

Business Responsibility Report

Section A: General Information about Company

1	Corporate Identity Number	L40101MH1995PLC084687
2	Name of the Company	Reliance Power Limited
3	Registered address	H – Block, 1 st floor, Dhirubhai Ambani Knowledge City, Navi Mumbai 400 710
4	Website	www.reliancepower.co.in
5	Email	reliancepower.investors@relianceada.com
6	Financial Year Reported	2016-17
7	Sectors engaged in	Code 51 – Electric power generation Code 351 – Mining of hard coal Code XXX – CBM Blocks.
8	Key products / services company manufactures	Electricity generation, coal mining for captive power plant and development of CBM blocks.
9	Number of locations where business is undertaken	
	i. International locations	01
	ii. National locations	07
10	Markets served by the company	Throughout India through its subsidiaries

Section B: Financial Details of the Company (₹ in Crores)

1	Paid-up Capital (in INR)	2,805 (On Standalone basis)
2	Total Turnover (INR)	10,891 (Consolidated)
3	Total profit after taxes (INR)	1,104 (Consolidated)
4	Total Spending on CSR as % profit after tax	22 (Consolidated)
5	List of activities in which CSR expenses incurred	Refer to Section E of Report.

Section C: Other Details

1	Details on subsidiary companies	49 Subsidiary Companies (Both direct and step-down) including overseas subsidiaries as on March 31, 2017
2	Participation of subsidiary companies in the BR initiatives of the parent company	Subsidiary companies which have been constituted as Special Purpose Vehicles (SPVs) set up for execution of specific projects are involved in BR initiatives at their respective project locations. This is considered appropriate as the projects are being developed by them as subsidiaries of the Company. Subsidiaries participating in BR initiatives include : Rosa Power Supply Company Limited, Sasan Power Limited, Vidarbha Industries Power Limited and Dhursar Solar Power Private Limited.
3	Participation of other entities (suppliers, contractors etc) in the BR initiatives of the Company	Reliance Power and its subsidiaries actively encourage other entities such as suppliers, contractors, etc. to participate in its BR initiatives.

Section D: BR Information

1. Details of Director / Directors responsible for BR

1	a. Details of director responsible for implementation of BR policies – Director Identification Number – DIN	Since BR and Corporate Social Responsibility (CSR) are seen as critical components of the larger society, BR functions are, <i>inter alia</i> , monitored by the CSR Committee of the parent company's Board on a consolidated basis which covers also CSR initiatives carried out at project locations of its subsidiaries. Each of the subsidiaries which fall within the criteria laid down under section 135 of the Companies Act, 2013, have set up CSR Committees in their respective companies also to, <i>inter alia</i> , to monitor their own CSR activities. CSR committee as a whole is responsible for BR.
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As on March 31, 2017, the CSR Committee of Reliance Power Limited comprised of the following persons:

Dr. Yogendra Narain (DIN - 01871111), an Independent Director, is the Chairman of the CSR Committee of RPower. The other members of the Committee are:

- a) Shri D. J. Kakalia, Independent Director (DIN - 00029159)
- b) Shri Sateesh Seth, Non-Executive Director (DIN - 00004631)
- c) Dr. V. K. Chaturvedi, Non-Executive Director (DIN - 01802454)*
- d) Mrs. Rashna Khan, Woman Independent Director (DIN - 06928148)

*Dr. Chaturvedi has relinquished his office w.e.f. April 13, 2017.

b. Details of BR Head

The Board has not assigned responsibilities specifically to any Director to function as the BR head. The CSR committee of the parent company is under the Chairmanship of Dr. Yogendra Narain. Details of Dr. Narain are as follows:

DIN	01871111
Name	Dr. Yogendra Narain
Designation	Independent Director
Telephone	022-3303 1000
Email ID	yognarain@gmail.com

