

July 14, 2023

To,  
**Corporate Relationship Department**  
**BSE Limited**  
14<sup>th</sup> Floor, P. J. Towers,  
Dalal Street, Fort,  
Mumbai-400 001  
**SCRIP CODE: 532779**

To,  
**Listing Department,**  
**National Stock Exchange of India Limited**  
“Exchange Plaza”, C – 1, Block G  
Bandra- Kurla Complex, Bandra (East),  
Mumbai 400 051  
**SYMBOL: TORNTPOWER**

Dear Sir/ Madam,

**Re: Business Responsibility and Sustainability Reporting for FY 2022-23**

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Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose herewith the Business Responsibility and Sustainability Report for FY 2022- 23, which also forms part of the Integrated Annual Report for FY 2022-23, submitted to the Exchanges vide letter dated July 14, 2023.

You are requested to take the same on record.

Thanking you.

Yours faithfully,  
**For Torrent Power Limited**

**Rahul Shah**  
**Company Secretary & Compliance Officer**  
Encl.: As above



# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURE

### I. Details of the Listed Entity

<b>1 Corporate Identity Number (CIN) of the Listed Entity</b>	L31200GJ2004PLC044068
<b>2 Name of the Listed Entity</b>	Torrent Power Limited
<b>3 Year of incorporation</b>	2004
<b>4 Registered office address</b>	"Samanvay", 600, Tapovan, Ambawadi, Ahmedabad – 380015.
<b>5 Corporate address</b>	"Samanvay", 600, Tapovan, Ambawadi, Ahmedabad – 380015.
<b>6 E-mail</b>	<a href="mailto:cs@torrentpower.com">cs@torrentpower.com</a>
<b>7 Telephone</b>	+91-79-26628000
<b>8 Website</b>	<a href="http://www.torrentpower.com">www.torrentpower.com</a>
<b>9 Financial year for which reporting is being done</b>	2022-23
<b>10 Name of the Stock Exchange(s) where shares are listed</b>	BSE Limited and National Stock Exchange of India Limited
<b>11 Paid-up Capital</b>	₹480.62 Crore
<b>12 Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report</b>	Shri Saurabh Mashruwala, Chief Financial Officer Email: <a href="mailto:cs@torrentpower.com">cs@torrentpower.com</a> Contact no: 079-26628000
<b>13 Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).</b>	Consolidated basis

### II. Product/Services

#### 14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1	Power Generation, Transmission and Distribution.	The Company is engaged in generation, transmission and distribution of electricity.	86.66
2	RLNG Sale	Sale of Regasified liquefied natural gas	11.94

#### 15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of Total Turnover contributed
1	Generation, Transmission and Distribution of electricity	351	86.66
2	Sale of Regasified liquefied natural gas	352	11.94

### III. Operations

#### 16. Number of locations where plants and/or operations/offices of the entity are situated:

	Number of Location	Number of plants	Number of offices	Total
<b>National</b>	20	26	115	141
<b>International</b>	NIL	NIL	NIL	NIL

**17. Markets served by the entity:****a. Number of locations**

Location	Number
National (No. of States)	7 States and one Union Territory
International (No. of Countries)	NIL

**b. What is the contribution of exports as a percentage of the total turnover of the entity? NIL****c. A brief on types of customers**

Generation units cater mainly to utilities and other consumers through Power Exchanges. Gas based units additionally had RLNG consumers from various industries such as CGD, petrochemicals, fertilizers, RLNG traders, etc. Our distribution units mainly cater to Residential, Commercial, Industrial and Other categories.

**IV. Employees****18. Details as at the end of Financial Year:****a. Employees and workers (including differently-abled)**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1	Permanent Employees (D)	8,113	7,421	91.47	692	8.53
2	Other than Permanent Employees (E)	84	84	100	NIL	N/A
<b>3</b>	<b>Total Employees (D+E)</b>	<b>8,197</b>	<b>7,505</b>	<b>91.56</b>	<b>692</b>	<b>8.44</b>
<b>Workers</b>						
4	Permanent (F)	NIL	NIL	N/A	NIL	N/A
5	Other than Permanent (G)	13,314	12,536	94.16	778	5.84
<b>6</b>	<b>Total Workers (F+G)</b>	<b>13,314</b>	<b>12,536</b>	<b>94.16</b>	<b>778</b>	<b>5.84</b>

**b. Differently abled employees and workers**

<b>Employees</b>						
1	Permanent Employees (E)	23	21	91.30	2	8.70
2	Other than Permanent Employees (F)	NIL	NIL	N/A	NIL	N/A
<b>3</b>	<b>Total Employees (E+F)</b>	<b>23</b>	<b>21</b>	<b>91.30</b>	<b>2</b>	<b>8.70</b>
<b>Workers</b>						
4	Permanent (G)	NIL	NIL	N/A	NIL	N/A
5	Other than Permanent (H)	22	22	100	NIL	N/A
<b>6</b>	<b>Total Differently Abled Employees (G+H)</b>	<b>22</b>	<b>22</b>	<b>100</b>	<b>NIL</b>	<b>N/A</b>

**19. Participation/Inclusion/Representation of women**

	Total	No and percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	10	3	30.00
Key Management Personnel	5	NIL	N/A



## Business Responsibility & Sustainability Report (Contd.)

### 20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY23			FY22			FY21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8%	16%	8%	7%	19%	8%	4%	9%	4%
Permanent Workers					N/A				

### V. Holding, Subsidiary and Associate Companies (including Joint Ventures)

#### 21. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Torrent Investments Private Limited	Holding Company	53.56	
2	Torrent Power Grid Limited	Subsidiary Company	74.00	
3	Torrent Pipavav Generation Limited	Subsidiary Company	95.00	
4	Torrent Solargen Limited	Subsidiary Company	100	
5	Jodhpur Wind Farms Private Limited	Subsidiary Company	100	
6	Latur Renewable Private Limited	Subsidiary Company	100	
7	TCL Cables Private Limited	Subsidiary Company	100	
8	Torrent Saurya Urja 2 Private Limited	Subsidiary Company	100	
9	Torrent Saurya Urja 3 Private Limited	Subsidiary Company	100	
10	Torrent Saurya Urja 4 Private Limited	Subsidiary Company	100	
11	Torrent Saurya Urja 5 Private Limited	Subsidiary Company	100	
12	Torrent Solar Power Private Limited	Subsidiary Company	100	All Policies / practices to the extent relevant are also applicable to subsidiaries in conformity with applicable law.
13	Surya Vidyut Limited	Subsidiary Company	100	
14	Torrent Saurya Urja 6 Private Limited (Formerly known as LREHL Renewables India SPV Private Limited)	Subsidiary Company	100	
15	Visual Percept Solar Projects Private Limited	Subsidiary Company	100	
16	Wind Two Renergy Private Limited	Subsidiary Company	100	
17	Sunshakti Solar Projects Private Limited	Subsidiary Company	100	
18	Dadra and Nagar Haveli and Daman and Diu Power Distribution Corporation Limited	Subsidiary Company	51.00	
19	UNM Foundation	Joint Venture with Torrent Pharmaceuticals Ltd.	50.00	
20	Tidong Hydro Power Limited	Associate Company	49.00	

### VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in Rs.): ₹25,694.12 Cr (Consolidated)

(iii) Net worth (in Rs.): ₹11,486.65 Cr (Consolidated)

## VII. Transparency and Disclosures Compliances

### 23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY23			FY22		
		No of complaints filed during the year	No of complaints pending resolution at the close of the year	Remarks	No of complaints filed during the year	No of complaints pending resolution at the close of the year	Remarks
Communities	Yes. Policies which are required by the law is available on the website of the Company and the policies which are internal to the Company are available on the intranet portal of the Company.	NIL	NIL		1	NIL	
Investors (other than shareholders)		NIL	NIL		NIL	NIL	
Shareholders		40	NIL		19	NIL	
Employees and workers		1	1	Closed on April 19, 2023			
Customers		113	21		160	35	
Value chain partners		NIL	NIL		NIL	NIL	
Others (Please specify - Anonymous)		3	NIL		1	NIL	

### 24. Overview of the entity's material responsible business conduct issues.

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications.

