

Business Responsibility and Sustainability Report

The Tata Power Company Limited ('Tata Power/the Company') is one of India's largest integrated power companies and is dedicated to sustainable and clean energy development. The Company has a strong presence across the entire power value chain, including the generation of both, renewable and conventional power, transmission, distribution and trading. With a firm commitment to transforming the power sector, Tata Power is pioneering new business models in EV charging, solar rooftop and pumps, microgrids, storage solutions, ESCO, home automation and smart meters.

Aligned with the United Nations Sustainable Development Goals (SDGs), Tata Power conducts its business activities responsibly and sustainably. The Company has prioritized 9 SDGs for focused action all of which are critical to achieving its vision to **'Empower a billion lives through sustainable, affordable and innovative energy solutions'**.

As of March 31, 2023, Tata Power, along with its subsidiaries and jointly controlled entities, has an installed/managed capacity of 14,110 MW across various fuel sources, including thermal (coal, oil, gas), hydroelectric power, renewable energy (wind and solar PV) and waste heat recovery. Significantly, 37% of its capacity is derived from clean and green generation sources such as hydro, wind, solar and waste heat recovery. Currently, the Company serves over 12.94 Million consumers via its Discoms in Mumbai, Delhi, Ajmer and Odisha. The public-private partnership model including Tata Power Delhi Distribution Limited with the Government of Delhi, TP Northern Odisha Distribution Limited, TP Central Odisha Distribution

Limited, TP Western Odisha Distribution Limited and TP Southern Odisha Distribution Limited with the Government of Odisha.

Tata Power's Business Responsibility and Sustainability Report (BRSR) is a comprehensive account of its business performance and impacts. It is aligned with the NGRBC (National Guidelines on Responsible Business Conduct) on Social, Environmental and Economic Responsibilities of Business, issued by the Ministry of Corporate Affairs. The BRSR is in accordance with clause (f) of sub-regulation (2) of Regulation 34 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended. The Company's business performance and impacts are disclosed based on the 9 Principles as mentioned in the NGRBC, reflecting Tata Power's unwavering commitment to responsible and sustainable business practices.

Tata Power is at the forefront of driving the transformation of the power sector through its pioneering efforts in renewable energy, energy storage and EV charging infrastructure. Its commitment to sustainable business practices and the achievement of the SDGs is reflected in its prioritization of key goals for focused action. The Company's comprehensive reporting framework provides stakeholders with a transparent and detailed account of its business performance and impacts, reflecting its commitment to responsible and sustainable business practices.

Principles

- 1 Ethics, Transparency and Accountability
- 2 Product Life Cycle Sustainability
- 3 Employee Well-Being
- 4 Stakeholder Engagement
- 5 Human Rights
- 6 Environment
- 7 Policy Advocacy
- 8 Inclusive Growth and Equitable Development
- 9 Customer Value Creation

Section A: General Disclosures

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity:** L28920MH1919PLC000567
2. **Name of the Listed Entity:** The Tata Power Company Limited
3. **Year of incorporation:** 1919
4. **Registered office address:** Bombay House, 24, Homi Mody Street, Mumbai - 400 001, Maharashtra, India
5. **Corporate address:** Corporate Center, 34 Sant Tukaram Road, Carnac Bunder, Mumbai - 400 009, Maharashtra, India
6. **E-mail:** tatapower@tatapower.com
7. **Telephone:** 022-6665 8282
8. **Website:** www.tatapower.com
9. **Financial year for which reporting is being done:** FY23 (April 2022 - March 2023)
10. **Name of the Stock Exchange(s) where shares are listed:** BSE Limited and National Stock Exchange of India Limited
11. **Paid-up Capital:** ₹ 319.56 crore
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. Himel Tewari, Chief Human Resources Officer and Chief - CSR and Sustainability, Tata Power
Email: himal.tewari@tatapower.com
Telephone: 022-6717 1401
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):** Report is done on Consolidated Basis (In case of any exceptions, they have been highlighted against the respective disclosures)

II. Products / Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Generation	Comprises generation of power from hydroelectric sources and thermal sources (coal, gas and oil) from plants owned and operated under lease arrangement and related ancillary services. It also comprises coal – mining and related infra business	23.67
2	Renewables	Comprises generation of power from renewable energy sources i.e. wind and solar. It also comprises EPC and maintenance services with respect to solar.	13.95
3	Transmission and Distribution	Comprises transmission and distribution network, sale of power to retail customers through distribution network and related ancillary services. It also comprises power trading business.	61.62

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	Electric Power Generation (Conventional and Renewables), Transmission and Distribution	3510 (All sub classes under this)	99.24

III. Operations

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

Location	Number of plants	Number of offices	Total
National	Conventional Generation (Thermal + Hydro) – 11 Solar - 41 Wind – 22 Transmission - 4 Distribution – 7 Total - 85	Office locations - 60	145
International	Conventional Generation (Thermal + Hydro) – 4	Representative Offices - 3	7

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17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States and Union Territories)	20 (including 4 license areas -Ajmer, Delhi, Odisha and Mumbai)
International (No. of Countries)	7 (Bhutan, Georgia, Indonesia, Singapore, Zambia, South Africa and Mauritius)

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:** Tata Power serves B2G, B2B and B2C customers meeting their energy requirements across the power value chain. It has a customer base of 12.94 Million as on March 31, 2023. Please refer the Customer section of the Integrated Report FY23 (Page Nos. 74-83).

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)
Employees						
1.	Permanent (D)	21,661	19,760	91.22	1,901	8.78
2.	Other than Permanent (E)	1,364	1,231	90.25	133	9.75
3.	Total employees (D + E)	23,025	20,991	91.17	2,034	8.83
Workers						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than Permanent (G)	48,444	47,016	97.05	1,428	2.95
6.	Total workers (F + G)	48,444	47,016	97.05	1,428	2.95

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled Employees						
1.	Permanent (D)	45	39	86.67	6	13.33
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total differently abled employees (D + E)	45	39	86.67	6	13.33
Differently abled Workers						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total differently abled workers (F + G)	Nil	Nil	Nil	Nil	Nil

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10*	2	20
Key Management Personnel	2	Nil	Nil

* Mr. Banmali Agrawala ceased to be a Non-Executive, Non-Independent Director of the Company w.e.f. April 28, 2023.

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	5.51%	10.87%	5.95%	1.89%	5.92%	2.20%	1.82%	3.59%	1.95%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

21. (a) **Names of holding / subsidiary / associate companies / joint ventures :** As on March 31, 2023, the Company had 75 subsidiaries, 33 Joint Ventures (JVs) and 5 Associates. Please refer Page Nos. 132 and 133 of the Integrated Annual Report FY23.

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entities	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	KPC	JV	30.00	No
2	DHPC	Associate	26.00	No
3	ITPC	JV	50.00	No
4	AGL	JV	50.00	No
5	Tata Projects	Associate	47.78	No

Other than the aforementioned entities, Subsidiaries of 'Coal and Infrastructure' companies along with 'Foreign Subsidiaries' do not participate in the Business Responsibility initiatives of company.

VI. CSR Details

Tata Power, in alignment to its CSR policy, Schedule VII to the Companies Act, 2013 and the 5 prioritised CSR SDGs undertakes initiatives across three themes viz. Education (including Financial and Digital Literacy), Employability and Employment (Skilling for Livelihoods) and Entrepreneurship.

