



Council For Fair Business Practices

### Code of Conduct

For members of CFBP

#### TO

- Maintain the highest ethical standards in business and professions;
- Ensure maximum transparency to the satisfaction of consumers and other stakeholders;
- Consider objectively the viewpoint of the consumers;
- Satisfy the consumer with prompt, efficient and friendly service at a reasonable price.

#### NOT TO

- Use media to mislead consumers;
- Knowingly support activities which are against the laws of the land;
- Misuse an advantageous market position to the detriment of consumers.

### Secretariat

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# CFBP

## Council For Fair Business Practices JAMNALAL BAJAJ AWARDS FOR FAIR BUSINESS PRACTICES



CFBP was launched on the Gandhi Jayanti Day in 1966 by stalwarts of business and industry of that era, such as JRD Tata, Ramkrishna Bajaj and others who realized that enlightened self-interest for business was linked to fair business practices. CFBP has adopted the following Vision and Mission to meet the challenges of present times.

### Vision

"Create an environment where Business Confidence is built through Best Business Practices and is fostered in an atmosphere of trust and respect between providers of goods and services and their users for the ultimate benefit of Society and the Nation."

### Mission

"We shall promote the highest ethical practices, by business and professionals, in order to provide complete satisfaction to consumers and other stakeholders."



## CFBP Jamnalal Bajaj Awards

The council has instituted the prestigious CFBP Jamnalal Bajaj Uchit Vyavahar Puraskar to recognize and applaud the efforts of businessmen, business houses and business associations with exemplary record of practicing and promoting Fair Business Practices.

The CFBP Jamnalal Bajaj Awards were instituted in 1988 as a tribute to the memory of the Late Shri Jamnalal Bajaj a life-long proponent of Fair Business Practices.

Each year, the Awards are conferred on the most deserving applicants from Manufacturing, Trade and service enterprises as well as Charitable Association with an outstanding record of promoting Fair Business Practices.

### Awards Categories

Annually a Trophy and a Citation is conferred at a public felicitation function to the winners from each of the following categories :

- Manufacturing Enterprises • Services • Trade & Distribution • Charitable Association :
- 1. Large : Turnover above 1000 crores.
- 2. SME : Turnover above 50 crores but less than 1000 crores

### Awards Philosophy

- Encourage and motivate ethics and integrity at every level of business.
- Encourage and motivate business to proactively pursue opportunities to fulfill its social responsibilities.
- Publicly felicitate outstanding commitment to Fair Business Practices and safeguarding of consumer interests.

## Evaluation Parameters

### Manufacturing/Trade/Service Organisations

- Customer Satisfaction
- Customer Communication
- Employee Motivation
- Supply Chain System
- Environment Protection
- Corporate Social Responsibility
- Compliance with Laws
- Adherence to Code of Conduct of CFBP

### Panel of Judges

The Panel of Judges will be headed by a leading personality in public life.

### Conditions

- The Awards will be given only if, in the opinion of the Panel of Judges, anyone or more of the applicants is/are eligible for and/or found deserving. In the absence of a suitable applicant in any category, the award may be withheld.
- Applications for a particular year may qualify for an Award in subsequent years at the discretion of the Panel of Judges. Award winners would normally not be eligible to apply for the next 3 years.
- The decision of the Panel of Judges shall be final and no appeal against the decision shall be entertained.
- The Executive Committee of the CFBP reserves the right to revise the Award scheme or any of the terms, conditions and particulars at any time.