

Business Responsibility Report – Reliance Power Limited

Section A: General Information about the Company

1. Corporate Identity Number (CIN) of the Company : L40101MH1995PLC084687
2. Name of the Company : Reliance Power Limited
3. Registered address : H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai 400 710
4. Website : www.reliancepower.co.in
5. E-mail id : reliancepower.investors@relianceada.com
6. Financial Year reported: 2012-13
7. Sector(s) that the Company is engaged in (industrial activity code-wise)

Industrial Group	Description
351	Electric power generation, transmission and distribution
51	Mining of hard coal
201	Manufacture of basic chemicals, fertilizer and nitrogen compounds, plastics and synthetic rubber in primary forms

8. List three key products/services that the Company manufactures/provides (as in balance sheet)

Reliance Power Limited is developing through its Subsidiaries power projects which have diverse geographic locations, fuel source and off take. . Some of the Projects have become operational while some are in different stages of development. As on March 31, 2013, the Company, on a consolidated basis, has an operational capacity of 2200 MW of which 40 MW represents capacity in field of Solar energy. Through its Subsidiaries, the Company is also developing Coal mines in India and Indonesia as also Coal Bed Methane (CBM) Blocks in India.

9. Total number of locations where business activity is undertaken by the Company

i. Number of International Locations (Provide details of major 5)

Indonesia

ii. Number of National Locations

The Power Projects being developed by the Company through its Subsidiaries are spread across India. The project locations of those Projects which are either operational or under different stages of development are as under:

Projects which are operational either wholly or partially

- 1) Rosa Power Project – Shahjahanpur, Uttar Pradesh (1200MW) through Rosa Power Supply Company Limited,
- 2) Sasan UMPP - Sasan, Madhya Pradesh (6X660 MW) of which 1 unit is operational through Sasan Power Limited
- 3) Dahanu PhotoVoltic (PV) Solar Power Project - (40MW) at Dhursar, Rajasthan Through Dahanu Solar Power Private Limited
- 4) Butibori Project (2X 300MW) – Butibori, Vidharbha District, Maharashtra of which 1 Unit of 300 MW is operational Through Vidarbha Industries Power Limited

Projects under Development:

- 1)2400 MW Combined Cycle Gas based Project at East Godavari Dist, Andhra Pradesh through Samalkot Power Limited.

- 2) Concentrated Solar Project-100 MW at Dhursar, Rajasthan – through Rajasthan Sun Technique Energy Private Limited.
- 3) 40 MW Wind farm in Maharashtra – through Reliance Clean Power Private Limited
- 4) 3960 MW UMPP Talaiya Project, In the State of Jharkhand – through Jharkhand Integrated Power Limited.
- 5) 3960 MW super critical coal fired thermal power project at Chitrangi tehsil in Singrauli district of Madhya Pradesh – through Chitrangi Power Private Limited

Apart from the above, there are a number of Hydro Projects under development in the States of Arunachal Pradesh, Himachal Pradesh, coal based projects and renewable energy projects.

10. Markets served by the Company - Local/State/National/International:

The power generated through its subsidiaries is presently serving the customers across 7 states in India. Once the projects under development are completed, the Company will have a pan-Indian presence. No overseas Markets are being catered to by the Company's projects.

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

1. **Paid up Capital (INR)** : 2,805 (On Standalone basis)
2. **Total Turnover (INR)** : 4,925 (consolidated)
3. **Total profit after taxes (INR)** : 1,011 (consolidated)
4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)** : Total expenditure incurred by the subsidiary companies on CSR initiatives for the year ended March 31, 2013 was Rs.10.70 Crores representing 1.05% of the consolidated Net profit for the year.
5. **List of activities in which expenditure in 4 above has been incurred:-**
 - a) Education for children through provision of Schools, scholarships, study material for the meritorious.
 - b) Healthcare and sanitation
 - c) Vocational training and provision of self employment opportunities
 - d) Development of local infrastructure through Housing colonies, Community Centres, Roads etc.
 - e) Improving water and environmental conditions of the local communities
 - f) Provision of financial support for the old, disabled and underprivileged

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?

44 Subsidiary Companies (Both direct and step-down Subsidiaries) as on March 31, 2013.

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

As the projects of the Company are being developed by the Subsidiaries of the Company as Special Purpose Vehicles (SPVs), the BR activities of the Company are carried out by the Subsidiaries in the areas in which they operate. At present, BR activities are being carried out by those Subsidiaries whose projects are either operational or under implementation.