22. (i) **Whether CSR is applicable as per section 135 of Companies Act, 2013:** Yes
(ii) **Turnover (in ₹):** ₹ 56,033 crore
(iii) **Net worth (in ₹):** ₹ 34,204 crore

The highlights of Tata Power Group entities' CSR interventions are reported in the Integrated Report FY23 (Page Nos. 102 - 107)

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:**

Being a Tata Group company, Tata Power abides by the Tata Code of Conduct (TCoC), which is a comprehensive document for ethical conduct for all internal and external stakeholders of the Company, thus, covering 100% of its operations. TCoC consists 10 sections with sub-clauses that cover employees, customers, communities and the environment, value chain partners, financial stakeholders, governments and group companies. The TCoC extends to Group JVs/Subsidiaries/Suppliers/Contractors. There are defined channels for receiving complaints/grievances from stakeholders and these are addressed with expediency in upholding the ethical standards practiced in the Group.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 23			FY 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes (https://www.tatapower.com/contact/community-relations.aspx)	7	Nil	Nil	2	Nil	Nil
Investors (other than shareholders)	Yes (https://www.tatapower.com/contact/registered-office.aspx)	Nil	Nil	Nil	Nil	Nil	Nil

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Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 23			FY 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes (https://www.tcplindia.co.in/InvestorCharter.Html)	71	3	As of March 31, 2023, there are three pending complaints received through the SCORES Platform and Registrar and Transfer Agent (RTA). The Action Taken Report for these complaints were submitted by RTA before March 31, 2023. However, they are still pending with SEBI.	39	1	As of March 31, 2022, there was one complaint which has been brought forward from the year 2019. The matter is subjudice and pending for closure by SEBI.
Employees and workers	Yes (https://www.tatapower.com/pdf/aboutus/whistle-blower-policy-and-vigil-mechanism.Pdf)	115	18	Tata Power is currently in the process of evaluating the pending complaints; Appropriate action will be taken in due course of time.	85	Nil	Tata Power is currently in the process of evaluating the pending complaints; Appropriate action will be taken in due course of time.
Customers	tatapower.com/pdf/aboutus/whistle-blower-policy-and-vigil-mechanism.Pdf	67	Nil		13	Nil	
Value Chain Partners	whistle-blower-policy-and-vigil-mechanism.Pdf	28	19		28	Nil	
Other (including contract workers, anonymous, trainees, etc)	whistle-blower-policy-and-vigil-mechanism.Pdf	51	15		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, as per the following format

At Tata Power, Integrated Reporting rests on the sturdy foundation of Materiality Assessment. This is because the issues that are considered 'material' have a significant impact on the Company's operations, stakeholders and the ability to achieve long-term sustainable value. To delve deeper into this crucial aspect, the Company has adopted a fresh materiality assessment approach for the fiscal year 2023, in alignment with the International Integrated Reporting Council (IIRC) framework. By doing so, Tata Power aims to gain a comprehensive insight into the most pertinent concerns that could affect the business in the short, medium and long term. Please refer section on Materiality assessment in Integrated Report FY23 (Page Nos. 59 - 61).

S. 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	Climate Strategy*	Opportunity	Transition to renewables is an opportunity for Tata Power to add value to society by providing Clean and Green Power and achieving its climate target of Net Zero before 2045.		Positive
2	Emissions Management	Risk	Failure to comply with emission norms could lead to negative/inevitable long-term impact on the environment and society, with imposition of levies/ fines/ directions, escalation in costs related to monitoring and reporting.	Well-designed state of art Air Pollution Control Devices (APCD) are in place Effective fugitive emission management Continuous monitoring and reporting	Negative

S. 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)
3	Energy Management	Risk	Higher Auxiliary Power consumption due to lower operational efficiencies	Benchmarking of operations to global standards	Negative
4	Continuous and Affordable Green Power*	Opportunity	Providing Continuous and affordable green power to our customers is an opportunity for Tata Power to enable them to reach their climate commitments		Positive
5	Safeguarding Biodiversity	Risk	Our operations and services have the potential to negatively affect biodiversity and ecosystem services. Impact could be loss of protected species and habitat fragmentation. Such risks could affect our reputation and social license to operate.	We work to proactively manage our impact on biodiversity and strive to protect the ecosystems in which we operate. Biodiversity Risk assessment in key projects Implementation of project with respect to Biodiversity Management Plan and global standard practices	Negative
6	Hazardous and Toxic Waste Management	Risk	Our operations and services result in toxic and hazardous waste which have the potential to negatively affect the environment	Recycling and Disposal of waste as per the regulatory requirements	Negative
7	Water and Effluent Management	Risk	Our operational activities involve processes in which water is an indispensable input. Thus, it is even more important for us to strive to reduce water use and increase reutilisation throughout the value chain.	Increasing efficiency in water usage and exploring less water-intensive technologies Replenish freshwater through rainwater harvesting	Negative
8	Diversity and Inclusion in workplace	Risk	Diversity and Inclusion is a key facet of equal opportunity employer and with the emerging focus on unique skill sets from a diverse workforce, this stands as a Reputational Risk factor	We encourage diversity at workplace to promote the organization's collective experience and skill set with a focus on improving diversity at all levels We provide the right work culture through policies and processes which encourage diversity in workforce.	Negative
9	Socially Responsible Employer	Opportunity	Tata Power has a strong association with being socially responsible and having a focus on employee well-being. We have multi-generation (upto fifth) employees which is a testimony to this.		Positive
10	Employee Retention, Engagement and Talent Development	Risk	Higher employee turnover will lead to lower productivity and loss of tacit knowledge	By establishing a AMP (Aspire, Motivate, Perform) leadership model thereby leading to engaged, agile and future-ready workforce.	Negative
11	Occupational Health and Safety	Risk	Failure to ensure health and safety could result in increased cost of litigation, reduce availability of manpower, reduced employee morale, or even threaten the viability of operations in worst-case scenarios.	Identifying, understanding, controlling and eliminating the risks associated with hazards at workplace Automation and mechanization plan to eliminate high risk manual activities	Negative
12	Labour Management	Risk	Labour issues like strikes, etc. can lead to operational disruptions	Ensuring labour compliances as per the regulatory requirements along with global standards like ILO.	Negative
13	Human Rights	Risk	Human right violations can lead to reputational damage	Human rights Assessment for operations along with SA 8000 certifications	Negative
14	Building Sustainable Communities	Risk	Community engagement is vital for social license to operate for our operations	Robust CSR engagement with communities on the 4 pillars of Education, Entrepreneurship, Employability and Employment	Negative
15	Customer Relationship Management	Risk	Poor quality of services and products can lead to loss of customers	Multiple channels to interface with our customers for constant feedback. Continuous evaluation and improvement undertaken	Negative

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S. 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)
16	Digitalisation and Cybersecurity	Risk	Access to sensitive data by miscreants and loss of data integrity	Strong information security architecture and rigour of implementation with access points exercised.	Negative
17	Risk Management and BCDMP (Business Continuity and Disaster Management Plan)	Risk	Loss of revenue due to interruption of operation	BCDMP plan in place and mock exercises carried out periodically to ensure preparedness	Negative
18	New Business Opportunities*	Opportunity	Opportunity to expand the customer base through new business services like Solar rooftop , Solar pumps, EV Charging, etc.		Positive
19	Innovation and Collaborations	Opportunity	Opportunity to adopt state of art new technologies like Cabon, Capture, Utilization and Storage (CCUS) Green Hydrogen, Small Module Reactors (SMR) etc.		Positive
20	Responsible Supply Chain*	Risk	Reputational and business continuity risk due to lapses in supply chain	Responsible Supply Chain Management Policy and ESG framework for supply chain screening Training with supply chain partners	Negative
21	Creating Economic Value	Opportunity	Our business is powered by the continued trust that our investors place in us. We consider it our fiduciary duty to deliver on their expectations, and we achieve this through operational excellence, continued strengthening of our balance sheet, and efficient capital allocation that supports capex projects and new business ventures.		Positive
22	ESG Governance	Opportunity	Strong ESG focus is reflected in transformation journey of Tata Power. Improved ESG performance by third party ratings.		Positive
23	Ethical Business Conduct	Risk	Reputational damage leading to loss of partners and customers	TCoC, which every employee signs at the time of joining the Company, serves as a moral guide and a governing framework for responsible corporate citizenship. Customers and suppliers are made aware of the TCoC principles in contract discussions, and through inclusion of specific clauses in proposals and contracts.	Negative
24	Regulatory Compliance and Landscape	Risk	Changing regulatory regime can have business disruptions	Policy advocacy with regulators and policy makers	Negative
25	Transparency and Accountability	Risk	Strategic misalignment and loss of trust with stakeholders.	Regular and open dialogue with all stakeholders Improved disclosures for increased transparency	Negative

*Emerging Issues Identified

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:

Tata Power has a robust sustainability governance framework that serves as a guidance for endorsing, executing and overseeing sustainability-aligned decisions and actions. The Board-level Corporate Social Responsibility and Sustainability Committee provides strategic guidance, while the Apex Leadership Team ensures effective implementation with tangible results.