Being a part of the electric utility sector, The Company is mindful of the potential impact our operations can have on society and the environment. Hence, we conducted a thorough materiality assessment in FY22 in accordance with International Integrated Reporting Council (IIRC) framework to identify and prioritize material topics that are most relevant for the sustainable growth of our business. For details, please refer section on Materiality assessment in Integrated Report FY23.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the National Guidelines on Responsible Business Conduct (NGRBC) Principles and Core Elements.

Disclosure Questions	P1 Ethics & Transparency	P2 Product Responsibility	P3 Human Resources	P4 Responsiveness to stakeholders	P5 Human Rights	P6 Responsible Lending	P7 Public Policy Advocacy	P8 Inclusive Growth	P9 Customer Engagement
<b>Policy and Management Processes</b>									
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes, the policies are approved by the Board except HR policies, and IMS (Integrated management system) policy which have been approved by Chairperson or Managing Director.								
c. Web Link of the Policies, if available	Policies which are required by the law are available on the website of the Company and the policies which are internal to the Company are available on the intranet portal of the Company.								



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Disclosure Questions	P1 Ethics & Transparency	P2 Product Responsibility	P3 Human Resources	P4 Responsiveness to stakeholders	P5 Human Rights	P6 Responsible Lending	P7 Public Policy Advocacy	P8 Inclusive Growth	P9 Customer Engagement
<b>2 Whether the entity has translated the policy into procedures. (Yes/ No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>3 Do the enlisted policies extend to your value chain partners? (Yes/ No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>4 Name of the national and international codes/certifications/ labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</b>	<p>The Integrated Report of the Company is in adherence to the principles and requirements of the International Integrated Reporting Council's (IIRC) Framework. Further, sustainability performance data is aligned to the 'Core' option of the Global Reporting Initiative (GRI). Besides, relevant linkage with other reporting framework namely Sustainability Accountability Standards Board (SASB), National Voluntary Guidelines (NVGs) and United Nations Global Compact (UNGC) principles.</p> <p>Most of the units are IMS certified covering ISO 9001 (Quality Management System), ISO 14001 (Environment Management System) and ISO 45001 (Occupational Health and Safety Management System). Some of the units have additionally obtained ISO 50001 (Energy Management System), ISO 55001 (Asset Management System) and ISO 27001 (Information Security Management System) certification.</p> <p>Enterprise Risk Management (ERM) Framework of the Company is aligned with the Committee of Sponsoring Organization (COSO) framework.</p>								
<b>5 Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	<p>The Company has implemented ESG roadmap which lays down the key aspects of Sustainability including timelines for achieving the targets.</p>								
<b>6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</b>	<p>The key performance targets are set, reviewed and implemented as per the objectives taken. The CSR &amp; sustainability Committee reviews the progress periodically.</p>								
<b>Governance, Leadership and Oversight</b>									
<b>7 Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievement</b>	<p>Please refer 'Chairman's Message' section of the Integrated Report FY23</p>								
<b>8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	<p>Name -Shri Jinal Mehta                  Designation - Managing Director                  Telephone number- 079- 26628300                  E-mail Id- <a href="mailto:cs@torrentpower.com">cs@torrentpower.com</a>                  DIN -02685284</p>								
<b>9 Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</b>	<p>Yes, CSR &amp; Sustainability Committee details of which form part of Corporate Governance Report of this Integrated Report.</p>								

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Performance against above policies and follow up action</b>									
<b>Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</b>	The Board of Directors / its Committees / Chairman or any authorized officials of the Company, as the case may be, assess the Business Responsibility (BR) performance on annual or half yearly basis depending upon the type of Business Responsibility (BR) activities.								
<b>Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)</b>									
<b>Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances</b>									
<b>Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</b>	The Company has formalized a system to track, monitor and document legal compliances applicable to the Company. The Board quarterly reviews compliance reports (of all the laws applicable to the Company), prepared by the management. There were no instances of material non-compliances during the year under review.								
<b>Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)</b>									
<b>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide name of the agency</b>	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Independent assessment is being carried out by the Internal Auditor who independently evaluates working of the Policies.								

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

**ESSENTIAL INDICATORS**

- 1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year: Necessary details of FY23 are given below:**

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
<b>Board of Directors</b>			100
<b>Key Management Personnel</b>			100
<b>Employees other than BODs and KMPs</b>	921	→ Core Values of the Company → Environment & Sustainability → Health & Safety → Mental Health & Wellbeing of Employee → Customer Sensitivity & Service Orientation → Human Rights → POSH & Whistle Blower Awareness → Energy Conservation & Its Benefits → Complete Customer Focus-Customer Delight. → Financial Literacy → Business Communication & Etiquette → Managerial & Leadership Skill Development → Contract Management System	94
<b>Workers</b>	88	→ Human Rights → POSH Awareness → Safety Hazardous Identification Training → First Aid Training → Training for using Electrical equipment → Chemical Handling training → Fire Extinguisher Training and → Other Health & Safety related trainings	95



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### 2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators / law enforcement agencies / judicial institutions, in the financial year, in the following format.

No fines/ penalties/ punishment/ award/ compounding fee/ settlement amount was paid in proceedings (by the entity or by directors/ KMPs) with regulators/ law enforcement agencies/ judicial institutions in FY23.

#### a. Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			NIL		
Compounding fee					

#### b. Non-Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment				
Punishment			NIL	

### 3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Not Applicable

### 4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, the Company is dedicated to conducting its business in ethical and transparent manner. Our Code of Business Conduct which is applicable to all the employees and board members of the company, strongly discourages such unethical practices of corruption or bribery. The Code of Business Conduct can be accessed at [https://www.torrentpower.com/pdf/investors/21-06-2018\\_mrymy\\_coc\\_tpl.pdf](https://www.torrentpower.com/pdf/investors/21-06-2018_mrymy_coc_tpl.pdf)

### 5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Category	FY23	FY22
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

### 6. Details of complaints with regard to conflict of interest:

Topic	FY23		FY22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of KMPs	NIL	NIL	NIL	NIL

### 7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable



**LEADERSHIP INDICATORS**

**1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

Around 315 awareness programmes were conducted for value chain partners covering various topics such as human rights, safety awareness, child labour, forced/involuntary labour, wages, prevention of sexual harassment, prevention of discrimination, etc.

**2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.**

Our Code of Business Conduct which is applicable to all the employees and board members of the Company, discourages activities, agreements, positions, business investments or interests, and other situations which are conflicting/ apparently conflicting with interests of the Company or which interfere/may interfere with the discharge of their duties to the Company. All employees including board members are required to affirm compliance to the Code of Business Conduct.

**PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe**

**ESSENTIAL INDICATORS**

**1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

Type	FY23	FY22	Details of improvement in social and environmental aspects
Research & Development (R&D)	NIL	NIL	
Capital Expenditure (CAPEX)	47%	35%	Includes investment by the Company in renewable projects, investments made to enhance safety and reliability at our distribution units, and other energy efficient technology adopted by the Company during the year.

**2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No).**

Yes

**b. If yes, what percentage of inputs were sourced sustainably?**

The Company has procedures in place for sustainable sourcing (including transportation). Further, sustainability is extended to suppliers/ vendors. All requirements on various aspects such as Health & Safety and Environment protection, Ethics and Compliance, Prevention of Bribery & Corruption are in place. Counselling and monitoring of suppliers/ vendors is being done regularly. Sustainable Procurement Policy has been put in place.