3. **Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]**

Yes. Reliance Power actively supports and encourages its suppliers and other stake holders to participate in the Company's BR initiatives. Currently less than 30% of such entities participate in the BR initiatives of the Company.

Section D: BR Information

1. Details of Director/Directors responsible for BR

a) Details of the Director/Director responsible for implementation of the BR policy/policies

The Board of Reliance Power Limited has constituted an Environment, Health, Safety, Security, Rehabilitation and Resettlement (EHSSRR) Committee two years ago which is in a way responsible for the implementation of the BR policies. The Board has not yet designated any director as being responsible for implementation of BR policies. However, the EHSSRR Committee consists of the following persons with Dr Yogendra Narain who is an Independent Director as the Chairman of the committee. The Committee is constituted as under:

- DIN Number : 01871111
Name : Dr Yogendra Narain, Chairman of the Committee.
Designation : Independent Director
- DIN Number : 00004652
Name : Shri J L Bajaj
Designation : Independent Director
- DIN Number : 01802454
Name : Dr V K Chaturvedi
Designation : Non Executive Director

- b) **Details of the BR head:** As stated above, the Board has not yet assigned to any Director the responsibility of acting as the BR head. The particulars of the Chairman of the EHSSRR committee are as follows:

Sr. No.	Particulars	Details
1.	DIN Number (if applicable)	01871111
2.	Name	Dr Yogendra Narain
3.	Designation	Chairman of EHSSRR Committee
4.	Telephone number	022 3038 6600
5.	e-mail id	yognarain@gmail.com

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

Sr. No.	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
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	-	Y	-	-	Y	-	-	-
3.	Does the policy conform to any national /international standards? If yes, specify? (50 words)	-	-	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
5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	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?	The policies have been communicated to key internal stakeholders. The communication is an on-going process and is intended to cover ultimately all 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?	As on date the Board has set up a Committee only to address the grievances of the equity stake holders in the Company. 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 the CSR interventions in particular are reviewed and evaluated by a Board Committee as stated above.								

2a. If answer to S.No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles	Not Applicable								
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3.	The company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next 6 months									
5.	It is planned to be done within the next 1 year									
6.	Any other reason (please specify)									

3. Governance related to BR

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year**

The CEO of the Company reviews the BR performance on an on-going basis. Review by the Board/Committees constituted by the Board is generally on a quarterly basis.

- **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

No. This is for the first time that the BR Report has been compiled. The Company will publish this Report annually. The Report for this year can be viewed on the website of the Company www.reliancepower.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?**

The Company's policy on ethics, bribery and corruption brings within its ambit employees including those with the Subsidiary Companies at all levels and grades, as also the directors. The Company's Whistle blower policy and code of Ethics is reviewed by the Audit Committee of the Board. In some of the Subsidiaries the policy has been extended to cover vendors and contractors. It is intended over a period of time to extend the policy to cover other external stake holders.

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.***

No complaints were received from any of its Employees under the Company's "Whistle blower policy".

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.

- i. Reliance Power is committed towards sustainable development for ensuring a greener tomorrow. The 40 MW Solar PV plant, at Dhursar, Rajasthan, which is the largest solar plant in the Country was commissioned in 2012. The Project is based on renewable energy which does not cause any social or environmental concern or risk. The plant was set up on government land which was barren and uncultivable and it has no potential emissions i.e. flue gas or hazardous waste (Solid and Liquid waste).The Company's other Solar Plant of 100 MW capacity at the same location will be commissioned in the current financial year and this will also be environment friendly.
- ii. The Company, will also commission during the current year – a 45 MW wind project in Vashpet, Maharashtra.
- iii. The Company has successfully registered all its three Ultra Mega Power Projects (UMPPs) with the Clean Development Mechanism (CDM) Executive Board. The three UMPPs would together generate approximately 55 million CERs in the first ten years of their respective operations. (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.
- iv. We are also 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.

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

3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?

We take adequate care in designing our power generation plants in a manner that optimises the utilisation of land, thereby bringing down the aggregate land requirement and minimising the potential for disruption and displacement of local communities. We are also adopting cleaner technologies related to power generation that reduce the consumption of fuel and water required for plant operations, thereby conserving precious natural resources and contributing to a greener and healthier environment. The reduction achieved in the consumption of fuel and water for plant operations has not been quantified.

