

DOC:SEC:395/2022-23/120

September 5, 2022

BSE Limited  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai – 400 001  
**SCRIP CODE: 542333**

Dear Sir/Madam,

**Sub: Submission of Business Responsibility and Sustainability Report**

We refer to your email dated September 1, 2022 seeking submission of Business Responsibility and Sustainability Report (“BRSR”) for the Financial Year 2021-22 in pdf format.

In view of the above, please find enclosed herewith the BRSR in the desired format for your record and information.

Kindly acknowledge receipt of the same.

Thanking you.

Yours faithfully,  
For **CESC Limited**



**Jagdish Patra**  
Company Secretary & Compliance Officer

Encl: a/a

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

(Annexure 'E' to the Board's Report)

## SECTION A: GENERAL DISCLOSURES

### I. Details of listed entity

1.	Corporate Identity Number (CIN) of the Company	L31901WB1978PLC031411
2.	Name of the Company	CESC Limited
3.	Year of incorporation	1978
4.	Registered office address	CESC House, Chowringhee Square Kolkata 700001, West Bengal, India
5.	Corporate office address	RPSG House, 2/4 Judges Court Road, Kolkata 700027, West Bengal, India
6.	E-mail id	secretarial@rpsg.in
7.	Telephone	033 - 22256040-49
8.	Website	<a href="https://www.cesc.co.in/">https://www.cesc.co.in/</a>
9.	Financial year reported	2021-22
10.	Name of the Stock Exchanges where shares are listed	1. National Stock Exchange of India Limited 2. BSE Limited
11.	Paid-up Capital	₹ 1,32,55,70,430
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Jagdish Patra Company Secretary & Compliance Officer Contact No.: 033-22256040 Email Id: jagdish.patra@rpsg.in
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).	Reporting on standalone basis

### II. Products/services

#### 14. Details of business activities (accounting for 90% of the turnover, i.e. Revenue from Operations).

Sl. No.	Description of Main Activity	Description of Business Activity	% of turnover of the Company
1	Generation and distribution of Electricity	Generating and distributing electricity	100%

#### 15. Products/Services sold by the Company (accounting for 90% of the turnover, i.e. Revenue from Operations).

Sl. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Generation and distribution of Electricity	35102	100%

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	142	117	259
International	NA	NA	NA

## 17. Markets served by the Company

### a. Number of locations

Location	Number
National (No. of States)	1
International (No. of Countries)	NIL

### b. What is the contribution of exports as a percentage of the total turnover of the Company?

Nil. The company generates and distributes power only in its licensed area in and around Kolkata, India.

### c. Types of customers

- Domestic
- Industrial
- Commercial
- Others (e.g. Government Agencies, pumping stations, local bodies, schools etc.)

## IV. Employees

### 18. Details as at the end of Financial Year, i.e. March 31, 2022:

#### a. Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent Employees	6920*	6419	92.76%	501	7.24%
	<b>Total</b>	<b>6920</b>	<b>6419</b>	<b>92.76%</b>	<b>501</b>	<b>7.24%</b>

\*Including officers, supervisors and workmen employees.

#### b. Differently abled Employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent Employees	62	61	98.39	1	1.61
	<b>Total differently abled employees</b>	<b>62</b>	<b>61</b>	<b>98.39</b>	<b>1</b>	<b>1.61</b>

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

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	1	10%
Key Management Personnel	3	0	0%

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

Particulars	FY 2022			FY2021			FY 2020		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8.33%*	3.79%	8.01%	8.44%	4.04%	8.15%	8.34%	3.92%	8.07%

\*Including retirements and other separations.

## V. Holding, Subsidiary and Associate Companies (including joint ventures)

### 21. Name of holding/subsidiary/associate companies/joint ventures

Sl. No.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% of shares held by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
1.	Malegaon Power Supply Limited	Subsidiary	100%	No
2.	CESC Projects Limited	Subsidiary	100%	No

Sl. No.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% of shares held by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
3.	Bantal Singapore Pte. Ltd	Subsidiary	100%	No
4.	Ranchi Power Distribution Company Limited	Subsidiary	100%	No
5.	Pachi Hydropower Projects Limited	Subsidiary	100%	No
6.	Papu Hydropower Projects Limited	Subsidiary	100%	No
7.	Au Bon Pain Café India Limited	Subsidiary	93.10%	No
8.	Haldia Energy Limited	Subsidiary	100%	No
9.	Dhariwal Infrastructure Limited	Subsidiary	100%	No
10.	Kota Electricity Distribution Limited	Subsidiary	100%	No
11.	Bikaner Electricity Supply Limited	Subsidiary	100%	No
12.	Bharatpur Electricity Services Limited	Subsidiary	100%	No
13.	Crescent Power Limited	Subsidiary	67.83%	No
14.	CESC Green Power Limited	Subsidiary	100%	No
15.	Jharkhand Electric Company Limited	Subsidiary	100%	No
16.	Jarong Hydro-Electric Power Company Limited	Subsidiary	100%	No
17.	Eminent Electricity Distribution Limited	Subsidiary	100%	No
18.	Noida Power Company Limited	Subsidiary	72.73%	No
19.	Surya Vidyut Limited*	Subsidiary	100%	No
20.	Mahuagarhi Coal Company Pvt. Ltd.	Joint Venture	50%	No

\*Ceased to be subsidiary w.e.f. March 11, 2022.

## VI. CSR Details

### 22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes

### (ii) Turnover (₹ in Crore):

₹ 6921.48\*

### (iii) Net worth (₹ in Crore):

₹ 9977.58\*

\* Pertains to the financial year 2020-21

## VII. Transparency and Disclosure Compliances

### 23. Complaints/Grievances on any of the principles (Principle 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 weblink for grievance redressal policy)	FY2022			FY2021		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities				NIL			
Investors (other than shareholders)				NIL			
Shareholders							
Employees and workers							Given elsewhere in the report
Customers							

Stakeholder group from whom Complaint is received	Grievance Redressal Mechanism in place (Yes/No) (If yes, then provide weblink for grievance redressal policy)	FY2022			FY2021		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Value Chain				NIL			
Partners							
Other (please specify)				NIL			