Some of the initiatives include procurement of hermetically sealed power transformers with environment friendly ester oil instead of mineral oil to prevent oil leakage, procuring energy efficient (lower losses) distribution transformers, procurement of cobalt free silica gel, eliminating use of plastic in packing material, specifying use of fly ash bricks/blocks in building construction for all new buildings, procurement of asbestos free products, use of CNG vehicles for commuting purpose and digitalisation of all documents to minimize printing/re-printing.

Around 25% of steel drums dispatched are being brought back from customers and are being reused, enabling reduction in energy consumed in making new steel drums. The Company is using sustainable model in reducing



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the carbon footprint even in transportation. The same out bound vehicle, which is sent for dispatching the finished cable, is arranged to bring back the empty drums thereby reducing carbon emissions during transportation.

The Company has also incorporated procedures e.g. TREM card, stringent pre-qualification criteria etc. in its Integrated Management Systems (IMS) to ensure that transportation of chemicals and other materials are compliant with rules and regulations and Company’s own procedures. Fuel gas lines are maintained as per Petroleum and Natural Gas Regulatory Board (PNGRB) guidelines and safety audits are carried out at regular intervals. Usage of water is optimized by optimizing the Cycle of Concentration of cooling water and recycling of waste water.

The Company has been awarded the prestigious “Sword of Honour” and “Globe of Honour” awards from British Safety Council for its distribution licensed operations. Compliance under these recognitions extensively covers sustainability parameters for sourcing functions. Suppliers and service providers are evaluated on EHS aspects by some of the distribution units and are motivated to adopt ISO 9001 (Quality Management System), ISO 14001 (Environment Management System) and ISO 45001 (Occupational Health and Safety Management System) to achieve goal of sustainable procurement.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

The Company’s waste management procedures are intended to minimize the environmental impact of the waste generated and its disposal. We practice minimal waste generation at source, segregation for better management, and disposal in an environmentally sound manner. We have adopted the 3R approach to ‘Reduce-Reuse-Recycle’ waste and ensure its responsible disposal.

Product	Process to safely reclaim the product
<b>a. Plastics (including packaging)</b>	Plastic wastes are disposed only through recyclers & co-processing unit duly authorised by the State Pollution Control Board
<b>b. E-Waste</b>	These are disposed only through Treatment, Storage and Disposal Facilities (TSDF) and Recyclers duly authorized by the State Pollution Control Board.
<b>c. Hazardous Waste</b>	
<b>d. Other Waste</b>	

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Extended Producer Responsibility is currently not applicable to Power and Cables operations of the Company.

### PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

#### ESSENTIAL INDICATORS

##### 1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>											
Male	7,421	7,421	100	7,421	100	NIL	N/A	NIL	N/A	NIL	N/A
Female	692	692	100	692	100	692	100	NIL	N/A	692	100
<b>Total</b>	<b>8,113</b>	<b>8,113</b>	<b>100</b>	<b>8,113</b>	<b>100</b>	<b>692</b>	<b>9</b>	<b>NIL</b>	<b>N/A</b>	<b>692</b>	<b>9</b>
<b>Other than Permanent Employees</b>											
Male	84	84	100	84	100	NIL	N/A	NIL	N/A	NIL	N/A
Female	NIL	NIL	N/A	NIL	N/A	NIL	N/A	NIL	N/A	NIL	N/A
<b>Total</b>	<b>84</b>	<b>84</b>	<b>100</b>	<b>84</b>	<b>100</b>	<b>NIL</b>	<b>N/A</b>	<b>NIL</b>	<b>N/A</b>	<b>NIL</b>	<b>N/A</b>

##### b. Details of measures for the well-being of workers:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Workers</b>											
Male											
Female											
<b>Total</b>											
<b>Other than Permanent Workers</b>											
Male	12,536	12,536	100	12,536	100	N/A	N/A	NIL	N/A	N/A	N/A
Female	778	778	100	778	100	778	100	NIL	N/A	778	100
<b>Total</b>	<b>13,314</b>	<b>13,314</b>	<b>100</b>	<b>13,314</b>	<b>100</b>	<b>778</b>	<b>6</b>	<b>NIL</b>	<b>N/A</b>	<b>778</b>	<b>6</b>

##### 2. Details of retirement benefits, for Current Financial year and Previous Financial year:

S. No.	Benefits	FY23			FY22		
		No. of employees covered as % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100	100	Yes	100	100	Yes
2	Gratuity	100	100	Yes	100	100	Yes
3	ESI	15	84	Yes	20	84	Yes

##### 3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, most of the premises/offices of the Company are accessible to differently abled visitors.



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#### 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes. The Company has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. This policy can be accessed at <https://www.torrentpower.com/index.php/investors/policies>.

#### 5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	Not applicable			
Female	100%	73%	N/A	N/A
<b>Total</b>	<b>100%</b>	<b>73%</b>	<b>N/A</b>	<b>N/A</b>

#### 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	Yes	The Company supports the open-door policy, wherein the employees can directly report their concerns to their Head of Department, HR head or any members of Senior Management. The HR team is also available/ approachable at all locations to address the grievances, if any. In case of whistle blower or sexual harassment case, specific policies are defined wherein the mechanism is mentioned in detail.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

#### 7. Membership of employees and worker in Association(s) or Unions recognized by the listed entity:

Category	FY23			FY22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of Association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of Association(s) or Union (D)	% (D/C)
<b>Permanent Employees</b>						
Male	7,421	2,267	30.55	6,872	2,412	35.10
Female	692	55	7.95	653	63	9.65
<b>Permanent Workers</b>						
Male	Not applicable					
Female	Not applicable					
Others	Not applicable					

#### 8. Details of training given to employees and workers:

Category	FY23					FY22				
	Total	On Health and safety measures		On Skill upgradation		Total	On Health and safety measures		On Skill upgradation	
	(A)	No. (B)	% (B / A)	No. (C)	% (C / A)	(D)	No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	7,505	5,324	70.94	5,958	79.39	6,945	5,285	76.10	3,317	47.76
Female	692	461	66.62	580	83.82	658	503	76.44	586	89.06
<b>Total</b>	<b>8,197</b>	<b>5,785</b>	<b>70.57</b>	<b>6,538</b>	<b>79.76</b>	<b>7,603</b>	<b>5,788</b>	<b>76.13</b>	<b>3,903</b>	<b>51.33</b>

Category	FY23					FY22				
	Total	On Health and safety measures		On Skill upgradation		Total	On Health and safety measures		On Skill upgradation	
	(A)	No. (B)	% (B / A)	No. (C)	% (C / A)	(D)	No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Workers</b>										
Male	12,536	11,769	93.88	1,915	15.28	11,629	10,841	93.22	741	6.37
Female	778	708	91.00	93	11.95	692	637	92.05	19	2.75
<b>Total</b>	<b>13,314</b>	<b>12,477</b>	<b>93.71</b>	<b>2,008</b>	<b>15.08</b>	<b>12,321</b>	<b>11,478</b>	<b>93.16</b>	<b>760</b>	<b>6.17</b>

**9. Details of performance and career development reviews of employees and worker:**

Category	FY23			FY22		
	Total (A)	No. (B)	% (B / A)	(C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	7,505	7,505	100	6,945	6,945	100
Female	692	692	100	658	658	100
<b>Total</b>	<b>8,197</b>	<b>8,197</b>	<b>100</b>	<b>7,603</b>	<b>7,603</b>	<b>100</b>
<b>Workers</b>						
Male	12,536	NIL	N/A	11,629	NIL	N/A
Female	778	NIL	N/A	692	NIL	N/A
<b>Total</b>	<b>13,314</b>	<b>NIL</b>	<b>N/A</b>	<b>12,321</b>	<b>NIL</b>	<b>N/A</b>

