

Nepali Orthodox Tea Certification Trademark Implementation Directive, 2017

Preamble:

The beginning of tea farming in Nepal started in 1920 AD from Ilam, a hilly district in eastern part of Nepal. It all started with inspiration from fellow villagers and small farmers who together pooled in their separate lands to form a collective area for tea plantation. Over the years, tea industry in Nepal has developed substantially, reaching out not just at national level but also to the international tea market. To take it to yet another level, it has now deemed necessary to introduce to global tea consumers and entrepreneurs the business capacity of Nepal's tea, its quality and production quantity. Also, considering the necessity of a certification trademark of orthodox green and other specialty teas produced in mid and high mountain regions of Nepal in terms of plantation, farming, production, and marketing, it is very much required to form and enforce a directive.

Objectives:

- A. To implement effectively the certification trademark of Nepali Orthodox Tea.
- B. To attract national and international tea consumers towards Nepali Tea by promoting organic tea.
- C. To promote and develop international market of Nepali Orthodox Tea.
- D. To assist to develop collective competitive market for producer, processor, exporter and tea entrepreneurs.

Chapter-1

Preliminary

1. Summary: Name and Commencement:

1. This directive is called "*Nepal Orthodox Tea Certification Trademark Implementation Directive, 2074*"
2. This directives shall be deemed to have come into force immediately.

. Definition: In this Directive, unless the subject or the context otherwise requires,

- A. "Board" means National Tea and Coffee Development Board.
- B. "Directive" means Nepal Tea Certification Trade Mark Implementation Directive, 2074.

- C. 'Orthodox tea' means black tea, green tea and specialty tea refined through orthodox method for drinking product and prepared from leaves, succulent leaves of the plant species of *Camelia sinensis* L (O) Kuntz in the mid and high mountain region.
- D. "Mark" means the quality mark as "Nepal Tea Quality from the Himalayas" of Nepalese Orthodox Tea in accordance to section 3 (1) of this directive.
- E. "Geographical Origin Identity" means the product of particular geographical region hailing the region's identity and features.
- F. "Committee" means the Mark Monitoring, Management and Regulation Committee formed under the section 10.
- G. "Executive committee" means the Board Executive Committee formed under the section 8 of the National Tea and Coffee Development Board Act, 2049.
- H. "Member" means the member affiliated to the Board to whom the directive is applicable.
- I. "Applicant" means the member desired to obtain mark license pursuant to the sub section 1 of section 5.
- J. "Tea entrepreneur" shall understand the firm, body, corporate and tea cooperative organization involved in tea farming, processing, import, export, packing and market management.
- K. "Producer" means the farmer, group, firm, corporate organization or cooperative involved in planting tea, making it qualify for plucking, providing plucked green leaves to collection center, carrier or processor.
- L. "Collection center" means the place with required standard for green tea storage before sending to factory by the producer.
- M. "Processor" means the firm, corporate organization or a cooperative involved in processing of green leaves which is collected from producer or collection center.
- N. "Packager" means the firm, corporate organization or cooperative involved in the packing of different quantity for wholesale or retail trading with mixing or not mixing various grade tea obtained from processor.
- O. "Distributor" means the firm, corporate organization or cooperative which sells the packed tea of different quantities obtained from packager or directly from the processor in national or international market.
- P. "Exporter" means the firm, corporate organization or cooperative involved in exporting the tea produced and processed in Nepal.
- Q. "Carrier" means the firm, corporate organization or cooperative involved in the transport of produced tea from one place to another.

- R. “User” means the processor or packager who use Mark with obtaining license pursuant to the section 5 with desire to sale the ready tea.
- S. “License” means the letter granted pursuant to the schedule-4 by the authorizing officer to the user to use the Mark.
- T. “Service charge” means the tariff to be paid pursuant to the section 17 in consideration of mark used by the user.
- U. “Authorizing body” means organization to whom the board has delegated authority for mark granting or manage or other rights.
- V. “Internal Control System” means the system developed at the individual level or in group by the producer or processor for verification of organic tea.
- W. “Product Traceability” means the procedure which can identify every steps from processing of green leaves production to packing of made tea.

3. Introduction of Certification Trademark: The certification trademark of Nepalese Orthodox Tea shall be as follows:

1. On the background of white or black color, will sketch two mountains with grey or white color and will be written in English alphabet NEPAL, and TEA in green color, and below that there will be written QUALITY FROM THE HIMALAYAS in grey or white color.
2. The certification trademark as mentioned in sub-section 1 will be as mentioned in schedule-1.