24. Overview of the Company's business conduct, pertaining to environment and social matters that present a risk or an opportunity to the business of the Company, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Emission and Energy reduction	Opportunity and Risk	<ul style="list-style-type: none"> <li>- CO2 emissions/ carbon reduction</li> <li>- Particulate matter emission/ reduction</li> <li>- Sulphur dioxide emission/reduction</li> <li>- Oxides of Nitrogen emission/reduction</li> </ul>	<ul style="list-style-type: none"> <li>- Installation of up to date technologies to minimize impact of air emissions</li> <li>- High efficiency ESPs have been installed to keep the Particulate Matter (PM) emission well below norms.</li> <li>- Automated Ammonia dosing system is in place to control the PM emission during combustion of varying coal quality and other probable excursions.</li> <li>- Technology for NOX control like low NOX burners and over fire air damper in the boilers are already in place at all generation stations. In addition, through continuous operational optimization and trials, further reduction of NOx emission is being done.</li> </ul>	<ul style="list-style-type: none"> <li>- Helps to reduce the overall impact on environment.</li> <li>- Helps to improve relation with stakeholders.</li> <li>- Huge credibility boost in the eyes of customer.</li> <li>- Just lowering the Company's energy use, reduces both its carbon impact and its running expenditures.</li> </ul>
2	Strengthening Communities	Opportunity		<ul style="list-style-type: none"> <li>- Empowering underprivileged youth and women Self Help Group members through skill development initiatives</li> <li>- Ensuring quick restoration in response to climate related disaster like Yash, Amphan etc.</li> <li>- Addressing maternal and new born child health under Roshni Programme</li> <li>- Protection of rights of girl child in Hamari Awaaz Programme</li> </ul>	<ul style="list-style-type: none"> <li>- Helps to increase the awareness of the Company.</li> <li>- Helps to attract local talent.</li> <li>- Helps to foster a culture of collaboration.</li> <li>- Improves the Company's social impact.</li> </ul>
3	Reliable power supply	Opportunity	<ul style="list-style-type: none"> <li>- Continuous power supply to consumer</li> <li>- Network planning and innovative technological intervention</li> <li>- Loss Prevention and Control</li> <li>- Consumer and Community Safety</li> </ul>	<ul style="list-style-type: none"> <li>- The organization's continuous effort to monitor the power supply quality has led it to develop several homegrown digital systems with a clear transparent objective to provide the best service to its consumers. Digital systems are in place to ensure that any deviation from best practice is redressed in a clinical manner, thereby ensuring reliable power supply to all consumers and reducing distribution losses</li> </ul>	<ul style="list-style-type: none"> <li>- Helps to build trust and faith in the consumer's mind for the Company.</li> <li>- Showcases that the Company cares for its consumers.</li> <li>- Improved competitive edge in the market.</li> <li>- Improved brand positioning.</li> </ul>

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Diversity, inclusion, and equity	Opportunity	<ul style="list-style-type: none"> <li>- The organization believes in diversity and equality not only within the boundaries of the Company but also in its supply chain.</li> <li>- Talent attraction, talent development, employee engagement, rewards and recognition, diversity, inclusion, adherence with applicable human rights and occupational health and safety regulations are cornerstones of CESC's HR strategy.</li> <li>- Aspiring to become an equal opportunity employer, it offers employment opportunities through a fair recruitment process and encourages the employees to overcome new challenges every day.</li> </ul>	<ul style="list-style-type: none"> <li>- Has established long term partnership with several organizations that employ senior citizens and women entrepreneurs</li> <li>- Enabling Growth of Local Women Entrepreneurs</li> <li>- Capacity Building of Local Vendors: Manufacturing of Weather Resilient and Safe Electrical Equipment Casing</li> <li>- OEM (Original Equipment Manufacturer) -Substitution: Supplier Capacity building</li> <li>- No engagement of Child Labour</li> <li>- No engagement of Forced Labour</li> <li>- Non - Discrimination policy</li> <li>- Working Hours and Fair Wages policy</li> <li>- Freedom of Speech policy</li> </ul>	<ul style="list-style-type: none"> <li>- Increased diversity may improve talent retention.</li> <li>- Customer orientation, employee happiness and decision-making are also improved, all of which contribute to a virtuous cycle of rising returns.</li> </ul>
5	Environmental compliance	Risk and opportunity	<p>CESC's commitment towards enhancing biodiversity value, highlights its actions as an environmental steward beyond environmental compliance.</p> <ul style="list-style-type: none"> <li>- Physical dangers connected with weather-related variations that result in frequent tropical cyclones, floods, and water scarcity</li> <li>- Transitional risks linked to the prospect of the government restricting emissions, imposing a carbon price, and raising water taxes.</li> <li>- Increasing stringent environmental norms</li> </ul>	<ul style="list-style-type: none"> <li>- A sound environmental compliance management system ensures CESC's operations abide by applicable local regulations and laws. All the efforts to maintain social and environmental harmony are directed towards upholding the ecological values in CESC's region</li> <li>- In a constant endeavour to protect and preserve ecological goods and services through judicious use, CESC ensures compliance to applicable environmental regulations in India and derisks its operations from potential risks through a sound Environmental Management System of operation as per existing environmental regulations.</li> <li>- The Company is fully compliant with all environmental regulations governing conservation of wild habitats, species of flora and fauna and forestry in local communities and is committed towards its obligation to safeguard the regenerative upholding the ecological values in CESC's region of operation.</li> <li>- CESC data centres and disaster recovery centres have adopted energy efficient HCI &amp; Virtualization technology resulting in consolidation of servers and reducing server footprint by 8-fold over the last few years. These are amongst the many initiatives of CESC</li> </ul>	<ul style="list-style-type: none"> <li>- Helps in being recognized as an ethical and environmentally responsive organization.</li> <li>- Helps in reducing the environmental impact of the Company.</li> <li>- Helps in achieving the ESG targets set by the Company.</li> <li>- Helps reduce carbon footprint of the Company.</li> </ul>

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6	Consumer, community and occupational health and safety	Risk and opportunity	<ul style="list-style-type: none"> <li>- Kolkata and Howrah, which were hotspots of the Covid-19 epidemic in West Bengal, are where CESC works.</li> <li>- Guaranteeing continuity of services, avoiding bigger administrative issues for the State, assuring the safety and security of its citizens and providing competent medical treatment to those afflicted.</li> </ul>	<ul style="list-style-type: none"> <li>- CESC is dedicated to maintaining high levels of industrial safety throughout its activities, and it has a safety vision and policy, which includes a policy on the use of personal protective equipment.</li> <li>- It has modified its everyday work management process in order to foster a safety culture inside the organisation.</li> <li>- Budge Budge generating station is ISO 45001 accredited for occupational health and safety management systems, as previously stated.</li> <li>- Steps have been taken to raise staff understanding of safety, hygiene, and other processes. Steps were taken to practise social distancing, using of masks, sanitizers, use of PPE by its workers and frequent sanitisation of facilities while keeping regular communication with government authorities and adopting their directions from time to time.</li> <li>- Facilities for screening, testing, contact tracking, and quarantine were built, when hospital beds were not readily accessible. Arrangements were also made for Covid isolation to provide quick treatment for all afflicted staffs.</li> <li>- Safety teams, fully equipped, in health and safety performance carry out their roles and responsibilities in the best possible manner by adopting the DuPont Safety Management Systems.</li> <li>- Frequent training programmes are conducted to ensure that Company employees are competent in safety norms, methods and practises to enable them to execute their duties successfully while staying safe.</li> <li>- Employees are covered by training across the generation and distribution functions.</li> </ul>	<ul style="list-style-type: none"> <li>- Helps in achieving the Company's mission of 'Zero Incident'.</li> <li>- Helps in creating a safety culture within the organisation.</li> <li>- Helps in maintaining the highest standards of industrial safety across CESC's operations.</li> <li>- Helpful in saving lives and protecting the employees from job related injuries and illnesses.</li> <li>- Helps to promote safe and effective work practices</li> </ul>
7	Data Governance	Risk and opportunity	Data Governance is the process of managing availability, usability, integrity and severity of the data in enterprise system, based on internal data standard and policies that also control data usage. Effective data governance ensures that data is consistent, trustworthy and continuous and does not get misused.	<ul style="list-style-type: none"> <li>- CESC seeks to follow best practises and develop a good governance structure in order to identify possible risks, monitor information systems and security controls and take preventative and corrective steps as needed.</li> <li>- It provides regular training to its information security professionals.</li> <li>- ISO 27001 certification has been granted to the company data centre.</li> <li>- The CESC Enterprise Information Systems rely on the CESCNET, a ubiquitous corporate data network.</li> <li>- Last year, the company responded to the epidemic by providing expanded Work from Home access via private and encrypted Virtual Private Network ('VPN') connections, as well as allowing corporate customers simple access to missioncritical IT applications.</li> </ul>	<ul style="list-style-type: none"> <li>- Good data governance practises imply a better response to a constantly changing environment.</li> <li>- Ensures unhindered business continuity.</li> <li>- Helps to monitor all environmental parameters related to emission, effluents and air quality in real time which are shared with statutory bodies through dedicated online channels for necessary compliance.</li> </ul>