2. Principle-wise BR policy - As per National Voluntary Guidelines

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1. Do you have a policy /policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2. Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Does the policy conform to any national / international standards? If yes, specify?	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Has the policy being approved by the Board? Is yes, has it been signed by MD / owner / CEO / appropriate Board Director?	Y	Y	Y	Y	Y	Y	-	Y	Y
5. Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6. Indicate the link for the policy to be viewed online?	NA								
7. Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. Policies have been communicated to the key internal stakeholders. Communication is an on-going process and hence intended to cover both internal and external stakeholders.								
8. Does the company have in-house structure to implement the policy/policies?	Yes.								
9. Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	The Board has set up a Committee to address the grievances of the stake holders, debenture holders and other persons holding securities in the Company as required under the Companies Act, 2013 and under the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015. In addition, the Company has also set up a vigil mechanism to address the genuine concerns, of any, of the directors and the employees. The mechanism will be gradually extended to cover other stakeholders.								
10. Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	No Independent evaluation has been done. However, CSR interventions taken by both the parent company as also by its subsidiaries are reviewed and evaluated by the CSR Committees set up both by the parent company and by the subsidiaries in accordance with the provisions of the Companies Act, 2013, in line with the CSR programmes formulated for the respective companies.								

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3. Governance related to BR

The senior management of the Company reviews BR performance on an on-going basis. Reviews by the Board/ Committees constituted by it are made. The Business Responsibility Report (BRR) of the Company is compiled on a consolidated basis to cover the activities of its subsidiaries as well and the same can also be viewed on the website of the Company www.relaincepower.co.in.

Section E: Principle-wise performance

Principle 1 Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

1. Does the policy relating to ethics, bribery and corruption cover only the company?

Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?

Yes, matters of accountability, transparency and ethical conduct are an integral part of the Company's value system. The company's corporate governance principles are anchored on these three elements of its value system. There is a defined set of inter-woven policies and guidelines which are put in place and applicable to both the employees and directors.

The policy takes into account the feedbacks and periodic reviews of the guidelines to ensure their continuing relevance, effectiveness and responsiveness to the needs of local and international investors and other stakeholders. Apart from the company, the scope includes Associate companies, Subsidiaries and SPV's.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

The Company has set up as per the requirements of the Statute and the Listing Regulations, 2015 issued by SEBI a Committee of the Board called "Stakeholders Relationship Committee" to look after the grievances of the investors. All the three Independent directors of the Company are members of the above committee. The Committee meets at least once in every quarter to look into complaints from investors and the steps taken by the Company through its Registered Share Transfer Agents for resolving the complaints.

During the year ended March 31, 2017, the Company has received both directly as also through the Regulating agencies such as SEBI, the Stock Exchanges, a total of 71 complaints, most of which related to non-receipt of Annual Report, non-receipt of interim dividend for the year 2015-16 etc. All the complaints have been satisfactorily resolved and no complaints were pending / outstanding as on March 31, 2017.

Principle 2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

Reliance Power is in the business of power generation through both renewable as well as non-renewable sources. Committed to sustainable economic development, we have embedded the need to address the environmental and social concerns at the design stage through selection of state-of-the-art power generation technologies for implementation of the projects, use of higher efficiency power generation technologies, lesser emission intensive fuels and ultra-modern technologies make evident our sustainable commitment. Some of the examples include high stack for better dispersion of gaseous and particulate emissions, provision of high efficiency electrostatic precipitators, low NOX burners, dust extraction and suppression systems, effluent treatment plant, sewage treatment plants, high Cycles of Concentration (CoC), ash water recirculation system, rainwater harvesting system, continuous online stack and ambient air quality monitoring systems etc. Steps to conserve natural resources are an integral part of Company's growth strategy. As best-in-class technology is used for setting up our plants and mining of coal, our operations are designed to reduce the consumption of natural resources, specifically land, auxiliary consumption electricity, fuel and water. Efforts undertaken to reduce consumption of natural resources have already begun to show results. All power plants and Mines are adhering to ZERO liquid discharge. Our townships have no discharge outlets for waste water and all the treated water is used to meet the in-house requirements.

Reliance Power recognizes the critical need for inclusive growth. The locations of our power plants and coal mines are in economically backward regions of India. Proactive engagement with the local community is maintained. Various capacity building programmes in education, healthcare, livelihood development and infrastructure have been implemented/are under implementation with active participation of local communities. Dedicated resources have been put in place to determine the efficiency of each capacity building programme.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

i. Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

Reliance Power is committed towards sustainable economic development and plays a key-role in addressing the challenges facing the environment. We approach these challenges in a holistic manner by pursuing innovative approaches and adopting the global best practices. Continued efforts to address the environmental concerns are visible, *inter alia*, in the selection of state-of-the-art power generation technologies for implementation of the projects, use of higher efficiency power generation technologies, lesser emission intensive fuels and ultra-modern technologies make evident our sustainable commitment.

ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?

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Our contribution to the development of sustainable India is evident from the fact that we help India to achieve reduction in greenhouse gas emission by as much as 1%.

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

- i. If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

Yes, Reliance Power has defined processes and procedures in place for sustainable sourcing. Ample care has been taken at the design stage to incorporate the desired processes to integrate and internalize the ethos of sustainable sourcing and optimum utilization across all resources including the critical ones that are land, coal, water and human resource. Adoption of cleaner technologies further reduces the consumption of fuel and water requirement for plant operations.

Sasan Power Limited – a subsidiary of Reliance Power has a captive source for mining coal which is transported to the plant site covering a distance of 14.6 kms through well established single flight overland belt conveyor which reduces consumption of natural resources required for the purpose of transportation. For other plants, coal is transported through rail rakes / roads one of the most sustainable means of coal transportation.

Water for the purpose of operations is sourced from the rivers and transported through dedicated pipelines. The discharge from the plants are recycled and reused for other secondary requirements.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Reliance Power believes in inclusive development and has been promoting the same by encouraging small and local vendors and extending them preference over the others while awarding the contracts. Local vendors are encouraged for procurement of construction material, as civil contractors, for transportation related jobs apart from sourcing for meeting support services like employee transportation, raw materials required for cafeteria.

To gainfully engage and build capacities of the local people Cooperative societies of local villagers have been formed. Training is imparted to build their capacities and adequately skill them to meet the requirement of the jobs awarded. There are at present 38 registered Cooperative societies of local villagers. We also for plant related equipments and services provide weightage and encourage the local vendors and service providers.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%).

Also, provide details thereof, in about 50 words or so.

SN	Product /Waste Recycling	% age of re-use / recycling	Details
1	Hazardous waste	100%	Through authorized recyclers
2	Ash Water	100%	Using ash water recirculation system
3	Effluent	100%	Treated effluent is re-used within plant at different processes
4	Fly ash	Phased manner	Used for various purposes like, Brick Manufacturing, RMC, Cement, road embankment ,Low line filling etc

Principle 3 Businesses should promote the wellbeing of all employees.

- Please indicate the Total number of employees.
The Company has 8024 employees which include permanent employees and those on contractual terms as on March 31, 2017. The above number considers those employed with both the holding company and its subsidiaries.
- Please indicate the Total number of employees hired on temporary / contractual / casual basis.
The Company has 6276 employees under contract.
- Please indicate the Number of permanent women employees.
Total number of permanent women employees in the company are 51 for the said period.
- Please indicate the Number of permanent employees with disabilities
There is one permanent employee with disabilities in the Company.
- Do you have an employee association that is recognized by management?
No
- What percentage of your permanent employees is members of this recognized employee association?
NA
- Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.
None
- What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?
 - Permanent Employees : 1131
 - Permanent Women Employees : 29
 - Casual/Temporary/Contractual Employees : 5209
 - Employees with Disabilities: Nil

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Principle 4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

1. Has the company mapped its internal and external stakeholders? Yes / No

Yes, Reliance Power has mapped its internal as well as external stakeholders.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Reliance Power has identified the vulnerable and marginalized stakeholder groups in a structured manner and has established multiple channels of communication both formally and informally to engage with them at a predetermined frequency.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

Reliance Power engages with stakeholders through multiple channels of communication both formally and informally. Reliance Power and its subsidiaries have developed internal systems and procedures to identify, prioritize and address needs and concerns of stakeholders at various levels. Likewise, various departments have been entrusted with the responsibility of interacting and engaging with stakeholders. The focus is to touch lives and transform lives through concentrated efforts under the key thematic areas of Education, Healthcare, Rural Transformation, and two cross-cutting themes namely, the Environment and the Swaach Bharat Abhiyan. This includes focus on:

- a. Establishing remedial schools of laggard children in order to mainstream them over a period of one year. Also, create learning environment in earmarked government primary, middle and high schools. Honor teachers to enhance their motivation and extend teaching aids and refresher training programs to them.
- b. Extend free education to children from earmarked marginalised communities in company owned professionally run English medium schools.
- c. Women empowerment through promoting women based groups and focused initiatives including skilling and livelihood.
- d. We have been extending support to 671 widows and the old aged by way of pensions.
- e. Special coaching and employability sessions for youth with an mandate to orient and equip them with the market requirements.
- f. Creation of Cooperative societies for vulnerable and marginalised individuals to skill and groom them as vendors and award them jobs.
- g. Extending improved techniques for people engaged in farm by skilling them with advanced techniques, providing resources to enhance the land productivity and improved resource utilisation. Market orientation and mobilisation of the farmers to create groups for better bargaining capabilities.

- h. Focus on sanitation across community as well as private places including schools, individual households, community places like markets, community halls etc. Promoting resource sufficiency for clean drinking water, clean air and green ecosphere.

Principle 5 Businesses should respect and promote human rights.

It is widely believed that governments have a duty to protect human rights. Policies of Reliance Power cover the human rights aspects of its employees and other resources associated with matters relating to the construction / operation of the power plants. No complaints have been received in the past financial year on human rights.

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

Yes, the company has a policy which covers human rights of employees of the subsidiary companies also.

The Company is committed to uphold and maintain the dignity of women employees and it has in place a policy which provides for protection against sexual harassment of women at work place and for prevention and redressal of such complaints. During the year under review, no such complaints were received.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

No complaints on Human Rights were received during the year.

Principle 6 Businesses should respect, protect and make efforts to restore the environment.

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others?

The policy is applicable to all our power stations and extends to Suppliers / contractors and others for its adherence

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

At Reliance Power all power plants and mines operations are certified with Integrated Management system for Environment, Occupational Health & Safety and Quality. The environmental issues are identified, categorized and mapped for its impacts. Station specific respective SOPs are developed to address various issues through Environmental Management Plan. The power plants are designed and optimized for minimal consumption of resources for maximum output thus taking care of global warming and climate change. All the power plants and mines carry out extensive green belt development in the vicinity.

3. Does the company identify and assess potential environmental risks? Y/N

Yes

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4. **Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?**

Yes, Sasan Power Limited, a subsidiary of Reliance Power is successfully registered with the Clean Development Mechanism (CDM) Executive Board. CDM is one of the three market based mechanisms agreed under the Kyoto Protocol to reduce Greenhouse Gases (GHG) by adopting environmental friendly technologies and/or fuels so that the GHG emissions can be reduced.

5. **Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page, etc.**

Yes, Reliance Power has taken several initiatives to address long term climate change challenges and environmental management. Some of the initiatives are as under:

Deploying best in class technology related to power generation across all our projects. This aids in reducing the consumption of fuel and water required for plant operations, thereby conserving precious natural resources and contributing towards a greener and healthier environment.

Rosa Power Supply Company Limited (RPSCL), a subsidiary of Reliance Power has an installed capacity of 120 KW of Solar Power generation within the plant on roof tops.

Vidharba Industries Power Limited (VIPL) is in the process of deploying best in class technology related to power generation that reduce the consumption of fuel and water required for plant operations, thereby conserving precious natural resources and contributing towards a greener and healthier environment. Apart from this it has also installed total 15 KW of Solar Power Generation within the plant at Water reservoir (Floating Panels first of its kind in Vidharba Region), on roof top of the service building and on top of the Car Parking shed.

6. **Is the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Yes

7. **Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**

Nil

- Principle 7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.**

1. **Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**

Reliance Power is a member of Association of Power Producers (APP), Arunachal Pradesh Power Producers Association (APPPA), Independent Gas Based Power Producers Association (IGBPPA) apart from being a member of Andhra Pradesh Chambers of Commerce and

Industry. We have, through APP, APPPA and IGBPPA, represented to governments (both central and state) for the development of an efficient electricity sector. Objective of these representations is to introduce reforms aimed at providing sustainable power for all on a 24 × 7 basis.