Chapter-2

Provision regarding use of Mark

4. Ownership and use:

1. The ownership of mark will be with the Board.
2. The processor or packager affiliated to the board shall only use the mark in pursuant to section 7 (1) of this directive.
3. The mark shall be used only for the orthodox tea produced from mid or high mountain region in Nepal.
4. The user shall use the mark in a packet or as a label without any kind of change or amendment.

5. License Requirement:

1. The processor or packager desired to use the Mark to maintain quality of Nepalese Orthodox tea as per the directive, shall submit application to the committee as per the section 10 with the application pursuant to the schedule-2 with paying NPR 1,000.00 as an application fee.

2. The committee may demand additional necessary documents while proceeding upon the application and may visit the field as per necessity.
3. The committee shall notify to applicant about granting or not granting to use Mark as per the application submitted pursuant to Subsection 1 within 60 days on the basis of code of conduct and field report.
4. A notice with disclosure of reason(s) for not granting right to use mark shall be communicated to the applicant. Such applicant may reapply after 6 months seeking right to use the Mark.
5. In case the applicant is not satisfied with the decision pursuant to the subsection 3, the applicant shall appeal to the executive committee of the board within 30 days. The decision of executive board upon the appeal is to be considered final.
6. The board or authoritative body will issue Mark license on the basis of recommendation of committee in the schedule-4 format, only to such applicant which has followed code of conduct and terms according to chapter 3 of this directive.

6. Renewal:

1. The mark user shall renew the license every year with disclosing the details of total tea sold with the mark being used.
2. Renewal application must be submitted within 35 days after expiry of right to use mark in accordance with format mentioned in schedule 3 along with all required documents and applicable fees as per section 17.

7. Market promotion and management contract:

1. The board may make contract(s) with any firm or organization to use mark in website, publication and advertisement materials for the promotion of Nepali orthodox tea and mark in the international market.
2. The board may delegate operation and management responsibility to central level body or corporate organization for operation of the mark and its management (provided that ownership of mark shall be on Board only).

Chapter-3

Code of conduct and terms to be followed by the user

8. Code of Conduct:

1. The mark can be used only with teas that have been produced, collected, processed, packed, stored and distributed by strictly following the code of conduct as per the schedule-7.
2. The board may amend time to time the code of conduct as mentioned above in sub-section 1 as recommended by the committee.

9. Terms and conditions for Mark Users: Mark user shall follow following terms and conditions compulsorily:

1. The mark can be used only after obtaining license pursuant to section 5.
2. The mark can be used only for Orthodox Nepali tea.
3. The mark can be used for both export and domestic market.
4. The user shall renew in accordance to section 6 with disclosing the quantity of tea sold.
5. The user shall pay service charge in accordance to section 17 of this directive.
6. The user shall arrange for product traceability of tea.
7. The users shall strictly comply with section 8(1) of the 'code of conduct' for producing, collecting, processing, packaging, storing and distributing of tea.
8. The committee may inspect the mark user's field of tea production, collection and processing, packing, storage and distribution system anytime, with or without providing prior notice to the mark user.
9. If found any violation of terms and conditions during field inspection, with regard to those mentioned in code of conduct, with the recommendation of committee board can initiate complaint against user pursuant to section 16 of this directive.

Chapter-4

Mark Monitoring, Management and Regulation Committee

10. Mark Monitoring, Management and Regulation Committee:

1. There will be formed a nine-member mark monitoring, management and regulating committee under the chairmanship of Executive Director of Board.
 - A. Executive Director of Board- Chairperson
 - B. Representative, Himalayan Orthodox Tea Producers Association- Vice Chairperson

- | | |
|---|------------------|
| C. Representative, Ministry of Agriculture Development- | Member |
| D. Representative, Department of Food Technology and Quality Control- | Member |
| E. Representative, Central Tea Cooperative Association, Nepal- | Member |
| F. Representative, Specialty Tea Association, Nepal- | Member |
| G. Two, including entrepreneur and expert related to quality and tea technology-
(Nomination by the committee) | Member |
| H. Officer level staff of Board- | Member Secretary |

2. The vice chairperson will be nominated on rotation, on the basis of seniority of association registration, three years after formation of the committee as per the sub section 1 from central level tea organization of tea entrepreneurs.
3. The committee formed as per sub section 1, may invite any other relevant person as an invitee member.