**10. Health and safety management system:**

<p><b>a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No) What is the coverage of such system?</b></p>	<p>Yes. All major facilities of the Company are certified for ISO 45001:2018.</p> <p>Our Operational Health &amp; Safety (OHS) Management System applies to all our employees, contractual workers, casual labours as well as visitors to the facility and diligently captures all incidences, including near misses.</p>
<p><b>b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?</b></p>	<p>As part of the Integrated Management System (IMS), a comprehensive Hazards Identification and Risk Assessment (HIRA) is done for all activities. In addition, Method Statement Risk Assessment (MSRA) or specialised risk assessments are also being done for hazardous or potentially hazardous and non-routine activities, situations or conditions.</p> <p>Apart from audits and inspections by external agencies, various internal processes such as inspections, mock drills, fire drills, Permit to Work (PTW), etc. are in place to identify the hazards related to routine and non-routine operations. Also, we have a well-structured mechanism titled Significant Impact &amp; Risk Study (SIRS) to assess the associated risks and develop effective mitigation measures.</p> <p>The procedure of incident reporting and related communication protocols are also well established.</p>



## Business Responsibility & Sustainability Report (Contd.)

<p><b>c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Yes/No)</b></p>	<p>Yes. As part of our OHS Management System, employees and workers are required to report work-related hazards. On observation of any job-related hazard or hazardous condition, all employees have the authority to halt any risky work. Employees on the shop floor are routinely made aware of their authority to stop any activity that poses a risk to them and step away from conditions that they fear may cause injury or illness.</p> <p>The workers can report such incidents through channels like safety corrective action request; safety committee meeting; Suraksha Samvad &amp; Samnvay (at SUGEN and DGEN); EHS inspections; hazards reporting &amp; EHS suggestion scheme. They can also bring these up during pre-job discussions, safety pep (Personal Employment Plan) talks, hazards or near miss reporting forms, etc. In addition to these forums, Company has also developed a module in SAP to enable real time reporting of such incidents. The leadership and top management value workers who report work-related hazards or dangerous circumstances. Critical reporting is praised in weekly departmental meetings, O&amp;M coordination meetings, safety committee meetings and other forums.</p>
<p><b>d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)</b></p>	<p>Yes.</p> <p>We have in-house Occupational Health Centres at various units with 24x7 medical officer(s) and ambulance(s) for any on duty medical emergencies. We have tied up with well-known multi-speciality hospitals and area doctors for our employees/workers. The company also facilitates periodic medical check-ups through external agency free of cost.</p> <p>Regular trainings on first aid and emergency response management are being provided to respond to medical emergencies on site.</p>

**11. Details of safety related incidents, in the following format:**

Safety Incident/Number	Category	FY23	FY22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	2.54	3.93
	Workers	1.18	1.47
Total recordable work-related injuries	Employees	40	60
	Workers	30	36
No. of fatalities	Employees	NIL	NIL
	Workers	3	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

- Safety of employees and general public is given high importance in the organization. Safety Committees are formed and headed by senior officers with participation from supervisors and experienced workers who effectively contribute to improving the safety performance of the organization. Some of the initiatives include use of arc suit rated with National Fire Protection Association (NFPA) 70E specification during Vacuum Circuit Breaker (VCB) operations in EHV sub-station to reduce/eliminate risk of arc flash, using anemometer for measurement of wind speed for EHV line work to reduce the hazard of 'falling from height' owing to high wind speed, introduction of nut-less busbar for various Low Voltage asset, use of insulated paint on poles and MSPs and installation of fire rated doors in EHV SS.

- Occupational health of the employees is given equal priority. Most of the units have an Occupational Health Center with doctors and nursing staff. Various other facilities including installation of adequate number and appropriate type of fire extinguishers, fire suppression system, fire detection and alarm system, emergency siren system, besides Automated External Defibrillators, Self-contained Breathing Apparatus, Stretchers, First aid boxes and Ambu bags (for artificial respiration) are made available. The Company has also trained suitable number of employees for first aid treatment and emergency response. Quarterly monitoring of environmental parameters including quality of air (workplace and ambient), noise (workplace and ambient), drinking water, food and DG stack emission etc. is carried out. The Company has conducted various inhouse surveys i.e. noise, vibration, stress monitoring, Display Screen Equipment (DSE), asbestos, fragile roof, legionella and safety culture to foster safety culture and enhance safety standards based on outcome of that.
- The Company has established various policies like OH&S, Road Safety, Fire Safety and Health & Wellbeing. The Company has arranged various trainings on OH&S topics for relevant stakeholders to ensure competent workforce. The Company celebrates the National Safety Week with the objective to spread and enhance the desired safety culture across the organization.

**13. Number of Complaints on the following made by employees and workers:**

Topic	FY23			FY22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	N/A	-	NIL	N/A	-
Health & Safety	NIL	N/A	-	NIL	N/A	-

**14. Assessments for the year:**

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%. A regular audit of the OHS system is carried out by qualified ISO internal auditors and external certified subject experts.
Working conditions	

**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.**

Various actions have been undertaken during the year to identify significant risk and minimize its impact as mentioned in question 10(b) above.

**LEADERSHIP INDICATORS**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employee (B) Workers.**

- Employees (Yes/No):** Yes
- Workers (Yes/No):** Compensation package in the case of accidental death is provided.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

The Company processes invoices only after receiving the acknowledged challan for statutory dues by value chain partners and discourages delay in compliance by imposing penalty.



## Business Responsibility & Sustainability Report (Contd.)

### PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

#### ESSENTIAL INDICATORS

**1. Describe the processes for identifying key stakeholder groups of the entity:**

The Company identifies its stakeholder groups through the Stakeholder Engagement and Materiality Assessment the details of which form part of this Integrated Report.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:**

Stakeholder Group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Capital providers [Shareholders & Lenders]	No	<ul style="list-style-type: none"> <li>Investor meetings and presentations</li> <li>Quarterly earnings call</li> <li>Annual General Meeting (AGM)</li> <li>Regular meetings with bankers &amp; other</li> <li>Financial institutions</li> </ul> (Letter / E-Mail / Meetings / Reports / Website)	Quarterly	The Company interacts with Capital providers to understand their expectations, key concerns and suggestions on various topics related to the Company's performance. We also publish quarterly results on our website to ensure financial transparency.
Board of Directors	No	<ul style="list-style-type: none"> <li>Board meetings</li> <li>Board Committee meetings</li> </ul> (Letter / E-Mail / Meetings / Reports)	Quarterly	Meetings are conducted to analyze the overall performance of the Company, to provide guidance and decision on various aspects of business including strategy execution and planning the way forward.
Government and Regulators	No	<ul style="list-style-type: none"> <li>Regular liaisoning</li> <li>Inputs on policy matters</li> <li>Scheduled meetings</li> </ul> (Letter / E-Mail / Telephonic conversation / Meetings / Reports)	Need Basis	We believe in strong compliance as per the regulations. Being into power sector business which is regulated by Government, it is inevitable for the company to constantly engage with the government bodies to operate the business and analyze various power sector related rules & regulations and its implication on the business.
Employees	No	<ul style="list-style-type: none"> <li>Employee engagement events</li> <li>Appraisal deliberations</li> <li>Feedback on employee engagement initiatives</li> </ul> (Letter / HR Web Portal/ E-Mail / Telephonic conversation / Townhalls)	Need Basis	Our most valuable asset is our workforce. We have regular interactions with our employees since they are the foundation of our reputation, that drives our operations and the future leaders of the company. The main causes of our interaction include employee engagement, training including EHS training, grievance resolution, feedback, and consultations.