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			<p>Like financial instruments and other corporate assets, data driven organisations have come to realise that data is more than just data – its an asset when leveraged appropriately and it can be used for competitive advantage to help a business grow and sustain that growth</p> <p>Risks: Data Risk can be consequential from a regulatory prospective, consumers' growing awareness of privacy and use of their data. Establishment of strong data governance programme that aligns with Company's goal and objectives ensures protection of financial assets, data assets and mitigate risk exposure when the data is mismanaged.</p> <p>Some of the following steps taken to ensure better and effective data governance are:</p> <ul style="list-style-type: none"> <li>- Detective Control</li> <li>- Corrective Control</li> <li>- Preventive Control</li> <li>- Maintaining Data Control</li> </ul>	<ul style="list-style-type: none"> <li>- The Company has embraced digital platforms for convening practically all business and statutory events, including Town Halls, Annual General Meetings, and Board Committee meetings, using audio and video conferencing modes, in order to facilitate virtual cooperation throughout the pandemic period.</li> <li>- Virtual platforms are used to perform all staff training and engagement programmes in a seamless manner.</li> <li>- The organisation is working to upgrade its Data Center (DC) and Disaster Recovery (DR) sites at the same time, to establish a state of the art 24x7 Network Operation Centre (NOC) and Security Operation Centre (SOC), to ensure unhindered business continuity, as the infrastructure and application ecosystems continue to be dynamic.</li> <li>- The generating stations make considerable use of digital and ICT technologies to continuously monitor all environmental parameters related to emissions, effluents, and air quality, which are shared with statutory agencies via dedicated online channels for required compliance. The remote performance monitoring and diagnostics system for the generating stations not only provides a comprehensive collection of industrial analytic libraries, but also a unique framework for creating machine learning analytics, which aid in the prediction of critical failures to drive efficiency and in development of new technologies.</li> </ul>	<ul style="list-style-type: none"> <li>- Provides a unique framework to create machine learning analytics, which assists in predicting critical failures and driving efficiencies and safety.</li> </ul>
8	Data Security and Privacy	Risk	<ul style="list-style-type: none"> <li>- Customer data privacy is at danger due to cybersecurity vulnerabilities.</li> <li>- Individuals must believe that their personal data will be treated with care before they would engage in online activities.</li> </ul>	<ul style="list-style-type: none"> <li>- CESC attempts to follow best practises and develop a good governance structure in order to identify possible risks, monitor information systems and security controls, and take corrective and preventative steps as needed, and it provides regular training to its information security professionals.</li> <li>- ISO 27001 certification has been granted to the company data centre.</li> <li>- The Company updates and publishes the Corporate ICT Policy on a regular basis on its intranet website, and it conducts periodic ITOT security assessments by CERTIN accredited auditors.</li> <li>- It's also collaborating with nodal agencies to develop a Critical Information Infrastructure (CII) architecture and improve its present cybercrisis response strategy.</li> <li>- These initiatives will aid the Company's preparation to implement a compliant privacy setup once the India Data Protection Bill is passed into law.</li> </ul>	<ul style="list-style-type: none"> <li>- Good data governance practises imply a better response to a constantly changing environment.</li> <li>- Ensures unhindered business continuity.</li> <li>- Helps to monitor all environmental parameters related to emission, effluents and air quality in real time which are shared with statutory bodies through dedicated online channels for necessary compliance.</li> <li>- Provides a unique framework to create machine learning analytics, which assists in predicting critical failures and driving efficiencies and safety.</li> </ul>



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9	Water Stress	Risk	<ul style="list-style-type: none"> <li>- Water stress occurs when demand for water exceeds availability. Freshwater loss and degradation are caused by water stress, which has significant consequences for human health and the Water Stress Map environment.</li> <li>- As a result, water's importance as a resource for generating power is a major concern for CESC.</li> </ul>	<ul style="list-style-type: none"> <li>- CESC continually analyses water stress using the World Wildlife Fund's (WWF) Water Filter tool and successfully manages water resources in accordance with the facility's Integrated Management System policy and the corporate's Sustainability policy</li> <li>- By December 2017, existing thermal power plants had cooling towers. In view of the above, the Company has installed a specified water usage of 3.5 cubic metres per MWh.</li> <li>- Existing thermal power plants with cooling towers must reduce specific water consumption to a maximum of 3.5 cubic metre per MWh by December 2017.</li> <li>- AVT regulates the chemical parameters of boiler water for HEL, DIL, and BBGS (All Volatile Treatment). This treatment procedure not only prevents corrosion, but it also minimises boiler blowdown, lowering water usage.</li> <li>- Water and steam leaks are addressed with high priority at all generation stations to reduce losses.</li> <li>- At HEL and BBGS, water rejected from the dual media filtration and ultrafiltration processes (both of which are required for the removal of pollutants during the raw water treatment process) is used in a variety of procedures.</li> <li>- Cooling tower blowdown (important for system protection) water is used as much as feasible for dust suppression and service water applications in all of the major stations.</li> </ul>	<ul style="list-style-type: none"> <li>- Helps in managing water resources effectively as per the facility level Integrated Management System policy and the corporate level Sustainability policy.</li> <li>- Water is essential source for generation of electricity and hence its proper management helps reduce cost and and effective management of resources.</li> <li>- Helps in optimisation of water footprint of the Company.</li> <li>- Helps the Company to undertake steps to reuse and restore water from local communities.</li> </ul>
10	Responsible Sourcing	Opportunity	<ul style="list-style-type: none"> <li>- Focused sourcing activities, supplier selection, and contract management lead to better supply strategies.</li> <li>- Supplier selfservice, connection, cooperation, and supply chain visibility all help to increase supplier engagement.</li> </ul>	<ul style="list-style-type: none"> <li>- CESC follows :</li> <li>- Strategic Purchasing and Sourcing, which includes analysis of the spending, choosing a supplier (RFx, Auction), contract administration.</li> <li>- Operational management involves procurement of the selfservice as well as that of other services and also its driven by a plan.</li> <li>- Supplier collaboration is given priority for the purpose of supplier registration, collaboration of the designs and the orders received as well as replenishment of the collaborations.</li> <li>- Process automation and compliance management for products and services have sped up purchasing procedures.</li> </ul>	<ul style="list-style-type: none"> <li>- Helps in creating a supply chain that is reliable, resilient and above all responsible.</li> <li>- Helps in identifying and assessing environmental, social, and regulatory risks, preemptively mitigating or adapting the assessed risks, thereby future proofing any disruptions arising from legal noncompliance, climate change and human right violations.</li> <li>- Helps CESC in digitally transforming its supply chain operations.</li> </ul>