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others)**

Reliance Power does undertake constructive advocacy with Central as well as State level entities to positively contribute and influence the development of Power sector. As an organization we do not engage in any form of lobbying.

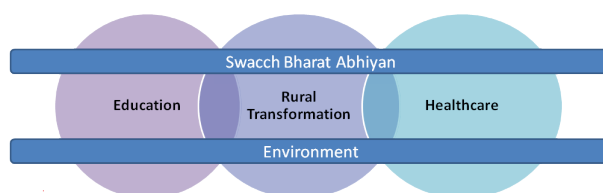
- Principle 8 Businesses should support inclusive growth and equitable development**

1. **Does the company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes, details thereof.**

Yes, Reliance Power as a corporate entity pursues its mandate and is driven by its mission and the guiding philosophy, to be a socially responsible corporate entity.

As part of the CSR mandate, we focus on three key Thematic areas – Education, Healthcare and Rural Transformation (which includes development of infrastructure facilities, skill building & promotion of sustainable livelihood, improving the socio-economic status of women, the youth,) and two cross-cutting themes which cut across all our social endeavors that is Environment and Swachh Bharat Abhiyan (Sanitation) (Refer PIC 1 below).

The organization focuses on its endeavor to bring about a tangible change in the lives of people living in rural, underprivileged areas.



PIC 1: Thematic Areas under CSR

Corporate Social Responsibility (CSR) Policy aims to achieve equitable development. Since locations of the projects are in economically and socially backward locations of India, it is a constant endeavour to include the local community as a critical stakeholder in the inclusive measures initiated by the Company.

In the last one year Reliance Power has undertaken several initiatives to support inclusive growth and equitable development for social and economic betterment of the community through several CSR programs and active participation from enthusiast employee volunteers. Below are key endeavours undertaken by the company during the year 2016-2017:

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i. **Education:**

Education is the basic tool to bring development to an area and its population. We at the company aim at building required environment and infrastructure to create an awareness pool of human resource both within and across our area of operations. The company focuses on creating learning environment for children across 48 schools from kindergarten onwards, mainstreaming the laggers by running remedial schools in partnership with the local government; hone teaching skills of teachers through refresher programs and honoring them for their dedication and commitment apart from extending scholarships to children and creating conducive infrastructure. The mandate is achieved through projects like Hamari Paathshala, Paathshala, Model Aanganwadi etc. which are being implemented across the subsidiaries at Reliance Power.

ii. **Healthcare:**

A vision to strengthen healthcare systems in the communities we serve and empower individuals to make informed choices has enabled us to implement programs on community health with special focus on health of elderly, women and young ones through our programs Aarogyam, Project Indradhanush, Pradhanmantri Surakshit Matritwa Abhiyan, Swasthya Chetna etc. reaching out to 50,000 individuals.

At Samalkot plant, technology interventions through Aarogyam project is being implemented for past few years through telemedicine project to bridge the urban rural health divide in partnership with the District Hospital.

The parent company as also some of its subsidiaries have made contributions for promoting healthcare to a non profit accredited organisation. At Sasan Power site, there was a direct intervention by the company towards promoting healthcare through setting up medical centres for the local population.

At Rosa Power site, program "Swasth Chetna" was driven with a mandate to bring about general awareness, focus on curative and promotive healthcare in partnership with the state government and local agencies. Initiatives involving multi specialist health camps, sanitation awareness campaigns, preventive care medical camps, provision of medical equipment to local health centres were also undertaken. At VIPL site, health care programs for adolescent girls, women and children were organized with a special focus on malnutrition. This year we at Reliance Power also initiated concerted projects which focus on meeting the mandate set out by Hon. Prime Minister on Women health.

iii. **Rural Transformation:**

We at Reliance Power have been working on transforming the rural terrain with a focus on promoting social security, parameters pertaining to human development and supporting environment. Since locations of the projects are in economically and socially backward locations of India, it is a constant endeavour to include the local community as a critical stakeholder in the inclusive measures initiated by the Company.

"Yogdan" project involving creation of socio physical infrastructural development in the form construction / renovation of community halls, construction of roads, cremation sheds etc. benefitted more-than 5,600 families across Reliance Power and its subsidiaries.