11. Meeting of Committee:

1. The committee may hold meetings at least four times in a year in time and place fixed by the chairperson.
2. The member secretary shall deliver notice of the meeting to the members of committee at least 7 days prior to the date of meeting.
3. The presence of at least 51% of the members will be considered a valid quorum for the commencement of meeting.
4. The chairperson of the committee will preside the meeting and in his absence the vice chairperson will preside the meeting.
5. In case of any subject of dispute or discussion related to any of board members, such member shall not be part of that meeting.
6. Other procedure related to meeting to be as prescribed by the committee.

12. Functions, Duties and Rights of the Committee:

The functions, rights and duties of committee will be as follows:

- A. To proceeds upon the application received for use of the mark.
- B. To verify submitted documents and to demand additional necessary documents as per requirement.
- C. To recommend the board about mark license on the basis of submitted documents.

- D. To do field inspection to verify compliance of mark users.
- E. To monitor, inspect and to make a note on whether the code of conduct has been followed or not for production, refining, packaging, storing and distribution of tea, pursuant to section 8 (1) of this directive.
- F. To inspect/ interrogate on any complaints filed against violation of the code of conduct and recommend the board for necessary proceedings.
- G. Other functions, duties and rights of the committee will be as prescribed by the board.

13. Forming of required sub-committee:

- 1. The board may form sub-committees as per necessity.
- 2. The function, right, duties, jurisdiction of such sub-committee and its procedures will be as prescribed by the board.

Chapter-5

Breach of Directive, Inspection and Punishment

14. Breach of Directive:

The following are the conditions that shall be deemed as a 'breach of directive':

- A. Unauthorized use of mark without license or renewal.
- B. In case of mark used on such tea which is produced, collected, refined, packed, stored and distributed without following the code of conduct under section 8(1) of this directive.
- C. Violation of terms and conditions mentioned in section 9.

15. Inspection:

- 1. In case any complaint is filed regarding breach of directives or if the committee is informed about the same, the committee shall proceed for inspection.
- 2. In case of inspection pursuant to the subsection 1, if found any breach of code of conduct by the user, the committee may recommend to board for necessary legal action and the board shall notify to such user disclosing the subject regarding breach of code of conduct and matters to reform in future.
- 3. After receiving notice from board as per the subsection 2, user(s) shall send answer within 15 days from the date of notice received.
- 4. While answering, user may accept the charge and give assurance to the board to comply with reform, the board may issue an order to implement such reform or issue any other necessary decision within 21 days of reply in accordance with subsection 3.

5. In case the answer submitted by the user as per the subsection 3 is not satisfactory or if the user does not answer at all, the board will proceed pursuant to the section 16 of this directive.

16. Punishment:

In case it is found to have breached any terms and condition of code of conduct by the mark user as per the chapter-3, considering the graveness of breach, there may be punishment of any one or more of the following, by the board on the basis of recommendation of the committee:

- A. Warning
- B. Prevent from selling of 'mark used tea' for certain period or mentioning the quantity.
- C. Penalty up to 10% of the tea that has been sold using the mark.
- D. Forfeiture of the mark used tea.
- E. Cancellation of membership with restriction for future use.
- F. Issuing other directives for use of the mark.

Chapter-6 Service Charge

17. Service Charge:

1. The user shall pay NRS 0.5 (50 paisa) for each kilogram of tea to be promoted with the mark, for both national and international market.
2. The service charge will be reviewed every five years by the board based on recommendations of the committee.

18. Provision regarding Mark Fund:

1. The service charge collected pursuant to the section 17 will be deposited in a separate fund.
2. The amount deposited in the fund as per the subsection 1, the board will spend it on the basis of recommendation of the committee.

Chapter-7
Miscellaneous

19. Records to be maintained:

1. Details of all the users to whom mark license has been issued as per the subsection 6 of section 5, shall be maintained by the board as per the format given in schedule 5 and shall update every year.
2. The renewal details of Mark user as per subsection 2 of section 6, will be maintained by the board as per the schedule 6.

20. Other conditions for recognition:

The board may also recognize after recommendation by the committee, a potential mark user if in case of the details of tea test from national or international lab is produced to the committee.