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11	Governance and Accountability	Opportunity	<ul style="list-style-type: none"> <li>- CESC's business strategy is inextricably linked to its governance architecture.</li> </ul>	<ul style="list-style-type: none"> <li>- CESC sees its stakeholders as partners in success and it will continue to work to maximise stakeholder value.</li> <li>- The Company's governance architecture promotes / encourages continual improvement of its operations and services since it is consumer centric.</li> <li>- To secure sensitive employee and consumer data, such measures are driven by strong board supervision, the highest levels of integrity in its decisionmaking process, proactive cyber security practises, and data governance.</li> <li>- CESC adapts to changing circumstances by redesigning its organisational structure to handle growing areas/ issues. The following are some of the recent Departments that have been established: <ul style="list-style-type: none"> <li>- Business Process Reengineering Cell: To focus on improving the efficacy of essential business processes through reengineering.</li> <li>- Department of Business Excellence and Quality: To develop a quality culture and to focus on business excellence.</li> <li>- Department of Safety: To promote safety awareness throughout the organisation and to drive safety culture, methods, and practises in diverse areas.</li> <li>- Risk and Disaster Management Cell: To reduce the effect of fire / calamities and catastrophes by planning ahead of time.</li> <li>- Cell for Company Intelligence and Analytics: To analyse data from important business activities and deliver insights for enhanced decisionmaking.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Helps in treating stakeholders as partners for achieving maximum stakeholder value.</li> <li>- Aids in upholding the highest uncompromising standards of transparency, accountability and independence.</li> <li>- Helps in continuous improvement of the Company's operations and services.</li> <li>- Improved attempts to fulfil stated goals will attract considerable capital investment if good governance is in place.</li> <li>- Business Process Reengineering Cell: To focus on improving the efficacy of essential business processes through reengineering.</li> <li>- Department of Business Excellence and Quality: To develop a quality culture and to focus on business excellence.</li> <li>- Department of Safety: promotion of safety awareness , methods and culture throughout the organization.</li> <li>- Risk and Disaster Management Cell: To reduce the effect of fires and catastrophes by planning ahead of time.</li> <li>- Cell for Company Intelligence and Analytics: To analyse data from important business activities and deliver insights for effective usage of data for enhancing and strengthening the business process.</li> </ul>

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
12	Ethics and Compliance	Opportunity	<ul style="list-style-type: none"> <li>- The Company cherishes the trust it has with its business partners and the relationships it has created with them.</li> </ul>	<ul style="list-style-type: none"> <li>- New hire value training raise knowledge and comprehension of the Core Values. Customer First, Execution Excellence, Credibility, Agility, Risk Taking and Humaneness are shown in 'Cherish,' an interactive compilation of short tales, and a Competency Hand-book is issued to all workers.</li> <li>- The Ethics and Code of Conduct ("Code") extends to all persons employed by CESC &amp; its subsidiaries.</li> <li>- Employees are ought to follow the company's ethics, insider trading, discrimination, harassment, anticorruption, antibribery and conflict of interest policies, as well as follow all applicable local laws when conducting business.</li> <li>- CESC ensures that the Code is followed by holding regular trainings, such as refresher courses and awareness seminars. The employee must comprehend and recognise the Code throughout the onboarding process.</li> <li>- Employees are encouraged to convey concerns about suspected misconduct, fraud, bribery, corruption, or other unethical behaviour to the attention of management without fear of disciplinary action or unjust treatment by reporting to the Whistle Blower Policy's email address/contact information.</li> </ul>	<ul style="list-style-type: none"> <li>- Helps the Company to value the relationship built and the trust it shares with its business partners.</li> <li>- Helps CESC in achieving the highest standards of ethics and integrity in dealing with its stakeholders.</li> <li>- Helps in creating awareness and understanding of core values of the organization.</li> </ul>
13	Human Rights and Labor Practices		<ul style="list-style-type: none"> <li>- CESC understands its fundamental responsibilities to respect and protect human rights in compliance with its Labour Relations policy.</li> </ul>	<ul style="list-style-type: none"> <li>- The Company's commitment to human rights is based on:               <ol style="list-style-type: none"> <li>1. The United Nations Universal Declaration of Human Rights</li> <li>2. United Nations Convention on the Rights of the Child</li> <li>3. United Nations Convention on the Elimination of All Forms of Discrimination against Women</li> <li>4. The International Labour Organization (ILO) Conventions</li> </ol> <p>The mechanisms created at CESC to uphold its human rights commitment are as follows:</p> <ul style="list-style-type: none"> <li>- There is no tolerance for child labour and the minimum age for work options is established at minimum 18 years old.</li> <li>- Employee recruitment by CESC is expressly prohibited based on individual bonds, debts or obligations to the Company or its agents and the Company never takes any monetary deposits / obligations or a recruiting fee to secure employment.</li> <li>- Individuals have the right to quit from their jobs at any moment by giving sufficient notice as per the terms of the employment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Encourages awareness amongst the workforce.</li> <li>- Helps foster a culture of equality and team spirit amongst employees and workers.</li> <li>- Helps in the Company's constant endeavour in creating a better workplace.</li> <li>- Helps in improved understanding of the Company's fundamental responsibilities and in carrying them out.</li> <li>- Creates strong bonds between the Company and the employees and they start caring for the success of the Company.</li> </ul>

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				<ul style="list-style-type: none"> <li>- As required by Indian legislation, the recruitment and performance assessment procedures are consistent, transparent, and unbiased toward any type of prejudice, including but not limited to caste, ethnicity, religion, or gender.</li> <li>- Employees are paid fairly and equally depending on their abilities and experience. Wages and statutory benefits are paid on time, ensuring social and economic stability.</li> <li>- As part of an open-door policy, CESC's top leadership team, including the Managing Directors, are accessible via the web portal Leadership Connect, which allows workers to directly voice their thoughts and concerns. Coffee with MD is another weekly effort aimed at establishing a connection.</li> </ul>	
14	Talent Attraction and Development	Opportunity	<ul style="list-style-type: none"> <li>- CESC's Human Resource strategy emphasises talent acquisition, development, employee engagement, incentives and recognition, diversity, inclusion, and adherence to applicable human rights and occupational health and safety requirements.</li> </ul>	<ul style="list-style-type: none"> <li>- Unmesh, a summer internship programme for pre-final year students from chosen elite academic institutions, is held with the goal of early talent identification and acquisition.</li> <li>- Aptitude, technical and psychometric exams, as well as personal interviews, are used to assess them. 'Unmesh' gives the organisation the chance to examine the students' proficiency as well as their cultural fit, while the students acquire first-hand experience working in CESC and learning about its culture.</li> <li>- CESC has developed a Campus Connect Cross Functional Team (CFT) comprising young and seasoned graduates from renowned schools who are currently working with CESC in order to recruit the best talent and be regarded as a "Employer of Choice."</li> <li>- CESC believes that successful integration of new recruits is critical to assimilating them into the CESC family and instilling the organization's values and culture.</li> <li>- 'Anweswan' is the name of the induction programme for new fresh graduates entering as Management Trainees, while 'Unmilon' is the name of a different induction programme for new employees joining as Technical Supervisors.</li> <li>- The senior leadership team, which includes the Managing Directors, interacts with new hires and shares viewpoints, experiences, and knowledge in order to inspire and encourage them at the start of their careers</li> </ul>	<ul style="list-style-type: none"> <li>- Fosters a culture of team spirit, leadership and knowledge sharing within the Company.</li> <li>- Helps the Company enhance its operational efficiency.</li> <li>- Helps CESC in maintaining a totally dedicated workforce.</li> <li>- Helps in creation and maintenance of strong relationship amongst employees.</li> <li>- Helps in enhancing the employee productivity at the workplace.</li> <li>- CESC believes that keeping people by providing fair and equal chances for growth and development is critical to company continuity and success.</li> <li>- Assists in the formation of a team comprised entirely of individuals who are really interested about the Company's success.</li> </ul>