Stakeholder Group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers	No	<ul style="list-style-type: none"> <li>• Supplier meetings</li> <li>• Virtual meetings</li> </ul> (E-Mail, Telephonic conversation, Meeting, Facility visits, Contract Agreements)	Need Basis	Interactions with the suppliers are done regularly to ensure smooth business operations and sourcing of raw material for expansion and continuity of our business and also for EHS awareness.
Customers	No	<ul style="list-style-type: none"> <li>• Customer service</li> <li>• Customer meetings</li> <li>• Customer satisfaction survey &amp; feedback</li> <li>• Customer care centers</li> </ul> (Letter, E-Mail, Website, Mobile Application, Telephonic conversation)	Need Basis	Interaction with customers happens for communicating their billing, payments, usage, complaints resolution, safety awareness etc. We try to understand their concerns and identify the hotspots of improvement in the system.
Community	Yes	<ul style="list-style-type: none"> <li>• Community interaction through CSR initiatives</li> <li>• Employee volunteerism for CSR activities</li> </ul> (Community meeting)	Need Basis	Being a responsible organization, we care about the society we live in. Our philosophy is “Think of others also, when you think about yourself”. With this philosophy we make efforts to create a positive impact on the society. Through our various CSR initiatives, we endeavor to give back to the society, for all the care, support and encouragement being bestowed upon it.
Media	No	<ul style="list-style-type: none"> <li>• Media briefings</li> <li>• Press releases</li> </ul> (E-mail, Website, Press notes, Telephonic conversation)	Need Basis	Media Interactions helps us to keep our stakeholders informed of key business initiatives and developments.
Industry Associations	No	<ul style="list-style-type: none"> <li>• Industry association memberships, meetings, and conferences</li> </ul> (Events, Industry association meetings, Conferences)	Need Basis	Purpose of meeting mainly includes topics related to industrywide problems, policy advocacy, peer learning, peer practices, networking opportunities between members, providing contributions to policy makers.



## Business Responsibility & Sustainability Report (Contd.)

### LEADERSHIP INDICATORS

- 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

Refer Stakeholder Engagement section of Integrated Report which explains in detail how feedback from various stakeholders was taken and communicated to the board. The Board of Directors, through the Corporate Social Responsibility and Sustainability Committee, reviews, monitors and provides strategic direction to the Company's Social Responsibility obligations and other societal and sustainability practices.

- 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Refer Stakeholder Engagement section of Integrated Report.

- 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

Various initiatives have been taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders at locations in and around its operations in the areas of: (i) Community Health Care, Sanitation and Hygiene (ii) Education and Knowledge Enhancement and (iii) Social Care and Concern.

The details of various CSR initiatives of the Company are part of the Board's Report and Social and Relationship Capital section of the Integrated Report.

### PRINCIPLE 5: Businesses should respect and promote human rights

#### ESSENTIAL INDICATORS

- 1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity in the following format:**

Category	FY23			FY22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	8,113	1,536	18.93	7,525	NIL	N/A
Other than permanent	84	6	7.14	78	NIL	N/A
<b>Total Employees</b>	<b>8,197</b>	<b>1,542</b>	<b>18.81</b>	<b>7,603</b>	<b>NIL</b>	<b>N/A</b>
<b>Workers</b>						
Permanent	NIL	NIL	N/A	NIL	NIL	N/A
Other than permanent	13,314	2,177	16.35	12,337	NIL	N/A
<b>Total Workers</b>	<b>13,314</b>	<b>2,177</b>	<b>16.35</b>	<b>12,337</b>	<b>NIL</b>	<b>N/A</b>

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY23					FY22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Permanent Employees</b>										
Male	7,421	NIL	N/A	7,421	100	6,872	NIL	N/A	6,872	100
Female	692	NIL	N/A	692	100	653	NIL	N/A	653	100
<b>Other than Permanent</b>										
Male	84	NIL	N/A	84	100	73	NIL	N/A	73	100
Female	NIL	NIL	N/A	NIL	N/A	5	NIL	N/A	5	100
<b>Workers</b>										
<b>Permanent</b>										
Male	Not Applicable									
Female	Not Applicable									
<b>Other than Permanent</b>										
Male	12,536	10,465	83	2,071	17	11,629	9,632	83	1,997	17
Female	778	759	98	19	2	692	670	97	22	3

3. Details of remuneration/salary/wages in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	7,69,00,000	3	61,50,000
Key Managerial Personnel	5	10,49,70,000	-	-
Employees other than BoD and KMP	7,503	8,16,445	692	4,55,533
Workers	0	-	0	-

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No) :

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The Company has in place grievance redressal mechanism for human rights issues. The Company supports the Open-door policy, wherein the employees can directly report their concerns to their Head of Department, HR head or any members of Senior Management. Further, the grievances can also be reported under the mechanism of Whistle Blower Policy and Prohibition of Sexual harassment at workplace.



## Business Responsibility & Sustainability Report (Contd.)

### 6. Number of Complaints on the following made by employees and workers:

	FY23			FY22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	1	Case was closed on April 19, 2023	NIL	N/A	-
Discrimination at workplace	NIL	N/A	-	NIL	N/A	-
Child Labour	NIL	N/A	-	NIL	N/A	-
Forced Labour/ Involuntary Labour	NIL	N/A	-	NIL	N/A	-
Wages	NIL	N/A	-	NIL	N/A	-
Other human rights related issues	NIL	N/A	-	NIL	N/A	-

### 7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Company has in place the following policies which prevent adverse consequences to the complainant in discrimination and harassment cases:

- **Human Rights Policy** which clearly states that no reprisal or retaliatory action will be taken against any employee for raising concerns under this Policy.
- **Policy on protection of women against sexual harassment at workplace** in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, and the rules promulgated thereunder to ensure a safe workplace for its female employees. As per the policy, it is ensured that the aggrieved woman and / or witness of the alleged act of sexual harassment is not victimized or discriminated against. Complaint Redressal Committees are formed at administrative units / offices for this purpose. The inquiries under this policy are conducted in an absolutely confidential manner. Any person entrusted with the duty to handle or deal with complaints contravenes the provision relating to confidentiality shall be liable for penalty.
- **Whistle Blower Policy** provides necessary safeguards to all whistle blowers for making disclosures in good faith and any stakeholder assisting the investigation.

### 8. Do human rights requirements form part of your business agreements and contracts? (Yes/No):

Yes

### 9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100% plants and offices are assessed by the entity.
Forced/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	

**10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

Not Applicable

**LEADERSHIP INDICATORS**

**1. Details of business process being modified/introduced as a result of addressing human rights grievances/ complaints.**

Through different training mechanisms and vigil system in place, the Company assures more sensitized workforce towards Human Rights. No complaints were received during the year.

**2. Details of the scope and coverage of any Human rights due-diligence conducted.**

No such due diligence was conducted in FY23.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes, most of the premises/offices of the Company are accessible to differently abled visitors as per the requirements of the Rights of Persons with Disabilities Act, 2016.

**4. Details on assessment of value chain partners:**

No assessments were carried out during the year.

**5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.**

Not Applicable

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment.**

**ESSENTIAL INDICATORS**

**1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY23	FY22
Total electricity consumption (GJ) (A)	2,28,016	1,67,352
Total fuel consumption (GJ) (B)	3,94,28,859	6,21,29,623
Energy consumption through other sources (C) (GJ)	NIL	NIL
<b>Total energy consumption (A+B+C) (GJ)</b>	<b>3,96,56,875</b>	<b>6,22,96,975</b>
<b>Energy intensity per crore rupee of turnover</b> (Total energy consumption (Giga Joules) / turnover in crore rupees)	1,543.42	4,369.38

**Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.**

No independent assessment has been carried out by an external agency.