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.tatapower.com/corporate/policies.aspx								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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 your entity and mapped to each principle.	Tata Power's policies are firmly rooted in the principles of the National Guidelines for Responsible Business Conduct (NGRBC's), which align with internationally recognized standards such as ISO 9000, 14000 and 45001, UNGC principles, ILO principles and United Nations Sustainable Development Goals (SDGs). To measure and report its sustainability performance, Tata Power follows the Global Reporting Initiative (GRI) standards, which are widely regarded as the gold standard for sustainability reporting. In addition, Tata Power is committed to tackling climate change and water-related issues and reports to the Carbon Disclosure Project (CDP) on these critical issues. The Company has also committed to the Science Based Targets initiative (SBTi), which provides a framework for companies to set science-based targets to reduce their greenhouse gas emissions in line with the goals of the Paris Agreement								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Please refer 'Embedding ESG factors in business' section on Page No. 37 of the Integrated Annual Report FY23								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Please refer 'Strategy' section on Page No. 48 of the Integrated Annual Report FY23								

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Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9									
Governance, leadership and oversight																		
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)	Please refer to 'Message from the CEO & MD' on Page No.12 of the Integrated Annual Report FY23																	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Dr. Praveer Sinha, CEO & Managing Director (DIN: 01785164)																	
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.	Corporate Social Responsibility and Sustainability Committee. For the composition of the Corporate Social Responsibility and Sustainability Committee, please refer to Page No. 207 of the Integrated Annual Report FY23																	
10. Details of Review of NGRBCs by the Company:*																		
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency **								
	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	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	A	A	A	A	A	A	Q	A
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	A	A	A	A	A	A	Q	A
										P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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. ***	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

* Reviews are conducted periodically, however, specific issues on NGRBCs are also addressed on a need-to-need basis.

** A – Annually, Q – Quarterly, Y - Yes and N - No

***The policies and performance of its working are part of the Tata Business Excellence Model (TBEM) assessments of Tata Power. Any opportunities for improvement are addressed through the implementation of the TBEM action plan.

12. **If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:** Not Applicable since the policies of the Company cover all Principles on NGRBCs.

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:

Tata Power is guided by the principles of the TCoC and TBEM. The Company requires its employees to be aware of the TCoC and conduct themselves in line with the principles outlined therein. There are regular training sessions for new inductees and annual online certification/re-certification on the learning platform which are required to be completed to ensure thorough dissemination of what is considered ethical conduct and the repercussions of non-adherence.

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	10	During the year, the Board engaged in various updates pertaining to business, regulatory, safety, ESG matters, etc. These topics provided insights on the said Principles.	100
Key Managerial Personnel	10	During the year, the Board engaged in various updates pertaining to business, regulatory, safety, ESG matters, etc. These topics provided insights on the said Principles.	100
Employees other than BoD and KMPs	5	Employee Trainings/Benefits, Stakeholder Complaints/ Grievance Redressal, Penalties, Conflicts of Interest and Industry Associations Environment (Energy, Water, Waste, Life Cycle Assessment), EPR, Sustainable Procurement and Local Sourcing, Safety Performance, Rehabilitation Social Impact Assessment, Cyber Security, Product Information	100
Workers	-	-	-

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 (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

For FY23, there were no cases pending pertaining to unfair trade practices, irresponsible advertising and/or anti-competitive behavior. Additionally, there were no cases of corruption, with reference to the employees or the business partners.

		Monetary		
NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine Settlement Compounding fee				
There were no cases during the year where monetary or non-monetary action has been appealed under the Companies Act, 2013 and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended.				
		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				
There were no cases during the year where monetary or non-monetary action has been appealed under the Companies Act, 2013 and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended.				

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, since there were no cases during the year where monetary or non-monetary action has been appealed under the Companies Act, 2013 and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended.	

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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.**

In the TCoC, clause 10, section D: Our Employees, the guidance on Bribery and Corruption is outlined as: We strictly prohibit our employees, agents and intermediaries from engaging in any illegal or inappropriate payments or benefits, either directly or indirectly, that may be perceived as an attempt to gain undue advantages for our business operations. It is crucial to note that any violation of anti-bribery, anti-corruption, anti-competition, data privacy laws, etc. can lead to severe financial penalties and irreparable damage to the Company's reputation. The policy is available at the Company's website at <https://www.tatapower.com/pdf/aboutus/Tata-Code-of-Conduct.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:**

	FY 23	FY 22
Directors	No Directors/KMPs/employees/workers were involved in bribery/corruption both, in FY23 and FY22. Hence, no action was taken by any law enforcement agency.	
KMPs		
Employees		
Workers		

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

Details of complaints with regard to conflict of interest	FY 23		FY 22	
	Number	Remark	Number	Remark
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 conflicts of interest.**

Not applicable, since no fines, penalties or actions were imposed by regulatory, law enforcement or judicial authorities on cases related to corruption and conflicts of interest. The Company has established policies, processes, systems and monitoring mechanisms to ensure compliance, which are regularly reviewed and updated with global best practices. The implementation of these policies is ensured through regular training, communication and awareness-building sessions.

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	% of value chain partners covered (by value of business done with such partners) under awareness programmes
Ethics Week Mail Communication on TCOC	Training on Anti-corruption Policies and Procedures	8630 Nos. – Suppliers / Service BA's

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 :**

Yes, Chairmanship of the Board is a non-executive position and separate from that of the Chief Executive Officer and Managing Director. The Code of Conduct for Non-Executive Directors and for Independent Directors carries explicit clauses covering avoidance of conflict of interest. Likewise, there are explicit clauses in the TCoC prohibiting any employee - including the Managing Director (MD) and Executive Directors (EDs) - from accepting any position of responsibility, with or without remuneration, with any other organization without the Company's prior written approval. For MD and EDs, such approval must be obtained from the Board. Additionally, the Company is obtaining disclosures from the Directors on their appointment disclosing their nature of interests in other Companies.

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**

	FY23	FY22	Details of improvements in environmental and social impacts
R&D	₹ 17.06 crore	₹ 13.72 crore	This represents the total R&D expense incurred by the Company which also includes investments in specific technologies to improve the Environmental and Social Impacts
Capex	44%	63%	Capex represents spend on clean and green business

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

Yes, Tata Power has procedures in place for sustainable sourcing.

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

100% of the non-fuel inputs are sourced sustainably.

Tata Power has policies and robust process to ensure sustainable sourcing from Business Associates. Our Responsible Supply Chain Management Policy (RSCM) governs all our engagements with our Business Associates. We also evaluate Business Associates commitment to our RSCM policy during selection/ award of any material contracts. The Business Associates share same commitment as enunciated in Tata Power Corporate Environment policy, Energy Conservation and Corporate Sustainability Policy. The terms and conditions of business are structured and uniform across divisions to ensure business process standardization and governance.

Tata Power has introduced ESG framework to promote sustainability in the business network and to align Business Associates with Tata Power's vision and aspirations on ESG Goals. We have prepared Framework for Business Associates, covering key aspects/ requirements on Environment, Social and Governance. This Framework is part of Tender Documents. Business Associates are required to submit response for compliance screening Questionnaires along with tender bids.

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.**

Tata Power believes in going beyond compliance and has taken numerous steps to improve waste management practices across its operations. All businesses are optimized to minimize

waste generation through evaluation of various options of resources, technologies and processes. These processes are also continuously reviewed and improvement initiatives are suitably undertaken and monitored for effectiveness. There are policies in place to ensure effective waste management including:

<https://www.tatapower.com/pdf/aboutus/ash-policy.pdf>

<https://www.tatapower.com/pdf/aboutus/e-waste-mgmt-policy.pdf>

The major waste for Tata Power is the Fly Ash generated from thermal power stations. This is redirected towards construction (Ready Mix Concrete as per Fly Ash Notification) and Quarry filling as per State Pollution Control Board's No Objection Certificate. Tata Power's endeavour is to utilize the bottom ash as well in line with Ministry of Environment, Forest and Climate Change. For the renewable operations, Tata Power conducted a study on end-of-life considerations for photovoltaic solar panels. The study portrays future projections with respect to PV panel waste quantum, disposal problems and how to address them through technology and advocacy. Please refer Page No. 120 of the Integrated Annual Report FY23.

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 Tata Power's activities. However, waste management plan of the Company considers the evolving regulations both, from a waste minimization and recycling/reuse perspective.

Business Responsibility and Sustainability Report

Leadership Indicators

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

NIC Code	Name of Product/Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
3510 (35105)	Manufacturing of solar panels	-	Cradle to Grave	Yes	No

Tata Power has also conducted a study on end-of-life considerations for Solar PV panels in preparedness for dealing with future waste streams.

2. **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.**

Solar PV panels waste is generated due from products/services like Utility scale projects, Solar Rooftop and Solar pumps.

Name of Product / Service	Description of the risk / concern	Action Taken
Solar PV panels	Contamination due to landfilling of unrecyclable / unrecoverable material from end of life PV panels.	Secured landfilling of end of life PV panels is done to avoid any contamination

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

Nil. We are primary manufacturer of PV panels.

