closing Share Price : NPR 857.50
   - Total Number of Transactions : 12,788
   - Total Number of Shares Traded : 7,31,940
   - Total Number of Transaction Days : 64

   * 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

Sangita Pahadee (Aryal)
Managing Director

- 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.

Managing Director
Nepal Doorsanchar Company Limited

Sangita Pahadee (Aryal)
Managing Director