**2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Yes/No) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Our thermal generating plants namely AMGEN (Coal based) and SUGEN & UNOSUGEN (Gas based) have been identified as designated consumers under the PAT Scheme of Government of India. All three units have achieved targets under the PAT Scheme.



## Business Responsibility & Sustainability Report (Contd.)

### 3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY23	FY22
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	77,12,422	1,18,10,275
(ii) Ground water	30,22,802	24,67,979
(iii) Third party water	2,98,332	1,01,763
(iv) Seawater / desalinated water	-	-
(v) Others (Rainwater storage)	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>1,10,33,556</b>	<b>1,43,80,017</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>1,10,32,584</b>	<b>143,79,648</b>
<b>Water intensity per crore rupee of turnover</b> (Water consumed (in kiloliter) / turnover in crore rupees)	429.38	1,008.56

**Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency:**

Water Audit of AMGEN unit (coal based) was carried out by CII - Triveni Water Institute in January'23.

### 4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

All thermal plants of the Company have implemented a mechanism for Zero Liquid Discharge.

At gas-based generation plants, all treated wastewater from industrial and sewage treatment operations is used within premises for greenbelt irrigation.

At AMGEN coal-based plant, all types of Effluent (water treatment plant, cooling tower blow down, boiler blow down, bottom ash hopper overflow, turbine side drains, etc) generated in premises is collected in Effluent Treatment Plant (ETP) and is neutralized into water. Plant neutralized water is used for ash slurry preparation during bottom ash discharge from boiler. Thus, neutral water goes to ash pond with ash slurry. At ash pond, ash settles down and decanted water is collected at lower side of ash pond. Ash pond water is utilized again in plant slurry system and watering plants around ash pond.

Please refer Natural Capital section of Integrated Report.

### 5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Unit	FY23	FY22
NOx	MT	6,680	7,844
SOx	MT	19,237	19,914
Particulate matter (PM)	MT	758	700
Persistent organic pollutants (POP)	N/A	N/A	N/A
Volatile organic compounds (VOC)	N/A	N/A	N/A
Hazardous air pollutants (HAP)	N/A	N/A	N/A

**Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency:**

Yes. Name of Environmental auditors as per GPCB order are as under:

- **AMGEN:** Environment auditor M/s Pandit Deendayal Energy University.
- **SUGEN/UNOSUGEN:** M/s. Pacific School of Engineering.
- **DGEN:** M/s SRICT.

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity in the following format:**

Parameter	Unit	FY23	FY22
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Million tCO <sub>2</sub> e	3.31	4.44
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Million tCO <sub>2</sub> e	1.37	1.10
<b>Total Scope 1 and Scope 2 emissions per crore rupee of turnover</b>	Million tCO <sub>2</sub> e	182.17	388.30
<b>Total Scope 1 and Scope 2 emission per GJ of units generated</b>	Million tCO <sub>2</sub> e/GJ	0.21	0.16

**Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency:**

No

**7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details:**

Yes, the Company recognizes the value of the environment to the community and future generations and is committed to managing its business as a responsible Corporate Citizen. Some of the initiatives taken by the Company to address global environmental issues such as Climate Change, Global Warming, etc. include ~92% of its total generation capacity being natural gas based and renewable based comprising solar and wind, which is a cleaner fuel in line with our core value of "Concern for the Environment". The highly efficient gas-based generation facilities, which account for 66% of the total operational generation capacity, are built with state-of-the-art technologies to ensure minimal environmental footprint and land use. These plants are run with advanced F-class gas turbines and single shaft Combined Cycle Power Plants (CCPPs) that increase operational efficiencies with minimum carbon emissions and very low Nitrogen Oxides (NOx) emission. All of these capacities are registered under the Clean Development Mechanism (CDM) of United Nations Framework Convention on Climate Change (UNFCCC) and are capable of reducing ~8.5 million CO<sub>2</sub> emissions annually. To continually improve environmental performance, the Company's gas-based generation plants have undertaken several steps based on British Safety Council Five Star Environment and Sustainability Audit, Water Audit, etc. with time bound action plans. Our Gas based generation units are registered for CDM (Clean Development Mechanism) and are planning to phase out ODS Gas used in ACs by 2028. To achieve the target, new ODS gas inward entry has been restricted.

Renewable energy, on the other hand, has least impact on climate change and global warming. As a responsible corporate citizen, the Company is trying to increase its renewable energy portfolio from time to time as the Company believes that maximum utilization of renewable energy sources will significantly contribute towards environment protection and preservation. Solar rooftops are installed for common facilities of townships at generation plants. Further, replacement of conventional luminaires with LED devices on failure replacement basis, recycling of wastewater, rainwater harvesting etc. are other successful initiatives in this direction.

Further, continuous investments in power distribution infrastructure are made and appropriate measures are taken to reduce technical losses. Power is also procured from power plants using environment friendly fuels and renewable power plants to the extent possible. In addition to these, various initiatives are taken to develop green belt, encourage solar rooftop installation at consumer premises, to reduce energy consumption, installation of energy efficient equipment like AC, Lightings procurement of low loss transformers etc.



## Business Responsibility & Sustainability Report (Contd.)

Further, various initiatives related to reduction in GHG emission, energy conservation are taken by the Company which aid in environmental protection are part of the Board's Report and Natural Capital section included in this Integrated Report.

### 8. Provide details related to waste management by the entity, in the following format:

Parameter	FY23	FY22
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	255.14	222.48
E-waste (B)	108.51	139.15
Bio-medical waste (C)	0.02	0.05
Construction and demolition waste (D)	6,476.89	NIL
Battery waste (E)	29.44	50.08
Radioactive waste (F)	NIL	NIL
Other Hazardous waste. Please specify, if any. (G)	857.79	1,100.82
Other Non-hazardous waste generated (H)	3,78,208.13	3,79,620.45
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>3,85,935.91</b>	<b>3,81,133.02</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	11,580.28	7,269.85
(ii) Re-used	2,32,669.10	3,25,437.68
(iii) Other recovery operations	157.79	24.94
<b>Total</b>	<b>2,44,407.17</b>	<b>3,32,732.47</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	104.30	77.99
(ii) Landfilling	1,41,694.77	48,935.47
(iii) Other disposal operations	272.28	NIL
<b>Total</b>	<b>1,42,071.35</b>	<b>49,013.46</b>

**Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.**

Yes, ISO audit was conducted by 'TUV India' at AMGEN (coal based plant).

### 9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Being a responsible corporate citizen, the Company believes in "Reduce-Reuse-Recycle" principle. Some of the initiatives taken as part of this principle include:

- 100% utilization of fly ash generated as waste from the coal-based plant.
- Re-use of treated effluent water.
- Use of wastewater for gardening, sprinkling, etc.
- Zero liquid discharge since August'17 at SUGEN plant and since April'16 at DGEN plant.
- Use of vegetation and food waste in making compost which in turn is used as manure.
- Sludge recovered from raw water is compacted through Chamber Filter Press and is used for landfill.
- Poly Vinyl Chloride (PVC) Scrap (>90%) is recycled & reused in inner sheath, outer sheath & PVC fillers at Cables unit.
- Hazardous wastes e.g. used oils, batteries, e-wastes, bio-medical wastes etc. are disposed off only to State Pollution Control Boards approved Treatment, Storage and Disposal Facilities (TSDF) & recyclers.



- The distribution units undertake oil filtration activity of its power and distribution transformers for reutilization of oil and conservation of natural resources.
- Recycling of non-hazardous plastic waste through authorized recyclers.
- Use of steel cable drums and reusing them as substitute to wooden cable drums.
- Site returned distribution transformers are being reused after necessary overhauling or repairing.
- Site returned 11kV switchgears are being reused after being repaired.
- Reusing packaging material PP sheets and avoiding wooden planks in packing of drums.
- Use of recycled papers for energy bills and other stationeries and recycling of paper.
- Other initiatives include monthly/daily monitoring of resource consumption including paper, water, electricity, food waste, LPG & PNG, petrol and diesel
- Disposal of food waste for composting through authorized vendors.