## 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 NGRBC Principles and Core Elements.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether the Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Weblink of the policies, if available	i) Code of business conduct and ethics for members of the board and senior management officers : <a href="https://www.cesc.co.in/wp-content/uploads/2014/02/Code-of-Conduct.pdf">https://www.cesc.co.in/wp-content/uploads/2014/02/Code-of-Conduct.pdf</a> ii) Whistle Blower Policy : <a href="https://www.cesc.co.in">https://www.cesc.co.in</a> iii) CSR Policy: <a href="https://www.cesc.co.in/wp-content/uploads/policies/CSR_Policy.pdf">https://www.cesc.co.in/wp-content/uploads/policies/CSR_Policy.pdf</a> iv) Sustainability Policy : <a href="https://www.cesc.co.in/wp-content/uploads/policies/SUSTAINABILITY_POLICY.PDF">https://www.cesc.co.in/wp-content/uploads/policies/SUSTAINABILITY_POLICY.PDF</a> (v) Related Party Policy: <a href="https://www.cesc.co.in/wp-content/uploads/policies/RELATED_PARTIES_POLICY.pdf">https://www.cesc.co.in/wp-content/uploads/policies/RELATED_PARTIES_POLICY.pdf</a> vi) Insider trading prohibition code: <a href="https://www.cesc.co.in/wp-content/uploads/insid_trade/Insider_trading_prohibition_code.pdf">https://www.cesc.co.in/wp-content/uploads/insid_trade/Insider_trading_prohibition_code.pdf</a>								
2. Whether the Company has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by the Company and mapped to each principle.	Generation: Budge Budge generating station is ISO9001, ISO14001, ISO45001 and ISO50001 certified in respect of quality management system, environment management system, occupational health and safety management and energy management system. ISO 27001 certification has been granted to Company's data centre.								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	The Commitments and Goals wherever required are set by the Company and have been mentioned in respective principle.								
6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.	The Company has achieved the targeted goals and objectives wherein the timelines are set for each parameter and there is no deviation to it.								
<b>Governance, leadership and oversight</b>									
7. Statement by Director, responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) :	The Board of the Company overseas / reviews the matters related to ESG and business responsibility activities from time to time to ensure seamless and effective implementation of the parameters given in ESG policy of the Company.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Name: Rabi Chowdhury Designation : Managing Director (Generation)								
9. Does the Company have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Audit Committee of the Board of Directors is responsible for decision making on sustainability related issues.								
	DIN	Name		Designation					
	00005684	Mr. Chandra Kumar Dhanuka		Chairman					
	00074796	Dr. Sanjiv Goenka		Member					
	00915201	Mr. Pratip Chaudhuri		Member					
	06809515	Ms. Rekha Sethi		Member					

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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10 Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review provided below taken by Director/Committee of the Board/any other Committee									Frequency (Annually/Half yearly/Quarterly/Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action																		Annually
Compliance with Statutory requirements of relevance to the principles and rectification of any non - compliance																		Annually
11. Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.																		The evaluation of CSR and sustainability activities undertaken by CESC and its subsidiaries are in line with the Sustainability / CSR policy. Audit Committee constituted in terms of the provisions of the Act are responsible to oversee the progress and ensure the compliance thereof.

12. If answer to question (1) above is 'No' i.e. not all Principles are covered by a Policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principle material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

## 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:

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
Board of Directors	Nil*	Nil*	Nil*
Key Managerial Personnel	Nil*	Nil*	Nil*
Employees other than Board of Directors and KMPs	416	Principles – 1 to 9	15.86%

\* In view of the pandemic, training and awareness programme could not be held.

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:

Monetary				
NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (In ₹) Brief of the Case Has an appeal	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine				
Settlement		Nil		
Compounding fee				
Non-Monetary				
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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
	Not Applicable

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

CESC has in place a "Code of Business Conduct and Ethics" to serve as a source of guiding principles for the Directors and the senior management team.

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

	FY 2021-22	FY 2020-21
Directors		
KMPs		Nil
Employees		
Workers		

6. Details of complaints with regard to conflict of interest

Category	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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 conflict of interest. NA

#### Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
16	RPSG Group Core Values, Standing Order practices	8.5%*

\* Pertaining to the financial year 2021-22. Company conducts such programme on regular basis

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.

Board of Directors of the Company are governed by code of business conduct and ethics which also provides for detailed provisions on conflict of interest. The aforesaid code can be accessed at [https://www.cesc.co.in/wp\\_content/uploads/2014/02/code\\_of\\_Conduct.pdf](https://www.cesc.co.in/wp_content/uploads/2014/02/code_of_Conduct.pdf).

#### Principle 2: Business 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 products and processes to total R&D and capex investments made by the entity, respectively.

Segment	FY2022	FY2021	Details of improvements in environmental and social impacts
R&D Capex (in ₹ Cr)	The Company has incurred expenses from time to time on R&D and Augmentation of Fire Safety Systems at major offices, regional offices at NSRO, HRO and downstream establishment, investment for Rainwater harvesting Projects and similar areas, etc which have been incurred as a part of routine expenses.		

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?

Materials department of the Company deals only with the approved vendors who are working with CESC for a long time and hence 100% procurement is to be considered as sustainable .

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.

##### Plastics and Other waste

- Dry (Paper, plastic, wood etc.) and Wet wastes are segregated at source in major offices.
- They are handed over to Conservancy Staff of Local Bodies in segregated condition.
- In one office, a Composting M/C has been installed for treatment of Wet Waste
- Search is on for a suitable Recycling Agency for better treatment of Dry Waste.



**E-waste and Hazardous waste**

- Disposed by e-auction conducted by third party auctioneer. Only PCB (Pollution Control Board) authorised bidder are entitled to participate in the auction
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 CESC’s activities.