The selection procedure of transport vendors (Truck and Containers) involves scrutiny at various levels such as existence of a young vehicle/container fleet, presence of mandatory inspections and safe driving procedures. Further, the Company urges its large group of transport vendors to focus on load and route optimization to ensure fuel efficiency and reduce the environmental impact..

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?

In most of the power plants developed/being developed by our subsidiaries,, we involve the local people right from the stage of the construction of the plants and in certain cases we train them. This benefits them in getting employment in future. We also encourage our contractors to involve the local people. In certain cases, we even employ the local people directly and engage them in Operation and Maintenance (O&M) activities. We also encourage the contractors to procure the construction materials from local and small Vendors.

We have been promoting and encouraging small suppliers, predominantly civil contractors and transporters which help them in securing work contracts at nearby locations.

- 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.**

The power plants being developed by the Company are based on Coal, gas, hydro and renewable energy. The plants based on renewable energy do not produce any waste. In respect of the Coal based power plants, the waste generated from Boilers in the form of fly ash is used for various purposes like, Cement, Brick Manufacturing, road embankment etc. The company is taking all efforts to ensure maximum evacuation of Ash generated from the plant.

In respect of the gas based power plant which is presently under construction, the technology to be used will increase efficiency in utilization of the fuel. The hot gases which shall be generated after burning of the fuel will pass through Heat Recovery System Generators (HRSG) to heat up water to steam to generate electricity through Steam Turbines. The Cooling Towers used in the project will convert the steam to water and feed it again to the HRSG resulting in recycling of water.

The Hydro power projects of the Company which are under initial phase of development do not generate any waste.

The Company is deploying the super critical technology in most of its power plants which will reduce the negative impact on environment substantially.

Principle 3: Businesses should promote the well-being of all Employees

- 1. Please indicate the Total number of employees. ***

1,529

- 2. Please indicate the Total number of employees hired on temporary / contractual / casual basis.**

2,337.

- 3. Please indicate the Number of permanent women employees.**

111.

- 4. Please indicate the Number of permanent employees with disabilities.**

1 (Differently abled).

5. Do you have an employee association that is recognized by management.

No

6. What percentage of your permanent employees is members of this recognized employee association?

Not Applicable

7. 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.

Sr. No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1.	Child labour/forced labour/involuntary labour	The Company does not hire Child Labour, Forced Labour or Involuntary Labour.	Nil
2.	Sexual harassment	No Reported Case.	Nil
3.	Discriminatory employment	We do not discriminate in the recruitment process. No Reported Case	Nil

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

- Permanent Employees - 63%
- Permanent Women Employees – 59%
- Casual/Temporary/Contractual Employees – 14%
- Employees with Disabilities – Nil

The Company has been building up its human resources for the implementation of its large power capacity addition program. Teams have been put in place both at the Corporate Office and in all the project locations. The Company has adopted a strategy of putting senior and experienced professionals as Project Leaders and Functional Heads and teams are being built around them. The Company has a Graduate Engineer Trainee Program under which Graduate Engineers are recruited and trained for working in Power Plants. These Graduate Engineers are recruited through a national level competition offering opportunities to all the meritorious candidates across the Country. The Company has installed simulators at various project locations where operational training services are provided. We have institutionalised a leadership development process, linked to the Reliance DNA and leadership competencies, which identifies high potential talent on a periodic basis and provides necessary learning interventions to help them take on larger responsibilities and roles.

The Company attaches utmost importance to safety standards at all its installations. Necessary steps are regularly undertaken to ensure the safety of employees and equipment. Both external and internal safety audits are regularly conducted. Mock drills are conducted to gauge emergency and crisis management preparedness. The Board has also constituted a committee to have an oversight on these issues and to monitor and report to the Board, actions being taken in this regard.

**Information pertaining to employees as above is in respect of Employees of both RPower and its Subsidiaries as on March 31, 2013.*

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

1. Has the company mapped its internal and external stakeholders?

Yes. The stakeholders have been mapped and the key stakeholders are as follows:

- a. Government and regulatory authorities
- b. Investors and Shareholders
- c. Employees
- d. Customers
- e. Local Communities
- f. Suppliers
- g. Lenders
- h. NGOs

We have a defined set of processes for interacting and engaging with various stakeholders at various levels. We have a Committee of the Board to deal with the grievances and engage with the Investors and shareholders. Likewise departments have been set up at Project locations for interacting and engaging with other stakeholders at various levels. The specialized teams ensure proper communication with various stakeholders internally and externally which helps the Company in understanding their concerns and respond to them appropriately.