**10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Shil-Mumbra-Kalwa (SMK)	Distribution of power	Yes
2	Bhiwandi	Distribution of power	Yes

**11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

Not Applicable

**12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Yes/No) :**

Yes

**LEADERSHIP INDICATORS**

**1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:**

Parameter	FY23	FY22
<b>From renewable sources</b>		
Total electricity consumption (A)	2,336	1,509
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>2,336</b>	<b>1,509</b>
<b>From non - renewable sources</b>		
Total electricity consumption (D)	2,25,680	1,65,843
Total fuel consumption (E)	3,94,28,859	6,21,29,623
Energy consumption through other sources (F)		
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>3,96,54,539</b>	<b>6,22,95,466</b>

**Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency:**

No



## Business Responsibility & Sustainability Report (Contd.)

**2. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

The following are some of the initiatives taken in respect of conservation of natural resources:

- Various procedures have been put in place to improve heat rate, reduce auxiliary power consumption and water consumption in its generating stations. These initiatives include timely maintenance of plants by preventive and predictive maintenance philosophy. The Company's gas-based plants continue to be some of the most efficient power generating stations in the country and have bettered the performance targets under PAT scheme.
- Large scale replacement of conventional luminaires with LED devices, replacement of air conditioners with star rated air conditioners, installation of rooftop solar panels and solar water heaters, installation of Air Turbo Ventilator at rooftop for air ventilation, recycling wastewater, segregation of lighting circuits for reducing power consumption, rainwater harvesting, use of recycled paper and packaging material, etc. Rooftop solar PV is installed at all major locations including common facilities of townships.
- Further, installation of 2 stage air conditioning system and provision of double-glazed window glasses to reduce consumption of air conditioning system have been implemented at all new buildings.
- As a part of Demand side Management (DSM), energy audits as well as peak load shifting programs have been carried out for benefit of the consumers. In addition, the Company took all necessary steps to operationalize the net metering arrangement for rooftop solar PV system at the premises of the consumers.
- Water consumption is recorded and optimized to reduce the wastage.
- Material of construction (MoC) has been changed for distribution boxes and feeder pillars to improve the life cycle of the product. Surface treatment and painting procedures have been improved to enhance the life cycle of the feeder pillars, distribution boxes and other enclosures installed onsite.
- Measures have been taken to improve design of distribution transformers to reduce oil leakage instances and environment risk.
- Inhouse testing infrastructure and quality management system is done to test the material before installation onsite. It can reduce the chances of product failure, improves reliability and wastage of resources.
- Zero liquid Discharge is implemented at our thermal generation units, waste water is treated and reused, treated water from Guard Pond and Sewage Treatment Plant (STP) discharge conforming to statutory limits is fully utilized within premise for Greenbelt irrigation.
- Energy conservation tips are given to consumer during onsite camps, messages on energy bills and through booklet.
- Further, the Company has carried out energy audit of all offices and substations in all its distribution areas to identify the opportunities of energy conservation. As a part of its outcome, various energy conservation initiatives including replacement of air-conditioners by star-rated air conditioners, conventional lights by LED, etc. have been undertaken.
- Converting DC drive system to AC drive system has enabled energy conservation by around 10% in some of the machines at Cables unit.
- Around 25% of wooden drums consumptions has been reduced by incorporating returnable steel drums model in supplying finished cables to some of the major customers.
- Using reusable PP sheet instead of wooden lagging in packing of finished cables.
- Other initiatives include monthly/daily monitoring of resource consumption including paper, water, electricity, food waste, LPG & PNG, petrol and diesel, disposal of food waste for composting through authorized vendors.
- At our distribution units customers are encouraged to make online payment as well as to opt for e-bill through WhatsApp.

- Computational Flow Dynamics (CFD) and Cold Air Velocity Test (CAVT) based rectification carried out in boiler second pass and flue gas ducting at D Unit which led to Improved resource efficiency.
- Washable Coalescer Pads are provided for Gas Turbine Air Intake Filter House in place of use & throw type Coalescer Pads, which resulted in reduction of waste generation. Normal life of use & throw Coalescer Pads is approximately 3 weeks with weight of 100 kg. The initiative resulted in reduction of waste generation.
- Use of energy efficient Level-2 distribution transformers which has lower transformer losses resulting energy conservation.
- Some of the initiatives include procurement of hermetically sealed power transformers with environment friendly ester oil instead of mineral oil to prevent oil leakage, procuring energy efficient (lower losses) distribution transformers, procurement of cobalt free silica gel, eliminating use of plastic in packing material, specifying use of fly ash bricks/blocks in building construction for all new buildings, procurement of asbestos free products, use of CNG vehicles for commuting purpose and digitalisation of all documents to minimize printing/re-printing.

**3. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

Yes, unit specific Emergency Response Plans have been put in place. From IT perspective, we currently have near site data centres to run IT applications like SAP, web-based applications, Virtual Desktop Infrastructure and Geographic Information System. Furthermore, we also have a far site disaster recovery centre. In case of an unexpected failure, the failover from the primary data centre to the secondary site is automated via clustering software and data-replication techniques. To switch over to the far site disaster recovery centre, the Recovery Point Object and the Recovery Time Objective have been set at minimal levels to restart the IT operations.

Emergency response plan at units cover procedure regarding communication to all the concerned internal and external authorities. Periodical mock drills and tabletop exercises are organized to ensure effectiveness of implementation of these plans. Reports of mock drills are prepared and communicated to all the relevant authorities and stakeholders. Actions on the gaps observed during the mock drills are taken for further improvement. Site Mains Controller (SMC) and Incident Controller (IC) are the leaders to handle the site emergency. Emergency siren with specific codes under various conditions are well defined. Emergency sirens are tested every week. Emergency response equipments/ vehicles, multi-purpose fire tenders and ambulance are always readily available at almost every site. Training and awareness programs are conducted for all concerned stakeholders.

**4. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Our franchised distribution businesses of Bhiwandi and SMK have operations/offices in/around forest area and coastal regulation zone. During operations, at times there is requirement of tree trimming / excavation, such activities are carried out in consultation with concerned authorities with close supervision. We ensure to have minimum impact to the environment.



## Business Responsibility & Sustainability Report (Contd.)

### PRINCIPLE 7: Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

#### ESSENTIAL INDICATORS

1. a) **Number of affiliations with trade and industry chambers/ associations:** Eleven
- b) **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S.no	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of India Industries (CII)	National
2	Association of Power Producers (APP)	National
3	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4	Council of Power Utilities	National
5	Indian Electrical and Electronics Manufacturers' Association (IEEMA)	National
6	Coal Consumers' Association of India (CCAI)	National
7	National Safety Council	National
8	Indian Smart Grid Forum	National
9	National Solar Energy Federation of India (NSEFI)	National
10	Solar Power Developers Association (SPDA)	National

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities:**

There is no action taken or underway against the Company on any issues related to anti-competitive conduct.

#### LEADERSHIP INDICATORS

1. **Details of public policy positions advocated by the entity:**

As a principle, the Company does not engage in lobbying. The Company provides suggestions through the above associations for the advancement/ improvement of power sector and cable industry majorly in the areas of Economic Reforms, Energy security and Sustainable Business Principles. In the course of our regulated business, the submissions, representations and the information provided to the concerned authorities are based on due-diligence and to the best of our knowledge are true and fair, which is the policy of the Company.

### PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

#### ESSENTIAL INDICATORS

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

As per applicable laws, SIA is not currently applicable for any of the projects undertaken by the Company. However, the Company assesses the effectiveness of all projects undertaken voluntarily and the details of such assessment forms part of the Board's report included in this Integrated Report.