Livelihood interventions focusing on farm and non- farm areas including promoting agriculture, improving livestock, skill building of women and youth including infrastructure development both through direct intervention and participation through accredited agency has supplemented the earning capabilities of 5329 families across the subsidiaries.

iv. **Sanitation:**

Our approach towards Swachh Bharat Abhiyan lies in creating an enabling environment which is brought about by the following two focus elements namely access to Sanitation hardware i.e. improved systems, facilities, technology and infrastructure and improved hygiene practices and behavioral change.

At the core of these initiatives lies the need to engage with the employees and promote volunteering to sensitize, to induce adult behavioral change and to promote sustained interventions and ownership amongst the participating teams. We have reached out to 30 villages in the FY 16-17.

v. **Environment:**

The imperative is to use natural resources efficiently to leave a minimal carbon footprint and impact on biodiversity across our business value chain. The group strives to develop and promote processes and newer technologies to make all our products and services environmentally responsible. The philosophy behind is to create a sustainable eco-sphere of low carbon economy by following the 5 R guidelines of Reduce, Reuse, Recycle, Renew and Respect for the environment and its resources through the entire supply management.

Apart from introducing and adopting green technologies at all our power generation units, we give due impetus to the need to green the ecosphere in which we operate thereby sequestering carbon emissions by planting saplings of tree varieties.

To summarize, RPower and its subsidiaries have lived up to their responsibilities as corporate citizens and have endeavoured to bring about an all round transformation in the vicinity of the project sites for the common good of the needy and the under privileged.

2. **Are the programmes / projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?**

The Company's efforts, mentioned in the programmes specified under principle (8) above are implemented through delivery mechanisms comprising of employees, local bodies, non-governmental organizations, not-for-profit entities and government Institutions to mention a few. The interventions are carried out in tandem with the Government bodies to meet the social mandate for the earmarked communities. The execution of the programs under the thematic heads Education, Healthcare, Rural

Transformation, Environment and Sanitation are carried out with the support from development sector organizations, Institutions apart from implementation through respective CSR teams. Employee volunteering also acts as a critical implementing arm across our earmarked locations. Induction of employee volunteers and their contribution towards meeting our CSR mandate on a sustained basis has enabled us to not only inculcate the tenets but also ensure sustainability and continuous technical support to the projects

3. Have you done any impact assessment of your initiative?

We call for continuous feedback on our program implementation from our stakeholders which feed into improving the quality of delivery of our programs within the earmarked communities. We have during the FY 16-17 initiated an impact assessment for our endeavours for Rosa Power. In the past we have carried out a third party assessment for Sasan Power Limited. Learnings from the assessment are being redeployed in order to bring out desired results.

4. What is your company's direct contribution to community development projects (Amount in INR and the details of the projects undertaken).

The company and its subsidiaries have spent ₹ 22 crore. as direct contribution to community development projects under the thematic heads Education, Healthcare, Rural transformation, Swacch Bharat Abhiyan and Environment.

These projects are directly intended for improving the quality of life of community with well designed strategies of replicability, scalability and sustainability.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

We believe that our role as Enablers can promote dynamic development by creating synergies with our partners in growth and success: the communities. We are committed to augment the overall economic and social development around the local communities where we operate by discharging our social responsibilities in a sustainable manner. The interventions have been aligned

with that of the government mandate both at the local as well as the state level. We have been working in the direction of creating meaningful partnerships through series of engagements and transparency in our processes across board. This is undertaken by initiating meaningful grassroots participation with local bodies/institutions/NGOs to support and augment interventions in areas undertaking Stakeholder Engagement to identify their perceived needs.

Principle 9 Businesses should engage with and provide value to their customers and consumers in a responsible manner.

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

The main business activities of the Company and its Subsidiaries are generation and supply of electricity to distribution companies (discom's) and mining of coal for generation of electricity. Main consumers are the discoms with whom the power purchase agreements have been entered into. As the nature of electricity tariff determination is made under stringent sectoral regulations, tremendous value is offered to all our consumers.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information)

NA

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

No cases have been filed by any stakeholder against the company regarding unfair trade practices during the year under review.

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

No. The Company, however, ensures that complaints, if any, received from stakeholders are promptly attended to.