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

Yes.

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.

Many of the areas in which we are implementing projects are not very well developed. It is our endeavour to contribute towards improving the quality of life of the unprivileged and vulnerable people living in these areas. In order to achieve these objectives, we have made significant outlays in healthcare, education, sanitation and in providing livelihood opportunities. We have devised a scheme for widow and old age pension and have already implemented it at Rosa and Sasan. In education, we have implemented various schemes in the form of stipend, remedial or special coaching classes, distribution of study material etc for children from poor families at all projects. At Sasan, we are operating a school in collaboration with DAV Public School wherein completely free education with all facilities like transportation, uniforms, books etc is being provided to children from project affected families. We have also helped in providing infrastructure like furniture, fans, toilets, laboratory equipment etc to the existing schools near our project sites. We have also arranged for training of local teachers for the remedial classes. We operate a Medical Health Centre at Sasan and mobile medical units at other projects for the benefit of the villagers where free medical services and medicines are being provided. We have formed a number of Self Help Groups, specially of women, in the villages in the vicinity of our project sites and are introducing various income generation schemes including providing them vocational training in sewing, food products, poultry etc including necessary financial support. We have also engaged three NGOs to help the villagers to educate and help them to improve their income from agriculture, cattle rearing etc.

RPower has made a significant difference to the marginalized and underprivileged people in the vicinity of its project locations.

Principle 5: Businesses should respect and promote 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?**

The Company does not have a stated human rights policy. However, most of the aspects are covered in the manner in which the company conducts its business as well as in its human resources practices.

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

Nil.

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.**

As a responsible corporate citizen, the Company fairly understands its obligation towards the environment in which it operates and strongly believes in providing clean and green power. Therefore, our projects use and will continue to use best of the class technology with minimum environmental impact. The Company also encourages the key members in its value chain to have a similar approach towards the environment.

- 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.**

Yes. Considering the seriousness of the environment related issues, we have power projects employing clean and environment-friendly technology (hydroelectric and other renewable energy sources). As stated above, the Company has successfully registered all its three Ultra Mega Power Projects (UMPPs) with the CDM Executive Board. The three UMPPs would together generate approximately 55 million CERs in the first ten years of their respective operation.

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

Yes. The Company is committed to achieving excellence in environmental performance, preservation and promotion of clean environment. These are of fundamental concern in all our business activities. A dedicated Committee of the Board comprising of majority of Independent Directors has been set up to address, inter alia, environmental aspects, in relation to its projects.

- 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?**

As stated above, the Company has successfully registered all its three Ultra Mega Power Projects (UMPPs) with the CDM Executive Board. The three UMPPs would together generate approximately 55 million CERs in the first ten years of their respective operations. As required Environmental

compliance reports are being filed for the projects.

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. RPower strongly believes in clean green power. With this end in view, the company has developed / is in the process of implementing the following Projects:

- a) 40MW PV (Photovoltaic) Solar Power Project at Dhursar village in Rajasthan. The Project is already operational.
- b) 100 MW Concentrated Solar Power Project at Dhursar Village in Rajasthan which is an advanced stage of completion and is expected to be commissioned in the current financial year.
- c) 45MW wind farm at Vashpet Sangli dist in Maharashtra which is likely to be commissioned in the current year.

The Company also has plans to extend its portfolio in the area of renewable energy.

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

Yes. The emissions/waste generated by the Company are within the prescribed limits.

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, Arunachal Pradesh Power Producers Association, Independent Gas Based Power Producers Association, Andhra Pradesh, apart from being a member of other leading Chambers of Commerce and Industry.

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)

The company through the Association of Power Producers and through the Arunachal Pradesh Hydro Power Producers Association has represented to the Government for the development of basic infrastructure facilities in the states where hydro power projects are contemplated which will not only be beneficial for the project development but also for people living in those states.

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.

A dedicated Committee of the Board comprising of majority of Independent Directors has been set up to address environmental aspects, safety, security, rehabilitation and resettlement of persons affected by the Company's projects. The Committee has adopted a policy on CSR for the various projects of the Company which also covers the Rehabilitation and Resettlement of the affected people.

The CSR activities of the Company are intended to promote inclusive growth and development and are focussed on the following area:

- a) Enhancing literacy and Education in the local communities
- b) Provision of financial support for the old, disabled and underprivileged.
- c) Improvement of health and sanitation
- d) Building of community infrastructure through development of roads, housing colonies, community centres, markets ,provision of solar lighting etc
- e) Provision of vocational training, skill development and self employment programmes.
- f) Improving water and environmental conditions of the local communities

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

The Company has devised various programmes both through in-house teams as well as in co-operation with local bodies, NGOs and Govt. Institutions.