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:**

Currently, there are no such ongoing projects for which Rehabilitation and Resettlement (R&R) is being undertaken.

### 3. Describe the mechanisms to receive and redress grievances of the community.

Community members can approach us through various platforms e.g. call centres, website, chatbot, twitter, facebook, etc. Concerns are recorded, investigated for genuineness and necessary corrective actions are taken. To prevent similar complaints from arising again, prompt follow-up and resolution of the concerns are undertaken. Further, our whistleblower policy contains precise clauses and a systematic process to act on stakeholder grievances.

Regular engagements (including personal interactions through our employee volunteers) with the communities particularly where we run our CSR initiatives are undertaken to obtain feedback and redress grievances. Every year, we also carry out community need assessments to determine the needs of the communities and we work closely with marginalized and vulnerable stakeholders to meet their needs / redress any grievance through our CSR initiatives.

### 4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY23	FY22
Directly sourced from MSMEs/ Small producers	9.74%	8.79%
Sourced directly from within the district and neighboring districts	32.43%	30.48%

The Company is a leading integrated power utility present across the value chain at various locations in the country. The Company has taken several steps to procure goods and services from local and small vendors (especially focusing on women and the weaker sections of the society, wherever possible) in order to promote entrepreneurship amongst them. Continuous engagement takes place with such suppliers to improve their capacity and capability. Some of these initiatives include:

- While sourcing its consumables and spares, priority is given to local vendors.
- Employment of differently abled people for jobs that are deemed safe for them.
- Engagement of destitute women for managing the canteen services at one of the units.
- Local people have been trained and employed as security guards at some of the plants.
- All packing materials (steel & wooden drums & planks) and some of the raw materials such as PVC Fillers & GI Armour Strips for one of its unit are procured locally from small vendors.
- Direct and indirect employment opportunities are provided to local populace to the extent feasible. For fabrication, plumbing, carpentry, horticulture, housekeeping, vehicle operations, computer operator, health care, O&M of the plant, gardening, transportation, etc., as far as possible, local skilled personnel are employed.
- Project affected personnel in gas-based generation units during construction phase have been absorbed in employment and external technical training has been imparted to them at eminent institutes prior to or during employment

In FY23, 98% of Non-fuel procurement was sourced locally i.e. from domestic / indigenous suppliers. On an overall basis 78% of the overall procurement including fuel was sourced from Indigenous sources.

#### LEADERSHIP INDICATORS

##### 1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Not Applicable

##### 2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

The Company undertakes its CSR initiatives in and around locations where it has its business presence. The Company has not undertaken any CSR Project in aspirational districts as per the 'Transformation of Aspirational Districts' program of the Government. Hence, this question is not applicable to us.

##### 3. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge

Not Applicable



## Business Responsibility & Sustainability Report (Contd.)

**4. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

Not Applicable

**5. Details of beneficiaries of CSR Projects:**

For more information on our CSR projects & their beneficiaries, please refer to ‘Social and Relationship Capital’ section of Integrated Report.

**PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner**

**ESSENTIAL INDICATORS**

**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

We have established various platforms through which complaints from consumers are received and resolved.

Consumers can register their complaint using any of the following means:

- Toll-free 24\*7 Call Centre number
- By Visiting Customer Care Centre “Plug point centre”
- Mobile Application “Torrent Power Connect”
- Customer Web Portal
- E-mail
- Whatsapp communication (Chatbot)

Further, grievance redressal forum and ombudsman are also in place as per regulatory guidelines.

**2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information related to Environment and Social parameters relevant to product, Safe and responsible usage and Recycling and/ or safe disposal.**

Not applicable as the main product of the Company is electricity. The Company has a non-material cables business where all regulatory requirements of packaging are being followed.

**3. Number of consumer complaints**

	FY23		FY22	
	Received during the year	Pending resolution at the end of year	Received during the year	Pending resolution at the end of year
Data privacy	NIL	NIL	NIL	NIL
Advertising	NIL	NIL	NIL	NIL
Cyber-security	NIL	NIL	NIL	NIL
Delivery of essential services*	3,99,046	NIL	4,20,415	NIL
Restrictive Trade Practices	NIL	NIL	NIL	NIL
Unfair Trade Practices	NIL	NIL	NIL	NIL
Others	76,995	474	80,279	81

\*includes no power complaints which are 100% resolved within prescribed timelimit

**4. Details of instances of product recalls on account of safety issues**

Not Applicable

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

The company has a policy on cyber security and risks related to data privacy. The Policies are available to necessary internal stakeholders and are placed on the intranet of the Company.

6. **Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

Not Applicable

#### LEADERSHIP INDICATORS

1. **Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Information on the Company's distribution services can be accessed through 24\*7 Customer Call centers, Customer Care Center (Plug point/LEC center), SMS communication, Mobile Application (Torrent Power Connect), Chatbot (WhatsApp Service) or via web portal – <https://connect.torrentpower.com>

Other information about the Company can be accessed at Company's website [www.torrentpower.com](http://www.torrentpower.com).

2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

Being an electricity distribution company, we are aware of the hazards that 100% of our key operations may pose to customers and society at large. Accordingly, we consider the safety of our stakeholders to be of paramount importance. Keeping that in mind, we engage with our stakeholders through various channels to create safety awareness and proactively inform consumers of unsafe practices and installations at their premises. We interact with our stakeholders through service camps at various locations, customer meets, contractor meets and school programmes wherein we disseminate information on electricity safety. Some of the key initiatives are listed below:

- Customer Meet Programmes
- Safety Awareness during doorstep Service Camp - "Torrent Power Aapne Dware"
- Awareness Programmes for School Students
- Publication of safety tips in Newspaper and TV Channels
- Tips on Safety and Energy Conservation incorporated in energy bills
- Distribution of booklet - Veej Darpan for LTMD and HT Customers
- Safety messages are spread to masses through FM Radio and Mobile Vans and are personally communicated using appropriate pictorial presentation through Email, Whatsapp, SMS, etc.
- Safety campaign during kite flying festival and monsoon season
- Distribution of leaflets
- Safety talk with customers visiting at customer centres
- Display of safety and energy conservation tips on TV at Customer Centres
- Signage Installations

Further, safety tips are communicated to customers through several means such as do's and don'ts messages on the customer portal during festive seasons. We also push audio visuals through our mobile application on safety awareness and distribute information pamphlets "VIJ SALAMATI" at Plug Points.

3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

The Company is in the business of providing essential services of electricity. The company at most of the time provides 24x7 electricity supply. However, any risk of possible disruption/disconnection is intimated in advance along with information of anticipated power restore time through SMS, IVRS (Interactive Voice Response System)/ manual calls, E-mail and newspaper advertisements. Such information is also made available on our website.



## Business Responsibility & Sustainability Report (Contd.)

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief.**

Not Applicable

**Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

The Company conducts consumer satisfaction survey once in 3 years. A detailed customer satisfaction, net promoter score and customer loyalty measurement survey was last undertaken in FY22 through a professional market research agency. The survey was conducted for over 5,000 consumers across all segments in Ahmedabad, Surat and Dahej. Overall scores achieved are – Customer Satisfaction score (CSAT) score 80%, Loyalty score 93% and Net Promoter Score 57.

Additionally, the Company captures customer feedbacks on daily basis through various channels like feedback forms, interaction SMS, etc. Also, through an internally developed platform named “Sampark”, calls are made to customers to record their first hand feedback. A total of over 60,356 such feedbacks were collected during FY23 and analyzed for process improvement and better customer satisfaction.

**5. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches along-with impact - NIL**

**b. Percentage of data breaches involving personally identifiable information of customers – NIL**