**Leadership Indicators -**

1. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

CESC ensures safe handling and safe use of electricity by its employees and by the consumers through several initiatives as follows:

Name of Product / Service	Description of the risk / concern	Action Taken
<b>a) For Employees</b>	Mainly electrical and / or mechanical injury that may lead to fatality of the employees and damages to the plant and equipment due to unsafe work, unsafe conditions, knowledge deficiency, unauthorized work, nonexistence of safe work procedures and training, deficiency in PPE and safety gadgets etc.	<ul style="list-style-type: none"> <li>- Regular Safety Training</li> <li>- Safety Workshops</li> <li>- Communication Meetings</li> <li>- Handholding exercise</li> <li>- Preparation of SWP/WI for critical jobs</li> <li>- Preparation of Internal Safety Standards for critical activities</li> <li>- Providing required PPEs</li> <li>- Safety Observations with corrective measures</li> <li>- Site safety audits and CAPA implementation</li> <li>- Reward &amp; Recognition policy</li> <li>- Incident Investigation and Root cause Analysis</li> <li>- Encouraging reporting of Near Miss incidents</li> <li>- Preparation of Safety videos and video-based training programme</li> </ul>
<b>b) For Consumers</b>	Electrical fire/ Electric shock/ injury/ fatality due to unsafe work by the consumers, unsafe condition developed due to natural calamities, unsafe condition due to poor maintenance of Consumer installations, etc.	<ul style="list-style-type: none"> <li>- Safety messages on Hoarding on P/T Structure</li> <li>- Call Centre vehicles Branding</li> <li>- Safety Workshops with the Electricians</li> <li>- Safety SMS</li> <li>- Bill-face Safety Messaging</li> <li>- Safety Leaflets during monsoon</li> <li>- Mailers with Safety messages</li> <li>- Safety messages through Social Media</li> <li>- Safety Tableau Movement, Safety skits</li> <li>- Road side safety Kiosks</li> <li>- Miking from mobile vans/ auto rickshaws conveying safety advisories</li> </ul>

Benefits	FY2022			FY2021		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	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 workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	NA	100%	100%	NA
ESI	Exempted	NA	NA	Exempted	NA	NA
Others - leave encashment, post-retiral medical benefit	100%	100%	100%	100%	100%	100%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Category	(A) Total	% of employees covered by					
		Health insurance (B/A)	Accident insurance (C/A)	Maternity benefits (D/A)	Paternity benefits (E/A)	Day Care facilities (F/A)	
Male	6419	100%	100%	NA	NA	NA	NA
Female	501	100%	100%	501	100%	NA	NA
<b>Total</b>	<b>6920*</b>	<b>100%</b>	<b>100%</b>	<b>501</b>	<b>7.24%</b>	<b>NA</b>	<b>NA</b>

\*Including officers, supervisors and workmen employees.

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

Essential indicators:

Principle 3: Business should respect and promote the wellbeing of all employees, including those in their value chains

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category	NA
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4. Reclaimed products and their packaging materials (as percentage of products sold) for each product category. CESC is not involved in products manufacturing and packaging materials usage.

S. No.	Type of Waste	Unit	Classification (ha)	FY2022			FY2021		
				Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
1	Ferrous Scrap	MT	Non-hazardous	-	-	8.60	-	-	0.00
2	Copper Scrap	MT	Hazardous	-	-	4.82	-	-	6.20
3	Aluminium Scrap	MT	Non-hazardous	-	-	40.57	-	-	18.00
4	Used/Waste Oil	lit	Hazardous	-	-	1,99,193	-	-	28,900
5	E waste	NOS	e-waste	-	-	15 Lot	-	-	12 Lot

3. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Indicate input material	Recycled or re-used input material to total material	FY2022	FY2021	NA
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2. Percentage of recycled or reused input material (by value) used in production (for manufacturing industry) or providing services (for service industry). CESC has no divisions that use recycled products as inputs.

2. Percentage of recycled or reused input material (by value) used in production (for manufacturing industry) or providing services (for service industry).

### 3. Accessibility of workplaces

Are the premises / offices of the Company 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 Company in this regard.

Facilities for differently abled employees and workers exist in key locations / offices

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

At present there is no structured policy that is accessible through weblink. However, the Company fosters a culture that practices a state of fairness in which different stakeholders are treated similarly, unhampered by artificial business, prejudices or preferences except when particular distinction can be explicitly justified.

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

Gender	Permanent Employees	
	Return to work rate	Retention Rate
Male	NA	NA
Female	100%	100%
<b>Total</b>	<b>100%</b>	<b>100%</b>

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

Permanent Employees	i) In accordance with the Standing Orders of the Company in respect of employees whose terms of employment are covered by such standing orders. ii) For other permanent employees grievances are addressed through joint committees existing between employees and management.
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### 7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY:2021-22 (Current Financial Year)			FY: 2020-21 (Previous Financial Year)		
	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>Total Permanent Employees</b>	<b>6920*</b>	<b>5966</b>	<b>86.21%</b>	<b>7378</b>	<b>6446</b>	<b>87.37%</b>
- Male	6419	5617	87.50%	6884	6101	88.63%
- Female	501	349	69.66%	494	345	69.84%

\*Including officers, supervisors and workmen

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

Category	FY2022					FY2021				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	6419	630	9.81%	1221	19.02%	6883	277	4.02%	698	10.14%
Female	501	6	1.20%	101	20.15%	495	4	0.81%	86	17.37%
<b>Total</b>	<b>6920*</b>	<b>636</b>	<b>9.19%</b>	<b>1322</b>	<b>19.10%</b>	<b>7378</b>	<b>281</b>	<b>3.81%</b>	<b>784</b>	<b>10.63%</b>

\*Including officers, supervisors and workmen

### 9. Details of performance and career development reviews of employees and workers:

Category	FY2022			FY2021		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	6419	1665	25.94%	6883	1772	25.74%
Female	501	241	48.10%	495	199	40.20%
<b>Total</b>	<b>6920*</b>	<b>1906</b>	<b>27.54%</b>	<b>7378</b>	<b>1971</b>	<b>26.71%</b>

\*Including officers, supervisors and workmen

### 10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes, Occupational Health & Safety Management System has been implemented by the Organisation. At present the System covers the Operational Departments of Distribution and Generation Divisions.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Organisation has Rules & Procedure Safety Sub Committees in all the Operational Departments of Distribution and Generation Divisions who have developed Safe Work Procedures (SWP) and Work Instructions (WI) for all critical routine activities under the purview of individual Departments considering all probable hazards, risks, probability and severity of occurrence of any incidents in the specific work through conducting HIRA. All jobs start with a Safety Tool Box Meeting where the job-related Hazards and specific site related Hazards are discussed amongst the group of workmen, involved risks are analysed and all necessary hazard control measures are taken including use of specific types of PPES and applying all necessary Engineering and administrative controls.

- c. Whether you have processes for workers to report work related hazards and to remove themselves from such risks. (Y/N)

Yes, Employees including workers are encouraged to report work related Hazard to their reporting Supervisors who in turn arrange for addressing the risks associated through necessary corrective and preventive actions.

- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, Permanent Employees of the Organisation are provided with medical support for any non-occupational health care need through the Medical Department.

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

Safety Incident /Number	Category	FY2022	FY2021
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)*	Employees	--	--
Total recordable work-related injuries	Employees	79	53
No. of fatalities	Employees	2	0
High consequence work-related injury or ill-health (excluding fatalities)**	Employees	31	18

\* LTIFR could not be calculated as the record of total no. of employees and workers and manhours deployed by them are not available with CESC. Furthermore, joining information after Sick Leave do not flow to the Company.

\*\* The number of high-consequence work-related injuries (excluding fatalities) - THIS SEGREGATION IS NOT MAINTAINED AT PRESENT. THIS FIGURE IS A PART OF THE 'Number of lost work injury cases' which has been put in against respective cases.

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

For ensuring a safe work place, the approach is through the Hierarchy of Control: Elimination → Substitution → Engineering → Administrative → PPE.