Indicated Input Material	Recycled or re-used input material to the total material	
	FY23	FY22
Not Applicable		

4. **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:**

	FY23			FY22		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (Including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous Waste	NA	NA	NA	NA	NA	NA
Other Waste	NA	NA	NA	NA	NA	NA

5. **Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

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										
	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities		
	Total (A)	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	19,760	19,760	100	19,760	100	NA	NA	19,760	100	19,760	100
Female	1,901	1,901	100	1,901	100	1,901	100	NA	NA	1,901	100
Total	21,661	21,661	100	21,661	100	1,901	100	19,760	100	21,661	100
Other than Permanent employees											
Male	1,231	1,231	100	1,231	100	NA	NA	1,231	100	1,231	100
Female	133	133	100	133	100	133	100	NA	NA	133	100
Total	1,364	1,364	100	1,364	100	133	100	1,231	100	1,364	100

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

Category	% of workers covered by										
	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities		
	Total (A)	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

The Company ensures that all statutory benefits are extended to contract workforce.

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

Benefits	FY23			FY22		
	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	96	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	4	100	Y	100	100	Y
Others – Pensioner	4	NA	NA	NA	NA	NA

The Company ensures that all statutory benefits are extended to contract workforce.

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, the Company strongly acknowledges the immense benefits of having a diverse workforce. It's our unwavering commitment to providing every employee with equal employment opportunities and fostering an inclusive work environment where everyone is treated with the utmost respect and dignity. As a proactive measure, the Company strives to build a workforce that includes individuals with benchmark disabilities, taking into account their qualifications, merits, and applicable regulations. Tata power has an affirmative policy which 'believes equal opportunity in employment for all sections of society'. Inclusive infrastructure facilities available at our premises includes Ramp for mobility impaired person with disability along with instructions in braille for visually challenged.

Business Responsibility and Sustainability Report

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.

Tata Power has an affirmative policy which 'believes equal opportunity in employment for all sections of society'.

<https://www.tatapower.com/pdf/aboutus/affirmative-action-policy.pdf>

In line with Tata Power's philosophy of holistic and inclusive development, TPCDT, partnered with the Center for Autism and other Disabilities Rehabilitation Research and Education (CADRRE) to launch 'PAY AUTENTION - A different mind is a gifted mind', India's first bridgital Autism support network:

<https://www.tatapower.com/sustainability/social-capital/pay-autention.aspx>

<https://www.tatapower.com/pdf/aboutus/Tata-Code-of-Conduct.pdf>

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	99.65	100	There are no permanent workers in the Company	
Female	74.63	100		
Total	94.89	100		

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.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, the Company has multiple mechanisms to redress grievances such as Suraksha (safety), TCoC (ethics) and Connect to Solve (HR and admin) platforms on Sangam, an internal portal. Any employee or worker can raise a concern/ grievance under the Tata Code of Conduct/ Whistle blower policy. The concern can be raised through the various channels such as email, ethics concern box, or through third party ethics helpline maintained by Deloitte. All concerns are investigated by a team of investigators and appropriate action is taken. The details for raising grievances are as follows: Toll-free Number - 0008001004382/8277, Website: www.tip-offs.com , Email ID: tatapower@ethics-line.com
Other than Permanent Worker	
Permanent Employees	
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or Unions recognised 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)
Total Permanent Employees						
Male	19,760	10,622	53.76	18,009	9,911	55.03
Female	1,901	559	29.41	1,486	401	26.99
Total Permanent Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-

8. Details of training given to employees and workers:

	FY23					FY22*				
	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)
Employees										
Male	20,991	13,567	64.63	11,666	55.58	4,437	3,286	74.06	3,583	80.75
Female	2,034	1,191	58.55	1,404	69.03	538	443	82.34	481	89.41
Total	23,025	14,758	64.10	13,070	56.76	4,975	3,729	74.95	4,064	81.69
Workers										
Male	47,016	43,833	93.23	710	1.51	-	-	-	-	-
Female	1,428	404	28.29	88	6.16	-	-	-	-	-
Total	48,444	44,237	91.32	798	1.64	-	-	-	-	-

* FY22 Includes Tata Power, Mundra, TPTCL, IEL, MPL, TPREL, TPRMG, PTL, TPCDT, TPSSL, TPADL, WREL, TERPL, TPIPL and FENR.

All the employees have access to relevant learning and development opportunities. The Company has a robust e-learning platform which is coupled with other online and offline interventions. The learning needs are identified by a combination of self, manager and department head and classified under functional, behavioral and organizational needs.

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

	FY23			FY22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	20,991	20,991	100	19,884	19,884	100
Female	2,034	2,034	100	1,752	1,752	100
Total	23,025	23,025	100	21,636	21,636	100
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

All the employees undergo Performance and Career Development Reviews. The Company has a robust IT tool to conduct the same. Discussions are carried out periodically and feedback for development is provided. Performance review of workers are determined on the basis of Productivity Linked Performance Based Contract (PLPBC).

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, safety is a core value over which no business objective can have a higher priority and this core value is implemented at all divisions across all clusters and in the entire organization. Tata Power Safety Management Framework covers all the business activities and the same are aligned with the Tata Group Health and Safety Management System as well as ISO 45001:2018 requirements. The coverage is 100% and includes all employees and workers.

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

We follow our Hazard Identification and Risk Assessment and Job Safety analysis procedure to identify work related hazards. Tata Power Safety Management System (TPSMS) comprises safety processes for identifying Work related hazards and assess risks on routine and non-routine basis. Safety processes followed by the Company are as follows:

- Safety Leadership and accountability with Occupational Health & Safety (OH&S) Objective Planning
- Hazard Identification Risk Assessment and Risk Management
- Design, Construction, Operational planning and control

- People Competency Behaviours
- Communication, Consultation and Participation
- Observation Incident Nonconformity reporting, Investigation and Learning
- Change Management Process
- Contractor Safety Management
- Measurement, monitoring and review
- Fire Detection Protection System Management

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

Yes, the Company has an established Hazard Identification and Risk Assessment (HIRA) process for both routine and non-routine jobs and routinely provides HIRA and Job Safety Assessment (JSA) trainings to operation, maintenance and service engineers. The process of incident reporting and investigation is digitalized through the SAP-EHSM platform and through the Suraksha mobile application.

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

Yes, all the sites have access to non-occupational medical and healthcare services either on-site or through tie-ups with reputed medical entities in close proximity. In addition, personnel are being trained to respond appropriately to medical emergencies on-site.

Business Responsibility and Sustainability Report

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	Nil	Nil
	Workers	0.11	0.15
Total recordable work-related injuries*	Employees	Nil	Nil
	Workers	21	13
No. of fatalities	Employees	Nil	Nil
	Workers	1	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	10	8

* This includes all the recordable injuries including fatalities and high consequence work-related injuries

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

Corrective Action Preventive Actions (CAPA) identified from the incidents of previous year are horizontally deployed to all the divisions. CAPA horizontal deployment is tracked monthly. Behaviour-based safety trainings are in progress. Felt leadership programmes are being conducted. Practise of Step changes/ Safety interventions and observation reporting streamlined

- Hazard identification, Risk Assessment and Management is done in accordance with Hazard Identification and Risk Assessment (HIRA) Procedure and Job Safety Analysis (JSA) Procedure.
- Hierarchy of controls is followed for application of risk control measures, Control Plans commensurate to risk are deployed before execution of job. No job is executed until risks are brought to acceptable range.
- Safety Committees are in place at various levels to review the adequacy of resources for safety and to provide support for safety management system deployment.
- Deployment of Safe and Healthy system of work is assured through periodic safety audits and inspections across sites.

13. 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
Working Conditions	Nil	Nil	Nil	Nil	Nil	
Health and Safety	1,89,813	3,416	There are no complaints, just observations that are done proactively, so that they can be closed timely	1,79,244	18,642	There are no complaints, just observations that are done proactively, so that they can be closed timely

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working Conditions	100

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.

Corrective Action Preventive Actions (CAPA) identified from the incidents of previous year and horizontally allocated to all the divisions. Deployment tracked monthly. Behaviour-Based Safety training and competency assessment done.

- All safety related accidents are being investigated and learnings from investigation reports are shared across organization for deployment of corrective actions to stop recurrence of such incidents. Effectiveness of Corrective actions deployment being checked during safety Audits.
- Significant risks/concerns arising from assessment of Health and Safety Practices are addressed through elimination of manual job by use of Technology/Digitization, Safety Capability Building, Monitoring and supervision, etc.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

- Employees (Y/N): Yes, Group Term Life Insurance (GTLI)
- Workers (Y/N): Yes, Group Term Life Insurance (GTLI) and also compensatory package as per Long-term Wage Settlement (LTS) agreement

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

The entity ensures adherence to statutory compliances related to workers such as timely wage payment and Provident fund. In case of non-compliances stringent actions are taken against defaulter business partner.