21. Amendment: The executive board may amend the directive as per necessity if recommended by the committee.

22. Dispute resolution:

1. In case of any dispute in regard to implementation of this directive or contract made by the board, such dispute to be solved on mutual consent.
2. In case of failure to solve dispute as per the subsection 1, such dispute will be solved pursuant to Arbitration Act, 2055.

23. Right to interpretation: The executive board will have final authority to interpret the directive.

24. Prevention:

1. Provision mentioned in this directive shall be followed. Anything not contained in the directive shall be done in accordance with the prevailing law of Nepal.
2. Any provision of directive will be considered void ipso facto in case of inconsistency with any prevailing laws and Acts.

25. Right to release obstacle:

1. The executive board may act to release obstacles, if any, found to be hindering an implementation of the directive.

2. The provision pursuant to subsection 1 to be executed is to be deemed equal to the directive.

Schedule-1

Related to Sub section 2 of Section 1

Mark to be “Nepal Tea: Quality from the Himalayas”



- C-00 M-00 Y-00 K-100
- C-00 M-00 Y-00 K-80
- C-40 M-00 Y-100 K-00



L= the minimum distance separated for clear space which is equal to the height of 'L' in type 'NEPAL' in the logo.

SIZE: Minimum size of the logo shouldnt be less than 20 mm wide.

Schedule-2

Related to Sub-section 1 of Section 5

Application format to apply for using the mark

National Tea and Coffee Development Board,
Mark Monitoring, Management and Regulation

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Subject: Regarding Liscence of Certification Trademark of Orthodox Tea.

With above reference for the domestic/international sale of brand orthodox tea, we are seeking certification trademark pursuant to the sub section 1 of section 5 of Nepali Orthodox Tea Certification Trademark Implementation Directives, 2074, and we hereby submit this application with the following details.

A. Type of applicant () Processor () Packager

B. Details of tea estimated to be sold annually

S.N.	Type of tea (grade)	Quanity	Rate	Total Price
1	Orthodox (.....)			
2	Green tea (.....)			
3	Speciality tea (.....)			
	Total			

C. To apply/ mention as per below in case if the applicant is a processor;

1. Source of green tea to the factory (mention the name)

- Own garden
- Other's garden
- Small Farmers / Groups/ Co-operative

.....

2. Standards applied for quality control in the factory:

.....
.....
.....

D. To apply as following in case if applicant is a pakager:

1. Name and addresss of the refiner and the factory that sold tea:

.....
.....

2. License No obtained for using the mark (by the refiner and factory):

.....

Self decalaration: I/ we will use the mark only in the tea produced, collected, refined, packed and stored in accordance to code of conduct pursuant to the Section 8 of the directive. I/ we will be ready to face legal consequences according to this directives in case of violation of the Code of Conduct.

Applicant

Name:

Address:

Organization:

Seal and Date:

Attached Documents:

- A. Original voucher of tariff submission.
- B. Verified replica of industry, company or co-operative registration.
- C. If the applicant is a tea processor, the commitment letter of following Code of Conduct in accordance to Sub-Section 2 of Section 1 from the Green tea producer or collection center.
- D. If the applicant is a tea pakager, the replica of a mark user license of the tea processor.
- E. Replica of the certificate of quality control of tea if it is there.

Schedule-3

Related to Sub-section 2 of Section 6

Format of an application for applying to obtaining License Renewal for use of the Mark

National Tea and Coffee Development Board,
Mark Monitoring, Management and Regulation Committee
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Subject: Regarding renewal of certification of license for using the mark for Orthodox tea.

With above reference for the domestic/international sale of brand orthodox tea, as the licence for using the mark as issued by this organization is now about to expire, we hereby submit this application seeking renewal of the license pursuant to the Nepali Orthodox Tea Certification Trademark Implementation Directives, 2074.

A. Type of applicant () Processor () Packager

B. Details of tea sold using mark in the expiring period:

S.N.	Type of Tea	Quantity		Service Charge
		Internal market	International market	
1	Orthodox			
2	Green Tea			
3	Special Tea			
	Total			

C. To apply/mention as per below in case if the applicant is a processor;

1. Source of green tea to the factory (mention the name)

- Own garden
- Other's garden
- Micro farmers/ Groups/ Co-operative
.....

2. Standards applied for quality control in the factory:

.....
.....

D. To apply as following in case if applicant is a pakager:

1. Name and addresss of the refiner and the factory that sold tea:

.....
.....