The activities taken up are listed below:

- Large-scale use of PPEs
- Using proper tools & tackles
- Various Process Safety measures have been put in place
- SWP/Wis are prepared
- Training on General Safety & WI are given to employees & workers
- Adoption of technology to minimize risk to workers & employees

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

	FY2022			FY2021		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions Health & Safety			NIL			

14. Assessments for the year:

	% of plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices Working Conditions	Internal assessment procedure is in place by the Medical / Safety department

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.

For all fatal and other incidents of high consequences, proper investigations have been carried out and the recommendations have been implemented immediately. Best efforts are also put place in for removal of unsafe situations.

**Principle 4: Business 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 Company.

Consumers are the stakeholders of the company and key stakeholders are identified on the basis of their Profile Nature of usage and/or Consumption Pattern.

2. List stakeholder groups identified as key for the Company and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly /others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Consumers of Electricity within CESC's Licensed Area	A segment of Consumers has been identified as Marginalised as per Government Guideline	SMS	Monthly as well as Event driven	Generally to keep the Consumers informed about the status of our Service Delivery
		E Mails		
		Newspapers	Need Based and as per Regulatory Guidelines	To keep the Consumers aware about our Services or for complying with Regulatory Directives
		Websites		
		Notice Boards	Need Based	To keep the Consumers aware about our Services or other Major Initiatives
		Messages on Consumption Bill		
		Pamphlets	Need Based	Carried out in case of any exigency like Cyclone, severe Water logging etc.
		Hoardings		
		Local Miking	Once in 2 months	<ul style="list-style-type: none"> <li>Connecting with Consumers and Relationship Building</li> </ul>
		Customer Meets/ Workshops		
Customer Care Stalls at important events having High Footfall	Event Base	<ul style="list-style-type: none"> <li>Developing awareness on Digital and Environmental Initiatives of CESC and Electrical Safety</li> </ul>		
Social Media	Daily and Occasion/ Need Based	Promote our Services, Provide Guidance and Support to Customers		

**Principle 5: Business 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	FY2022			FY2021		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
<b>Employees</b>						
<b>Total Employees</b>	6920*	75	1.08%	7378	470	6.37%

\*Including officers, supervisors and workmen employees.

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

Category	FY2022				FY2021					
	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>Employees</b>										
<b>Permanent</b>	6920	0	0%	6920	100%	7378	0	0%	7378	100%
Male	6419	0	0%	6419	100%	6884	0	0%	6884	100%
Female	501	0	0%	501	100%	494	0	0%	494	100%

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

Gender	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)*	1	55099158	-	-
Key Managerial Personnel (KMP)	3	29621173	-	-
Employees other than BoD and KMP	6415	999935	501	712735

\*Does not include any payment to Non-Executive Directors

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, the rights of all categories of employees are protected through the Joint Committees existing between Unions / Associations and Management

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

The rights of all categories of employees are protected through the Joint Committees existing between Unions / Associations and Management

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

	FY2022			FY2021		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	Nil	-	-	1	-	-
Discrimination at workplace				Nil		
Child Labour				Nil		
Forced Labour/Involuntary Labour				Nil		

	FY2022			FY2021		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Wages						Nil
Other Human rights related issues						Nil

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

Concerns on discrimination and harassment are dealt with confidentiality. Joint committee exists between Unions / Association and Management to deal with such cases. CESC does not tolerate any form of retaliation against anyone reporting in good faith concerns. Anyone involved in targeting such a person raising such complaints will be subjected to disciplinary action

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

**9. Assessment for the year:**

**% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)**

Child Labour	
Forced Labour/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	Nil*
Wages	
Other- please specify	

\* The Internal & external Auditors conduct assessments as per the Audit schedule. Assessments are also carried out by respective Government authorities and the Company has not received any non-compliance certification.

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

**% of value chain partners (by value of business done with such partners) that were assessed**

Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	During the year, no such incidents have been reported
Wages	
Others – please specify	

**Principle 6: Business 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: (Generation)**

Parameter	
Total electricity consumption (A) (Auxiliary power consumption) Unit of Giga joules	CESC uses multiple energy sources in its daily operations, electricity being the primary source. Other sources of energy include fuel used in company vehicles, cooking gas used in cafeteria and diesel used in diesel generators (mainly used as back up sources for power shortage, if any). During the year, the power consumption at BBGS and SGS plants has increased by 2.48% and 80.53% respectively, while rise in generation was 2.6% and 82.50% respectively.
Total fuel consumption (B)	
Energy consumption through other sources (C)	
<b>Total energy consumption (A+B+C)</b>	
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	
Energy intensity (optional) – the relevant metric may be selected by the Company	

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. M/s Schneider Electric India Pvt. Ltd. carried out Energy Audit at Budge Budge and Southern Generating Stations.

2. Does the Company have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) 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.

Budge Budge Generating Station and Southern Generating Station are identified as Designated Consumers (DC's) under PAT Scheme. As per recent Ministry of Power notification, PAT targets for CESC yet to be set.

Target under PAT scheme has been achieved by Budge Budge Generating Station. Southern Generating Station is marginally below the target.

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

Parameter	FY2022		FY2021	
	BBGS	SGS	BBGS	SGS
<b>Water withdrawal by source (in kilolitres)</b>				
(i) Surface water	11370695	27348963	11735835	15001041
(ii) Groundwater	0	0	0	0
(iii) Third party water	0	0	0	0
(iv) Seawater / desalinated water	0	0	0	0
(v) Others	8969	7732	8969	7732
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>11379664</b>	<b>27356695</b>	<b>11744804</b>	<b>15008773</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>11379664</b>	<b>291563</b>	<b>11744804</b>	<b>176395</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	<b>0.07</b>	<b>0</b>	<b>0.07</b>	<b>0</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

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

Budge Budge Generating Station is a Zero Liquid Discharge station where the entire process effluent is recirculated and reused. Southern Generating Station has a Zero Liquid Discharge system except for Condenser Cooling System

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

Parameter	Unit	FY2022 (Average Figures)		FY2021 (Average Figures)	
		BBGS	SGS	BBGS	SGS
NOx	mg/Nm <sup>3</sup>	535	441	599	398
SOx	mg/Nm <sup>3</sup>	917	824	817	768
Particulate matter (PM)	mg/Nm <sup>3</sup>	27	52	27	47
Persistent organic pollutants (POP)		Not a statutory requirement			
Volatile organic compounds (VOC)		Not a statutory requirement			
Hazardous air pollutants (HAP)		Not a statutory requirement			
Others – please specify					

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

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

Parameter	Unit	FY2022		FY2021	
		BBGS	SGS	BBGS	SGS
<b>Total Scope 1 emissions</b>	Metric tonnes	4819421	210135	4697706	98841
(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)	of CO <sub>2</sub> equivalent	(Only CO <sub>2</sub> emission)	(Only CO <sub>2</sub> emission)	(Only CO <sub>2</sub> emission)	(Only CO <sub>2</sub> emission)
<b>Total Scope 2 emissions</b>	Metric tonnes	-	-	-	-
(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)	of CO <sub>2</sub> equivalent				

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



7. Does the Company have any project related to reducing Green House Gas emission? If yes, then provide details.

Details of Auxiliary power consumption management projects of F.Y. 2021-22 are tabulated below which also led to GHG emission reduction