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ worker		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY23	FY22	FY23	FY22
Employees	Nil	Nil	-	-
Workers	11	9	-	-

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

Tata Power provides transition assistance programs for all the employees during career ending resulting from retirement. However, this practice is not followed for termination cases.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil
Working Conditions	Nil

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

- ISO 45001 /OHSAS 18001 certification is mandatory for all Value chain partners involved with High-Risk jobs execution with organization.
- Ensured 100% Safety Training of Workforce of Service providers by approved Training Institute.
- Periodic safety performance Evaluation of Service providers.
- Safety performance linked incentive schemes for service providers.

Business Responsibility and Sustainability Report

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.

Tata Power recognizes any individual, group or institution that contributes to the Company's value chain as a core stakeholder. Through the Stakeholder Engagement and Materiality Assessment (SEMA) process, we identify our stakeholders, which include customers, suppliers, communities, government regulators, shareholders and employees. However, this process is ongoing and we continuously strive to identify additional stakeholders.

We take a proactive approach to engage with our stakeholders regularly, seeking to understand their perspectives, receive feedback and address any issues that are important to them. Our stakeholder engagement is based on seamless dialogue, empathy and a focus on value creation, which forms the foundation of our engagement approach at Tata Power.

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 & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly / Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities	Yes (Affirmative Action)	CSR initiatives and interventions Community meetings Programmes Impact Assessment survey as well as Perception studies.	Ongoing/Need basis	Positively touching lives of people and thereby enhancing their quality of life and overall wellbeing Capacity Building, local development and livelihoods for the affected persons
Investors (other than Shareholders)	No	Scheduled investor meets Quarterly results call Participation in events/ platforms organised by investors	Quarterly, Need basis	Shareholder support and feedback on operations provides continuous guidance for the management and governance
Shareholders	No	Annual General Meeting Disclosure tools, including Annual Reports, Sustainability Reports and Investor Presentations Email Complaints and grievance management	Annual, Need basis	Keeping communications channels open with analysts and investor community and helps to connect them with management Tata Power's Operational and Financial Performance
Employees and workers	No	Intranet and in-house newsletters Management-employee Town Hall meets Annual employee surveys Performance dialogue and appraisals Employee Feedback programme	Regular	Employees help meet business goals with their collective knowledge and experience, by initiating best-in-class people practices Benefits, culture and grievances Capacity building and career progression Human Rights aspects related to employee wellbeing
Customers	No	Customer satisfaction surveys Formal and informal feedback Forum for quick customer query resolution Email, SMS, advertisement, website, social media	Regular	Understanding of their needs helps in determining product and services quality and pricing. Product innovation development is guided by customer requirements Reduction in environmental and social impacts of products to help customers meet their Sustainability Goals
Value Chain Partners (Suppliers and Vendors)	No	Regular supplier / vendor meets On-site quality audits of suppliers Vendor due diligence and pre-qualification meetings Tracking of suggestions from O&M Partners for possible implementation Contract revision and negotiation meetings Email	Annual, Periodic	Critical to ensure operational efficiency through timely supplies and logistical efficiency Vital to our goals of sustainability and responsible sourcing Safety of workers and workplace
Regulatory Authorities	No	Scheduled meetings Regular liaisoning Industry forums	Regular	Regular engagement, communications and advocacy with regulatory authorities Strict compliance with rules and regulations-tracking compliance

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.

We believe that consultation with our stakeholders is an ongoing process, and our leadership takes the lead by engaging with them regularly across various platforms. Additionally, we have established a Corporate Social Responsibility and Sustainability Committee at the Board level that reviews progress quarterly. Moreover, we provide shareholders with the opportunity to interact with all board members on an annual basis during Annual General Meeting. This enables us to keep a constant pulse on the needs and concerns of our stakeholders and ensures that we remain accountable to them.

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.

Yes, there have been many instances in which Company has inculcated these feedbacks into planning. One of the inputs received from communities had been increased avenues for livelihood and led to the genesis of 'Anokha Dhaaga'.

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

The Company identifies the disadvantaged, vulnerable and marginalised stakeholders on an ongoing basis. Any new proposed project or expansion is mapped by engaging the stakeholder proactively, specifically via Corporate Social Responsibility activities.

In a unique social innovation initiative, Tata Power has roped in women representatives from the community and empowered them for community initiatives. These 'Abhas' or 'Abha Shaktis' are trained under the skilling programs run to become social change agents. The women have been provided with livelihood skills through digital tech and knowledge of power Discoms' consumer-centric operation viz. Meter reading, Billing and Collection (MBC) activities enabling them to become self-employed.

Tata Power has also developed a unique Corporate Social Responsibility program to bridge the gap between individuals and government entitlements cum schemes which are supposed to benefit them under the aegis of Adhikaar. The

program focusses on linkage of beneficiaries with various Government schemes for all categories of population - children, youth, women, men, aged, destitute, widows, etc.

Tata Power Skill Development Institute (TPSDI) was developed to address the concerns of 'Increased infrastructure for training community members' for vulnerable / marginalized stakeholder groups.

TPSDI is an endeavour from the Company to empower youth and others with employable skills, especially in the Power and allied sectors and to address the skill gap challenge faced by the Indian Power Sector. TPSDI provides modular training and certification across a wide range of employable skills.

TPSDI has set up six training hubs in three locations in the country leveraging the facilities of Tata Power and its JV/ Subsidiaries:

- Shahad - Mumbai, Maharashtra
- Trombay - Mumbai, Maharashtra
- Vidyavihar - Mumbai, Maharashtra
- Maithon - Dhanbad, Jharkhand
- Mundra - Kutch, Gujarat
- Jojobera - Jamshedpur, Jharkhand

TPSDI also runs programs in collaboration with Tata Power Delhi Distribution Limited and The Centre for Power Efficiency in Distribution (CENPEID), Delhi. The Institute's unique training approach is designed for delivering skills with speed, scale and standards.

The employability centric courses range from 2 to 12 weeks in duration and follow the TPSDI Competency Framework, which is congruous with the National Skill Quality Framework (NSQF). The TPSDI Competency Framework allows participants to swiftly pick up readily deployable skills and continue upgrading their skills after convenient intervals over a period of time.

Training at TPSDI ensures holistic development of trainees. In addition to technical skills, training at TPSDI also focuses on other dimensions of skill building, such as - numerical ability, science, basic IT, industry orientation, communication, soft skills and personality development, and work ethics and places special emphasis on Safety, Health and Environment (SHE) considering the sector's specific need. The training consists both, knowledge and hands-on skills.

TPSDI consciously works towards providing greater access to its courses to the members of disadvantaged sections of the society and those in the Below Poverty Line category.

Business Responsibility and Sustainability 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:

	FY23			FY22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	21,661	3,771	17.41	4,424	1,985	44.87
Other than permanent	1,364	196	14.37	551	14	2.54
Total Employees	23,025	3,967	17.23	4,975	1,999	40.18
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

* FY22 Includes Tata Power, TPTCL, IEL, MPL, TPREL & its subsidiaries, TPRMG, PTL, TPCDT, TPADL, TERPL, TPIPL and FENR.

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)
Employees										
Permanent										
Male	19,760	Nil	NA	19,760	100	18,009	Nil	NA	18,009	100
Female	1,901	Nil	NA	1,901	100	1,486	Nil	NA	1,486	100
Other than Permanent										
Male	1,231	Nil	NA	1,231	100	1,875	Nil	NA	1,875	100
Female	133	Nil	NA	133	100	266	Nil	NA	266	100
Workers										
Permanent										
Male	Nil	Nil	NA	Nil	NA	Nil	Nil	NA	Nil	NA
Female	Nil	Nil	NA	Nil	NA	Nil	Nil	NA	Nil	NA
Other than Permanent										
Male	47,016	17,070	36.31	29,946	63.69	43,408	Nil	NA	43,408	100
Female	1,428	373	26.12	1,055	73.88	903	Nil	NA	903	100

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)**	1	9,20,75,442	Nil	-
Key Managerial Personnel	2	2,38,72,206	Nil	-
Employees other than BoD and KMP	3,062	11,78,372	526	7,36,073
Workers	1,212	12,43,676	10	16,67,377

* Includes Tata Power, TPTCL, IEL, MPL, TPREL & its subsidiaries, TPRMG, PTL, TPCDT, TPADL, TERPL, TPIPL and FENR.