2. License No obtained for using the mark (by the refiner and factory):

.....

Self decalaration: I/we will use the mark only in the tea produced, collected, refined, packed and stored in accordance to code of conduct pursuant to the Section 8 of the directive. I/we will be ready to legal consequences according to this directives in case of violation of the Code of Conduct.

Applicant

Name:

Address:

Organization:

Seal and Date:

Attached Documents:

- A. Original voucher of tariff submission.
- B. Verified replica of industry, company or co-operative registration.
- C. If the applicant is a tea processor, the commitment letter of following Code of Conduct in accordance to Sub-Section 2 of Section 1 from the Green tea producer or collection center.
- D. If the applicant is a tea pakager, the replica of a mark user license of the tea processor.
- E. Replica of the certificate of quality control of tea if it is there.

Schedule-4

Related to Sub Section 6 of Section 5

Sample of License for Using the Mark Use

Government of Nepal
National Tea and Coffee Development Board
New Baneshwor, Kathmandu

License No20....

Mark Use License

This license is granted to recognize and to declare permission to legal use of the mark for **Nepali Orthodox Tea Certification Trademark** from date to date for wholesale/ retail sale of the orthodox tea in domestic/international market in terms to follow code of conduct as per mentioned in the directive pursuant to Sub-section 6 of Section 5 of “Nepal Orthodox Tea Certification Trademark Implementation Directives, 2074”.

License issuing officer:

Name:

Designation:

Signature:

Date:

Renewal

License issuing date	License expiring date	Total tea sold using mark (in KG)	Service Charge NRS.	Signature of Renewal Officer

Note: The license shall be renewed within 35 days of the expiry date. There shall proceed legal action pursuant to the section 16 of the directive in case of found ‘tea sold with using mark’ for the period not renewed.

Schedule-5

Related to Sub Section 1 of Section 19

Sample of Mark User Record

Government of Nepal

National Tea and Coffee Development Board

New Baneshwor, Kathmandu

S. N.	License No.	Organization	Address	Brand	Type of user (Use √)		Type of Market (Use √)		License Validity		Remar ks
					Processor	Packager					

Schedule-6

Relate to Sub-section 2 of Section 19

Sample of Mark Used Renewal Record

Government of Nepal

National Tea and Coffee Development Board

New Baneshwor, Kathmandu

S. N.	License No.	Organization	Brand	Type of user (Use √)		Quantity of sold tea using mark						Service Charge (Rs.)	License Validity		Remarks	
						National			International				Startin g date	Expir y Date		
				Process or	Packag er	Orthodox	Green Tea	Specialty Tea	Orthod ox	Green Tea	Spcialt y Tea					

Schedule-7

(Related to Sub Section 1 of Section 8)

1. Code of conduct to be followed by the green tea producer: -

- 2.1 Good Agriculture Practice (GAP) shall be followed by producer.
- 2.2 All producer shall apply internal control system.
- 2.3 Must pluck two leaf and a bud.
- 2.4 While plucking in dormancy period, must pluck soft leaves only.
- 2.5 Plucking cycle must be maintained.
- 2.6 Plastic or bamboo basket must be used for plucked leaves.
- 2.7 No other bush, grass or leaf shall be mixed.
- 2.8 Places, instruments and substances used for storing green leaves shall not be used for or kept in contact with other chemical fertilizers or other chemical products.
- 2.9 Places, instruments and substances used for storing green leaves shall be maintained neat and pollution free.
- 2.10 Green leaves shall not be kept in pressure pile-ups or in any pressure chambers.
- 2.11 The green leaves shall be stored in a shadowed place.
- 2.12 The green leaves shall be delivered to processing center within 8 hours of plucking.
- 2.13 The producer shall maintain record of daily collection use of manure, pruning, weeding, garden management and other activities.
- 2.14 Nationally and Internationally prohibited pesticides shall not be used.
- 2.15 Every producer should have obtained training of organic agriculture technology, disease and pest management and soil fertility management centers.
- 2.16 In case if the farmer(s) has not obtained such training, the concerned authority or processor shall arrange training for them immediately.
- 2.17 There shall be a written contract between producer and processor in regard to quality of tea, price and code of conduct.

2. Code of conduct for Green leaves collection center and carrier:

- 2.18 The green leaves collection center shall be clean, well-ventilated, no direct sun light and pollution free.
- 2.19 Tea leaves must be stored without damaging its condition.
- 2.20 Green leaves record must be maintained.
- 2.21 No other items shall be stored with green leaves.