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Energy management	Replacement of power transmission system by direct coupled arrangement in 2 nos. AC Plant Cooling Tower fans at SGS	Estimated Energy savings 13026 kWh/year
2	Energy management	Replacement of conventional luminaires by LED luminaires at BBGS	Estimated Energy savings 240900 kWh/year
3	Energy management	Replacement of Intake pump by lower capacity one at BBGS	Estimated Energy savings 315000 kWh/year
4	Energy management	Replacement of Holding Pond pump by energy efficient pump at BBGS	Estimated Energy savings 591300 kWh/year

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

	FY2022		FY2021	
	BBGS	SGS	BBGS	SGS
<b>Total Waste generated (in metric tonnes)</b>				
Plastic waste (A)	-	-	-	-
E-waste (B)	5.13 MT	0	0.13 MT	0.364 MT
Bio-medical waste (C)	Removed regularly on a monthly basis by PCB authorised agency			
Construction and demolition waste (D)	-	-	-	-
Battery waste (E)	-	-	-	-
Radioactive waste (F)	-	-	-	-
Other Hazardous Waste. Please specify, if any. (G)	Used Oil-17.64 KL, Used DM Plant Resin-0.680 MT, Oil Soaked Cotton Waste-0.695 MT	Used Oil-1.45 KL, Oil Soaked Cotton Waste-0.055 MT	Used Oil-20.28 KL, Used DM Plant Resin-0.690 MT, Oil Soaked Cotton Waste-0.340 MT	Used oil-3.3 KL, Oil Soaked Cotton Waste-0.130 MT
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	1081751 MT (ASH)	31703 MT (ASH)	1043093 MT (ASH)	21117 MT (ASH)
<b>Total (A+B + C + D + E + F + G + H)</b>	Cannot be summed up since units of measurement are different.			
<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	Total quantity of Used oil is recycled by WBPCB Authorised recyclers.			
(ii) Re-used	Total quantity of Ash generated is 100% utilized in manufacturing of (i) Portland Pozzolana cement (ii) Bricks, blocks and tiles & (iii) Ready mixed concrete used in roads, embankments, industrial and housing projects, flyovers etc.			
(iii) Other recovery operations	-	-	-	-
<b>Total</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) Incineration	Total quantity of Used DM Plant resin and Oil-soaked cotton waste is incinerated by WBPCB Authorised Hazardous Waste Treatment Storage and Disposal Facility (HWTSDF) operator			
(ii) Landfilling	-	-	-	-
(iii) Other disposal operations	-	-	-	-
<b>Total</b>	-	-	-	-

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

9. Briefly describe the waste management practices adopted in your establishment. 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.

E-waste, biomedical waste and other hazardous wastes listed above are disposed through PCB authorised recyclers and Hazardous Waste Treatment Storage and Disposal Facility operators for recycling and disposal. Non-hazardous wastes like Ash are utilized 100% consistently over the years in areas as described above in Section 8. Hazardous chemicals are used in the production of process water. Leakages, spillages/overflows etc. of such water is strictly monitored and controlled by prompt operational and maintenance actions, resulting in automatic reduction in quantum of hazardous chemicals used to produce such water. As stated earlier, ZLD systems ensure that process water is recirculated fully.

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.
NA			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA					

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 (Y/N).

Yes.

If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
NA				

**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. 17

- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the Company 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 Indian Industries (CII)	National
2	The Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
3	The Committee of International Council on Large Electric Systems, India (CIGRE)	National
4	India Smart Grid Forum (ISGF)	National
5	National Safety Council (NSC)	National
6	Central Board of Irrigation & Power (CBIP)	National
7	All India Management Association (AIMA)	National
8	National HRD Network (NHRDN)	National
9	Employers' Federation of India (EFI)	National
10	Administrative Staff College of India (ASCI)	National
11	Quality Circle Forum of India (QCFI)	National
12	Council of Power Utility	National
13	Bureau of Indian Standards (BIS)	National
14	Institute of Electrical and Electronics Engineers (IEEE)	National
15	Calcutta Management Association (CMA)	State
16	British Council Limited (BCL)	State
17	State Productivity Council	State

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

Name of the authority	Brief of the case	Corrective action taken
Not Applicable		

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

##### Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not undertaken during the period under report.					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by the Company, in the following format:

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (In ₹)
No Rehabilitation and Resettlement is being undertaken by the Company.						

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

At present, no data pertaining to the above are maintained.

## 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Parameter	FY2022	FY2021
Directly sourced from MSMEs/small producers	16.07%	18.85%
Sourced directly from within the district and neighbouring districts	78.04%	78.25%

## Leadership Indicators

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

Name & brief details of Project	SIA Notification Number	Date of Notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable, as any Social Impact Study has not been undertaken in 2021-22.					

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

S. No.	State	Aspirational District	Amount spent (In ₹ Crore)
1.	West Bengal	Kolkata, North 24 Parganas and South 24 Parganas	20.70

## 3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No. Materials Department does not have any preferential policy.

(b) From which marginalized /vulnerable groups do you procure? N.A.

(c) What percentage of total procurement (by value) does it constitute? N.A.

## 4. 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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
1	Training on Operation and maintenance processes	Yes	Yes	Positive Feedback
2	Training on Safety Practices	Yes	Yes	Positive Feedback
3	Training on Renewable Integration and Smart Grid	Yes	Yes	Knowledge gain reported by the participants.

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

## 6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Nayee Roshni Project	Direct: 3,335, Indirect: 2,474	100
2	Nirmal Abhiyan School Wash Project	3,521	100
3	Hamari Awaaz Child Protection Project	4,012	100
4	Nirmal Parivesh	5,037	100
5	Suswasthya Mother & Child Health Project	2,757	100
6	Pragati Skill Development Project	82	100
7	Prayas Skill Development Project	277	100
8	Saksham Skill Development Project	286	100
9	Udaan Skill Development Project	204	100

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

**Essential indicators**

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

As per Regulatory Guideline, CESC has put in place a Grievance Redressal Forum (GRF) consisting of Grievance Redressal Officers (GROs) and Central Grievance Redressal Officers (CGROs).

Any aggrieved Consumer may approach his/ her concerned GRO with his/ her complaint when the concerned officer will deal with the complaint in accordance with the Regulatory Guideline and pass a reasoned order after hearing the complainant and representing officer of CESC.

Apart from the aforesaid Grievance Redressal Forum, any consumer may lodge a complaint to CESC through Letter, Mail, over Telephone or through other platforms like CESC’s Website, Mobile App, Chat Bot etc.

**2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:**

**As a percentage to total turnover**

Environmental and social parameters relevant to the product	
Safe and responsible usage	NA
Recycling and/or safe disposal	

**3. Number of consumer complaints in respect of the following:**

	FY2022		Remarks	FY2021		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	NIL	NIL	NIL	NIL	NIL	NIL
Advertising	NIL	NIL	NIL	NIL	NIL	NIL
Cyber- security	NIL	NIL	NIL	NIL	NIL	NIL
Delivery of essential services	922 *	13	* Includes Pending complaints of previous years	1076*	19	* Includes Pending complaints of previous years
Restrictive Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Unfair Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Other (product related)	NIL	NIL	NIL	NIL	NIL	NIL

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		NA

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

A comprehensive cyber security policy covering both IT & OT is published in our internal portal.

**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.**

As corrective measure CESC invests substantial CAPEX for Network Development activities every year to ensure uninterrupted Power Supply for the Consumer.