** BoD represents data for CEO and Managing Director only since rest of the BoD consists 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):**

Human rights is the basic tenet at Tata Power and is guided by Human Rights Policy. Focal points of contacts are: Dr. Praveer Sinha - CEO & Managing Director and Mr. Himlal Tewari - CHRO & Chief - CSR and Sustainability.

Yes, the Ethics team and the Human Resources team are responsible for addressing human rights impacts or issues caused or contributed to by the business.

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

The Human Rights Policy elaborates on the grievance mechanism. The policy is available at the Company's website at: - <https://www.tatapower.com/pdf/sustainability/human-rights-policy.pdf>

The Company has adopted TCoC which categorically states that 'We do not employ children at our workplaces, We do not use forced labour in any form, We do not confiscate personal documents of our employees, or force them to make any payment to us or to anyone else in order to secure employment with us, or to work with us.' There are various channels available to raise concerns and for redressal of the same. Also, concerns can be raised through our Whistle Blower Policy. An independent third party ethics helpline maintained by Deloitte, has also been provided for raising concerns. The details for raising grievances are as follows: Toll-free Number - 0008001004382/8277, Website: www.tip-offs.com, Email ID: tatapower@ethics-line.com

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	3	Nil	-	3	Nil	-
Discrimination at workplace	5	Nil	This includes concerns raised in relation to PMS rating, promotion not received, employee ward not assessed properly in exam.	4	Nil	This includes concerns raised in relation to PMS rating, promotion not received.
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

*This represents data for Tata Power standalone only.

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

The TCoC underscores that any form of retaliation against individuals reporting legitimate concerns will not be tolerated. Those who engage in targeting such individuals will be subject to disciplinary action. If a complainant suspects that they or someone they know has been subjected to retaliation for raising a concern or reporting a case, the Company strongly encourages them to contact the line manager, the company's Ethics Counsellor, the Human Resources department, the MD/CEO or the office of the group's Chief Ethics Officer without delay.

The Company has zero tolerance for sexual harassment at the workplace and has adopted a comprehensive policy on preventing, prohibiting and redressing sexual harassment of women in the workplace. We have established an Internal Committee (IC) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Members of the IC are responsible for conducting inquiries related to such complaints. Throughout the process, the IC will safeguard the identities of all parties involved, as well as the contents of complaints and inquiry proceedings.

Please refer TCoC at <https://www.tatapower.com/pdf/aboutus/Tata-Code-of-Conduct.pdf>

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

Yes, Human Rights forms part of the business agreements:

1. Onboarding/ selection - Applicable certificates, Labour Laws compliance including statutory requirements such as child labour, forced and compulsory labour are asked during on-boarding of suppliers
2. TCoC is accepted by the vendors and signed as a part of the contract

Business Responsibility and Sustainability Report

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	All Offices - 100% (Statutory Authorities)
Forced/involuntary labour	-
Sexual harassment	-
Discrimination at workplace	-
Wages	All Offices - 100% (Statutory Authorities)
Others – please specify	-

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

Types of Human rights violations	Number of plants and offices assessed for Human Rights Violations	Assessed By	Corrective actions taken
Wages	All offices	Statutory Authorities	NA
Child labour	All offices	Statutory Authorities	NA

Leadership Indicators

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

The Company is of the belief that it has upheld the basic principles of human rights in all its dealings. The Company regularly creates awareness among its employees on the Code of Conduct through various training programmes.

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

Human Rights due-diligence will be completed for Tata Power in the FY24. Scope and Coverage will include Tata Power's Standalone entities.

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?

The registered office of the Company has ramps for easy movement of differently abled visitors. However, power generation stations and site offices are being made fully equipped as per the requirements of differently abled persons. Planned steps are being taken to create the infrastructure support for Persons with Disabilities in other offices.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Nil
Discrimination at workplace	Nil
Child Labour	Nil
Forced Labour/Involuntary Labour	Nil
Wages	Nil
Others – please specify	Nil

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	FY 23	FY 22
Total electricity consumption (A) (GJ)	2,20,881	1,23,319
Total fuel consumption (B) (GJ)	40,87,27,250	27,79,48,920
Energy consumption through other sources (C) (GJ)	-	-
Total energy consumption (A+B+C)	40,89,48,131	27,80,72,239
Energy intensity per rupee of turnover (Total energy consumption/ turnover in crore rupees)	7,298.34	6,531.20

Note: Data verification is carried out through 3rd party assurance each year for Integrated Report. For FY23 and FY22, the assurance on Integrated Report has been carried out by Deloitte Haskins & Sells LLP.

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? (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.**

Yes, all thermal operating divisions of Tata Power were part of PAT cycle II (2016-17 to 2018-19) notified on March 31, 2016 and aims to achieve an overall energy consumption reduction of 8.869 Millions of tonnes of oil equivalent (Mtoe). PAT cycle II Target details along with action plan is as outlined below. New targets will be taken in alignment with PAT cycle VII which is awaited in FY24.

Divisions	PAT Cycle II Notified Target (Kcal/kwh)	Achieved (Kcal/kwh)	Remedial Action in case target not achieved
Mundra	2,256	2,257	Unit 30 and 50 HP Heaters replacement along with installation of Variable Frequency Drive in Condensate Extraction pump variable was planned and commissioned.
Maithon	2,460	2,445	Better than Notified Target
Trombay (Coal, Oil and Gas)	2,652	2,566	Better than Notified Target
Trombay (Gas)	2,006	2,047	This was not achieved due to lower Plant load factor in view of low APM gas availability. This has been taken up with BEE, however it was not considered for normalization.
Jojobera	2,839	2,836	Better than Notified Target

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

Parameter	FY23	FY22
Water Withdrawal by source (in Million Litres)		
(i) Surface water	12,86,842	13,17,592
(ii) Groundwater	66	271
(iii) Third party water	14,768	13,065
(iv) Seawater / desalinated water	32,65,808	28,58,396
(v) Others	Nil	Nil
Total volume of water withdrawal (i + ii + iii + iv + v)	45,67,484	41,89,324
Total volume of fresh water consumption (Million Litres)	69,735	64,721
Water intensity per rupee of turnover (Water consumed litres / rupee turnover)	0.12	0.15

Note: Data verification is carried out through 3rd party assurance each year for Integrated Report. For FY23 & FY22, the assurance on Integrated Report has been carried out by Deloitte Haskins & Sells LLP.

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

The Company's major thermal power plants has Zero-Liquid Discharge (ZLD) wherein the waste water is treated and reused. This includes Maithon, Jojobera and Waste Heat Recovery units. Coastal power plants like Trombay and Mundra use sea water of cooling purposes. The quality of effluent discharge where applicable is ensured as per regulatory requirements.

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

Parameter (Air Emissions)	Please specify unit	FY23	FY22
NOx	Tonnes	56,218	72,784
SOx		1,10,962	1,33,209
Particulate matter (PM)		5,603	6,904
Persistent Organic Pollutants (POP)		NA	NA
Volatile Organic Compounds (VOC)		NA	NA
Hazardous Air Pollutants (HAP)		NA	NA
Others		NA	NA

Note: Data verification is carried out through 3rd party assurance each year for Integrated Report. For FY23 and FY22, the assurance on Integrated Report has been carried out by Deloitte Haskins & Sells LLP.

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

Parameter	Units	FY23	FY22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Million Metric tonnes of CO ₂ equivalent	28.312	27.330
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Million Metric tonnes of CO ₂ equivalent	0.475	0.285
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent / Rupees of turnover	5.137 x 10 ⁽⁻⁵⁾	6.486 x 10 ⁽⁻⁵⁾

Note: Data verification is carried out through 3rd party assurance each year for Integrated Report. For FY23 and FY22, the assurance on Integrated Report has been carried out by Deloitte Haskins & Sells LLP.

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

Tata Power is committed to climate action and to create a positive impact for the community and environment in which it operates. The Company is India's first power utility to publicly pledge to Net Zero before 2045. In line with the aspirations, Tata Power has committed to SBTi to provide the pathway to develop integrated solutions for becoming carbon neutral. This includes phasing out coal-based power plants and ramping up renewables and other forms of clean energy, investments in improvement measures and operational efficiency technology for Station Heat Rate and Auxiliary Power Consumption to reduce GHG emissions. Please refer to the key collaborations section on Page No. 99 of the Integrated Report FY23.