- 2.22 The plastic net bag, bamboo basket and sacks which are used for tea collecting and carrying shall be clean and proper for the purpose.
- 2.23 The vehicle used for tea carrying shall be maintained neat and clean, pollution free, and such vehicle shall not be used for carrying any other food or non-food items.
- 2.24 The carrier shall collect dispatch number, details of producer, production indication number, etc.

3. Code of conduct for tea processor:

- 3.1 Processor must practice Good Agricultural Practice (GAP).
- 3.2 The processor shall buy tea only from the producer and collection center which have followed the code of conduct No. 1 and 2 both.
- 3.3 The processor shall have a written contract with the producer and collector in regard to quality management, price and to apply code of conduct.
- 3.4 Processor must give reasonable price to green leaves producer.
- 3.5 Processor shall process and store mark used tea separately.
- 3.6 Quality of green leaves must be checked by the receiving point of factory. Staffs and visitors must use safety materials and must maintain adequate hygiene.
- 3.7 Daily record of tea shall be maintained disclosing the location.
- 3.8 Record of processing time and other details shall be maintained.
- 3.9 Tea processor shall not mix green leaves to other food items and must not contaminate tea with other things.
- 3.10 There shall be arrangement of wire net or other effective measures to restrict insects and rodents in the factory.
- 3.11 The store shall be insects and moisture-proof.
- 3.12 Processed tea shall be packed in tea chest, poly bag or paper sack having aluminum layer inside.
- 3.13 There shall not be glass or fragile items inside processing unit.
- 3.14 Proper arrangement must be incorporated in the processing unit for drinking water supply and wash basin.
- 3.15 Separate changing room and toilet for men and women.

3.16 Processing machine and equipment shall be well cleaned and log book must be maintained.

3.17 Processor must maintain minimum clean and safety mechanism in the processing unit, store and surrounding.

3.18 Processor must provide renewal copy of license to the buyer.

3.19 Processing unit must follow Responsible Business Practice.

4. Code of conduct for tea packager:

4.1. The packager shall buy tea only from processors having the mark.

4.2. The tea may be packed in different packet as per the consumer's demand.

4.3. The packing materials including paper, jute, wooden box, aluminum foil, tin, paper, and other goods shall be both human health and environment friendly and should be approved food grade quality.

4.4. The pack shall be made of two layers. The inside layer protects wet and outer layer protects inner layer and proper labeling system to be followed.

4.5. The packing shall be attractive and easy.

4.6. The tea labeling shall disclose the product and packing date, expiry date, type of tea, grade, garden location, weight and maximum retail price.

4.7. There shall be approval from the quality inspecting officer before using necessary stamp and logo on the packed tea.

4.8. The packager shall consider especially for sanitary of the store and surroundings.

4.9. Must follow any other standard if issued by the Nepal Government.

5. Code of conduct for the Tea distributor:

5.1. The distributor shall buy tea only from licensed processor.

5.2. The tea distributor shall not mix tea with any other non-food grade items.

5.3. Tea shall be protected from possible pollution or adulteration in course of transportation.

5.4. The whole-seller shall notify to retailer about proper marketing and that the quality of goods should not be damaged.

5.5. Quantity shall not be reduced while transporting.

5.6. Must act as per necessity to maintain quality from processor to retailer.

5.7. Code of Conduct applies to Marketing Agencies also in same manner as applied to producer, processor or distributor.

6. Code of conduct for social and environment protection:
 - 6.1. Must abide by legal arrangement as per the Labor Act, 2048 related to regulations while tea pulcking, production, processing or exporting.
 - 6.2. Must conduct regular interactions with the person/ groups involved in tea production, processing, carrying, and transportation and exporting.
 - 6.3. Internation with local commuinty is required in frequent interval of time.
 - 6.4. In case of interaction program conducted pursuant to 6.2 and 6.3, if geniune comment or grievance of worker or community, must be addressed immediately.
 - 6.5. Must maintain transparency in business.
 - 6.6 The producer shall apply strictly geo-erosion conservation and water management measures.
 - 6.7 Any work that hinders the environment is prohibited.
 - 6.8 Salary scale of workers and other personnel must match the rule of the Government of Nepal.
 - 6.9 There shall not be any form of discrimination between workers on the basis of gender, race, language, religion or culture.