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

Yes. We continuously seek feedbacks from the local communities to understand the impact of our initiatives through visits by its CSR teams on a periodic basis, by making enquiries from the Panchayats, Sarpanchs and from local govt bodies.

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

Community Development expenditure incurred by the Company and its Subsidiaries on various projects as enumerated above amounted to Rs. 10.70 Crores during FY 2012-13.

The projects undertaken can broadly be divided into four categories – education, health, social infrastructure and income generation.

Education

We have established two schools, one at Sasan and the other at Sasan Coalmines wherein free education is provided to the children from PAF and other local villages. Special coaching classes/remedial classes are being run at Rosa, Butibori and Tilaiya Sites.. Stipend and free note books are being provided to children from poor families at Samalkot, Rosa, Butibori and Sasan. We have also provided various basic infrastructure facilities like fans, furniture, toilets, laboratory equipments, play equipment, etc. to the existing panchayat/govt schools at Samalkot, Dhursar, Butibori, Rosa, Kalai and Sasan.

Health

We have set up health centres at Sasan plant and Coalmines R&R colonies wherein free medical treatment is provided to all villagers. We also have mobile medical units providing free medical

services to surrounding villages at Rosa, Tilaiya, Siyom/Tato, At Butibori one ambulance has been provided by us which is attached to the existing govt health centre and provides free service to all villages in the vicinity. We also organize 2-3 speciality medical camps at all locations every year where free treatment and medicines are provided to everyone. We also support various government health schemes such as pulse polio (at Sasan, Rosa, Chitrangi, and Butibori), Janani Suraksha Yojana for facilitating institutional child births (at Rosa and Chitrangi) etc. At Samalkot we have provided 6 nos state of the art ENT equipment to Govt General Hospital, Kakinada which has benefitted the entire Kakinada District. A tele-ECG machine also has been provided to the govt health centre. At Kalai an ECG equipment has been provided to govt PHC.

Social Infrastructure

Various projects have been undertaken such as toilets for BPL families, village community halls, Solar Power micro-grid at Rosa, Roads, drains and toilets for Baiga Basti, bore wells for water at Sasan and sasan coalmines as well as at villages around Chitrangi project site. At Samalkot two overhead water reservoirs, concrete roads and a play ground have been made. At Tato a water supply pipeline project and a micro hydel power project have been undertaken for the benefit of villagers. Reinstatement of drinking water supply line and a community hall have been constructed at our Solar power plant at Dhursar Rajstan. We have also provided computers to the local police station at Pokharan. We have also provided a Police Chowki at Sasan.

Income generation

At Sasan with the help of BAIF cattle breed improvement through artificial insemination has been taken up, which down the line will result in milk production and thereby provide income to the villagers. Other related projects such as fodder improvement, agricultural yield improvement, poultry, cottage industries etc shall also be taken up during the coming years to help income generation. At Rosa, Sasan and Dhursar women self groups have been provided training in sewing and are being helped to set up their business including getting them orders. For the school being run at Sasan, stitching of uniforms is done by them. At Butibori and Rosa two women SHG groups have started business in masala/vadi/papad making with our help. At Sasan a number of cooperative societies of PAPs have been formed who are engaged in various works in the plant. At Chitrangi Site, several women Self Help Group (SHGs) have been formed and these are being facilitated to improve their incomes through participation in MANREGA schemes.

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.

The Company adopts a participative approach in its CSR initiatives. Base line studies and assessment surveys are carried out before taking CSR initiatives. Our teams also work closely with District Collectors, Gram Panchayat and local people to ensure that the initiatives are well received and adopted by the Community. These initiatives foster ownership amongst the local communities. The impact of our interventions is monitored regularly for bringing about further improvements.

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.

As our main business is of activity is to supply power to the electricity distribution Companies, we do not have an interface with the retail consumers. No complaints were received and pending as on March 31, 2013.

- 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)**

Supply of Electricity being the company's main line of activity, there is no requirement for branding/labelling of our product. However, the company stands committed to providing quality and reliable power.

- 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**

Nil

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

As the Company does not have a direct interface with the retail consumers of electricity we have not carried out any consumer surveys. However, we have dedicated teams who personally interact with the procurers, understand their concerns and resolve them amicably.