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

Parameter	FY 23	FY 22
Total Waste generated (in metric tonnes)		
Other Hazardous waste (Includes Waste residue containing oil, Used Oil, Contaminated cotton rags or other cleaning materials, Discarded containers drums/barrels, COG & BFG Tar, Insulation Materials/Asbestos Gaskets, Lube Oil & Oil Sludge, Asbestos-containing residues)	350	1,095
Other Non-hazardous waste generated (Includes Fly, Bottom and Pond Ash, E- waste, Energy Meters, Batteries (Lead Acid/dry/Alkaline), Plastic waste, Ferrous and Non Ferrous Scrap, Biodegradable and Non-Biodegradable Waste, Bio-medical Waste)	59,63,380	60,50,898
Total	59,63,730	60,51,993
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	59,63,730	60,51,993
Total	59,63,730	60,51,993
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	59,63,730	60,51,993
Total	59,63,730	60,51,993

Note: Data verification is carried out through 3rd party assurance each year for Integrated Report. For FY23 & FY22, the assurance on Integrated Report has been carried out by Deloitte Haskins & Sells LLP.

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**

Tata Power has robust waste management practices and aims to be Zero Waste to Landfill before 2030. The major waste stream at Tata Power by volume includes ash (fly ash + bottom ash). Tata Power has also conducted a study on end-of-life considerations for Solar PV panels in preparedness for dealing with future waste streams. 100% of the hazardous and toxic waste is treated/discarded as per the regulatory rules. For further details, please refer Waste Management section on Page No. 120 of the Integrated Report FY23.

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	Hydro Power Plants like Bhira, Bhivpuri and Khopoli are in the region of northern western ghats which is one of the major biodiversity hotspots in the world	Conventional Generation	These hydro plants have been in operation for over 100 years. Tata Power has taken up afforestation program in the catchment area by planting species which are native to this area. Company also took up conservation breeding program for endangered species Deccan Mahseer (Tor khudree). This program helped to increase population of the species and brought the fish from IUCN red list of endangered species to the least concern category.
2	Trombay and Mundra – Thermal plants	Conventional Generation	These coastal power plants require approval under Coastal Regulation Zone Notification and approval for the same has been received. Compliance conditions are being complied with.
3	Mundra Thermal Plant	Conventional Generation	Forest Diversion under Forest (Conservation) Act 1980 has been obtained the conditions are being complied with.
4	Transmission Projects	Transmission and Distribution	Transmission projects including laying of Transmission towers and lines along with replacement of exiting towers and lines. Relevant approvals under CRZ and FCA are undertaken, if applicable and conditions of the same are complied with.

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
Nil					

Tata Power has been incrementally adding capacity to Clean and Green Portfolio. These projects do not come under EIA notification 2006 requirements.

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). 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
Nil				

Yes, the Company is 100% compliant with the applicable environmental law/ regulations/ guidelines in India.

Business Responsibility and Sustainability Report

Leadership Indicators

1. Provide the following details related to water discharged:

Parameter	FY23	FY22
Water discharge by destination and level of treatment (in Million litres)		
(i) To Surface water		
- No treatment	Nil	Nil
- With treatment	Nil	Nil
(ii) To Groundwater		
- No treatment	Nil	Nil
- With treatment	Nil	Nil
(iii) To Seawater		
- No treatment	Nil	Nil
- With treatment	30,71,107	26,95,579
(iv) Sent to third-parties		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in Million litres)	30,71,107	26,95,579

Note: Data verification is carried out through 3rd party assurance each year for Integrated Report. For FY23 and FY22, the assurance on Integrated Report has been carried out by Deloitte Haskins & Sells LLP.

2. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility / plant located in areas of water stress, provide the following information:

- Name of the area - Specific projects in Rajasthan, Gujarat, Karnataka, Maharashtra, Tamil Nadu
- Nature of operations – Solar Generation

3. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY23	FY22
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Million Metric tonnes of CO ₂ equivalent	10.081	0.001
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO₂ equivalent / rupees of turnover	1.799 x 10⁽⁻⁵⁾	2.349 x 10⁽⁻⁹⁾

Note: Data verification is carried out through 3rd party assurance each year for Integrated Report. For FY23 and FY22, the assurance on Integrated Report has been carried out by Deloitte Haskins & Sells LLP. FY22 Scope 3 emissions include only Business travel.

Data for FY23 includes following: Scope 3 categories - Category 1 - Purchase of goods and services, Category 2- Capital Goods, Category 3- Fuel and Energy related activities, Category 5- Waste Generated in operations apart from Category 6 – Business travel.

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.

Afforestation Drive and Mahseer Conservation Program at Hydro:

Mahseer conservation program was initiated in the year 1970 for ecological enrichment of the hydel lakes and to rehabilitate the Deccan Mahseer which had been decimated in their natural habitat. After the five decades of efforts, Deccan Mahseer is finally declared as 'least concern' species in the IUCN red list.

Since 1972, Tata Power have been arranging mega afforestation drive of native plants in the Hydro which is situated in the northern western Ghats area with an intent on increasing survival rate of plantation. The Company has been organizing educational programs to create an awareness among communities and children with the help of Bharati Vidyapeeth.

GIS based survey and mapping of green cover of 5 Hydro locations and power station areas, greenbelt improvement along with carbon footprint estimation has been carried out in FY23.

6. **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:**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Under Implementation – FGD and De-NOx systems	Reduction in flue emissions, specifically SO ₂ and NO _x from the stack emissions	

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

Tata Power has a robust Business Continuity and Disaster Management Plan (BCDMP) and is certified as per ISO 22301:2012 from the British Standards Institute (BSI). In addition, workforce is continuously trained by carrying out mock drills and disaster management exercises for possible emergency situations. The Company also has a comprehensive BCDMP policy which can be found at <https://www.tatapower.com/pdf/aboutus/bcp-policy.pdf>

8. **Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

There has been no adverse impact to the environment arising from the value chain of the entity.

9. **Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

Nil

Business Responsibility and Sustainability Report

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:** 13
- 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	Associated Chambers of Commerce and Industry (ASSOCHAM)	Both State and National level
2	Confederation of Indian Industry (CII)	Both State and National level
3	National Solar Energy Federation of India (NSEFI)	Both State and National level
4	Solar Power Developers Association (SPDA)	Both State and National level
5	India Energy Forum	Both State and National Level
6	National Safety Council (NSC)	Both State and National Level
7	Association of Power Producers (APP)	Both State and National Level
8	Committee for International Council on Large Electric Systems (CIGRE)	Both State and National Level
9	Electrical Research & Development Association	Both State and National Level
10	Central Power Research Institute (CPRI)	Both State and National Level

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.**

S. No.	Name of Authority	Brief of the case	Corrective Action taken
1		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:**

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	Draft guidelines for the promotion of Pump Storage Projects (PSP)	Comments submitted officially	Yes	NA	MoP Website https://powermin.gov.in/
2	Scheme for Flexibilization of Thermal Generation through RE Bundling	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials in MoP, CERC, CEA	Yes	NA	MoP Website https://powermin.gov.in/
3	DSM Regulations 2022	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials in MoP, CERC 3. Joint Representation through Associations 4. Presentation done by the team during a public hearing	Yes	NA	CERC Website https://cercind.gov.in/index.html
4	Order on Cobranding ALMM	In-person meetings/discussions with concerned officials in MNRE	Yes	NA	MNRE Website https://mnre.gov.in/
5	1st Amendment (Sharing of Charges and Losses) Regulations 2023	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials 3. Presentation done during the public hearing	Yes	NA	CERC Website https://cercind.gov.in/index.html
6	CERC Connectivity and GNA to the ISTS (First Amendment) Regulations, 2023	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials	Yes	NA	CERC Website https://cercind.gov.in/index.html

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
7	National Green Hydrogen Mission	Participated in meetings on Hydrogen related policy development/ Submitted views/inputs to address issues in hydrogen ecosystem	Yes	NA	MNRE Website https://mnre.gov.in/
8	FoR_ Model Regulations on Import of Power from Captive_ Verification of Captive Status of CGP	In-person meetings/discussions with concerned officials in MoP, CERC	Yes	NA	FoR Website http://www.forumofregulators.gov.in/
9	Electricity (Amendment) Bill, 2022	1. Comments submitted officially 2. Joint Representation through Associations	No	NA	NA
10	Concept Note on Pooling of Tariff of 25 years Plus Thermal/ Gas Generating Stations	Comments submitted officially	Yes	NA	MoP Website https://powermin.gov.in/
11	Draft Tender document for Sea Bed Leasing for Offshore Wind energy projects	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials 3. Stakeholder discussion on the revised draft	Yes	NA	MNRE Website https://mnre.gov.in/
12	Amendment in Electricity Rules, 2005 related to Captive Generating Plant	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials 3. Joint Representation through Associations	Yes	NA	MoP Website https://powermin.gov.in/
13	National Level Optimization of Surplus Generation Capacity	Comments submitted officially	Yes	NA	MoP Website https://powermin.gov.in/
14	Draft Resource Adequacy Guidelines	Comments submitted officially	Yes	NA	MoP Website https://powermin.gov.in/
15	Draft National Repowering Policy for Wind Power Projects, 2022	Comments submitted officially	Yes	NA	MNRE Website https://mnre.gov.in/

Business Responsibility and Sustainability Report

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.**

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
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As per applicable laws, SIA is not applicable for any of the projects undertaken by the Company.
However, the Company assesses the effectiveness of all projects undertaken voluntarily as a part of Tata way of giving back to society.

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, 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	Amounts paid to PAFs in FY23 (In crore)
1	Dr Babasaheb Ambedkar SRA CHSL	Maharashtra	Mumbai Suburban	1,003*	100	19.95 crore (Project Cost)

* No. of slum dwellers identified as per the approval of Government Authorities

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

There is regular engagement with key community institutions and representatives from key neighborhoods across India. Stakeholder suggestions can also be emailed to the company through the following link:

<https://www.tatapower.com/contact/community-relations.aspx>

Community Information Centre at Critical Locations - Tata Power at its key locations, has continued engagement through Community Information Centre to enhance the community engagement and receive feedback.

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

	FY23	FY22
Directly sourced from MSMEs/ small producers	13.8% of total Non-Fuel Procurement and 2.5% of Total procurement including Fuel*	13.51% of total Non-Fuel procurement
Sourced directly from within the district and neighbouring districts	**Our ERP system does not differentiate local procurement based district/ area of site/ plant/ office local : Sourced from India (Orders in ₹); 98.33% of Non-fuel procurement at Tata Power was sourced locally in FY23. 54.58% of the overall procurement was from Indigenous sources (orders in ₹) local : Sourced from India (Orders in ₹); 44.47% of Fuel procurement at Tata Power was sourced locally in FY23.	**Our ERP system does not differentiate local procurement based district/ area of site/ plant/ office local : Sourced from India (Orders in ₹); 99.15% of Non-fuel procurement at Tata Power was sourced locally in FY22. 54.18% of the overall procurement was from Indigenous sources (orders in ₹). local : Sourced from India (Orders in ₹); 39.87% of Fuel procurement at Tata Power was sourced locally in FY22.

† Data refers to Tata Power Standalone only

* Data relates to MSMEs.

** Tata Power is one of India's largest integrated power companies present at multiple locations across the country. The enterprise resource planning structure does not differentiate sourcing from within or outside a particular area/district/locality. Tata Power stands by its responsibility towards upliftment of the society/ communities in and around its operating environment. The workforce deployed in various Tata Power Generating plants include a noteworthy proportion of local youth as a mandate. Tata Power is committed to local sourcing across the value chain.

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):**

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No	State	Aspirational District	Amount spent (In ₹)
1	Andhra Pradesh	Kadapa	28,00,000
2	Bihar	Muzaffarpur	80,00,000
3	Bihar	Gaya	6,91,244
4	Uttar Pradesh	Bahraich	
5	Odisha	Balangir	1,37,37,470
6	Odisha	Kalahandi	
7	Odisha	Korapat	1,20,00,000
8	Odisha	Gajapati	
9	Odisha	Kandhamal	
10	Odisha	Dhenkanal	31,56,000

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

Yes. Tata Power has policies and guidelines in place for vendor enlistment and ordering to encourage and provide growth opportunities to entrepreneurs among the marginalized /vulnerable groups or communities. Tata Power is committed to help people from SC/ST background either by promoting them to become entrepreneurs or by engaging workforce from SC/ST community under contracts. It is part of the General Terms and Conditions which are shared with all prospective BA's.

- (b) **From which marginalized /vulnerable groups do you procure?**

Tata Power is committed to help people from SC/ST background either by promoting them to become entrepreneurs or by engaging workforce from SC/ST community under contracts.

- (c) **What percentage of total procurement (by value) does it constitute?**

0.6% (₹ 20.32 crore) of total indigenous procurement is done from Affirmative Action Business Associates.

Tata Power has policies and guidelines in place for vendor enlistment and ordering to encourage and provide growth opportunities to entrepreneurs among the marginalized /vulnerable groups or communities. Tata Power Affirmative Action's Policy emphasis on empowering and encouraging socioeconomically derived communities for entrepreneurship and quality-based inclusion in supply chain. Tata Power is committed to help people from SC/ST background either by promoting them to become entrepreneurs or by engaging workforce from SC/ST community under contracts. Tata Power on merit basis considers incentives in payment for contractors engaging more than 30% of total deployment from the SC/ST community. In order to motivate entrepreneurs from this community, Tata Power considers preferential treatment in commercial parameters if the Company is owned by a person from SC/ST community having minimum 50% holding in the Company. This motivates the community to be a part of business ecosystem.

Business Responsibility and Sustainability Report

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	Nil	Nil	Nil	Nil

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
Nil	Nil	Nil

6. Details of Beneficiaries of CSR projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	E-Vidya	9,38,150	6
2	Adhikaar (Empowering for Inclusion)	6,46,724	
3	Roshni	39,156	2.50
4	Anokha Dhaaga	26,170	3
5	Stakeholder Engagement	20,66,363	4

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.

Mechanism	Conventional Generation	Renewables	Home Automation	Transmission and Distribution
Customer Care	Relationship Managers	Dedicated 9 seater Call center - Working Hours 365 Days - 8 AM to 8PM Feedback Ratings obtained from customers after closure of each service Interventions	Call Center with dedicated Customer Service Desk. TAT tracked (FY23 = 32 hrs on Target of 44hrs)	Key Account Managers 24X7 Call Centres Customer Care Centres Field offices Post transactional feedback sought across touch points on closure Capturing feedback through Happy Calling SMS based feedback taken from customer
Website	https://www.tatapower.com/businesses/conventional-generation.aspx	https://www.tatapower.com/businesses/renewables.aspx with escalation matrix	https://www.tatapower.com/ezhome/	https://tdservices.tatapower.com/ Customer Chat bot – Roshni (TPDDL), TINA (Mumbai)
Consumer App	NA	Tata Power EZ Charge App Tata Power Solar Tata Power Solarroof	Tata Power EZ HOME Mobile App	TPCODL: TPCODL Mitra app TPNODL, TPWODL, TPSODL : My Tata Power Consumer App Mumbai: Tata Power Mumbai App Delhi: TPDDL Samvaad
Phone Number	1800-209-5161	Renewables - Tel +91 22 67171622 EZ Charge - 1800 209 5161 Solarroof – 1800 209 5161	SMS: "EZHOME" to 56677 WhatsApp: "Hi" to +91 8886659442 Toll Free: 1800-2-12345.	SMS Pull Services Tata Power Mumbai: 9223170707, toll-free: 19123, Whatsapp: 7045116237 TPDDL: Toll Free: 19124 / 1800-208-9124 TPDDL: 7303482071 TPCODL: 1912/1800-345-7122 TPWODL: 1800 3456 798 TPSODL: 1800-345-6797 / 1912 TPNODL: 1800-345-6718
E-mail	NA	Renewables - renewables@tatapower.com EZ Charge - evchargercare@tatapower.com	EZ Home - ezhomesales@tatapower.com	Tata Power Mumbai: customercare@tatapower.com TPCODL: customercare@tpcentralodisha.com TPSODL: customercare@tpsouthernodisha.com TPNODL: customercare@tpnodl.com TPWODL: consumercare@tpwesternodisha.com
Social Media and other platforms	Twitter, Facebook, WhatsApp, Instagram, LinkedIn, Letters, Microsoft Kaizala (Tata Power Mumbai)			
Customer Feedback	Annual Customer Satisfaction survey by 3 rd party			

Business Responsibility and Sustainability Report

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

	As a percentage of total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	

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

	FY23			Remarks	FY22*			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	-	
Advertising	Nil	Nil	-		Nil	Nil	-	
Cyber-security	Nil	Nil	-		Nil	Nil	-	
Delivery of essential services	13,81,175	3,671	-	These include both commercial and technical complaints along Fire and Safety Complaints resolved within Service-Level Agreement (SLA)	2,79,624	5,238	-	These include both commercial and technical complaints along Fire and Safety Complaints resolved within Service-Level Agreement (SLA)
Restrictive Trade Practices	Nil	Nil	-		Nil	Nil	-	
Unfair Trade Practices	Nil	Nil	-		Nil	Nil	-	
Other	353	Nil	NA		63	Nil	NA	

*Odisha Discoms have been recently been acquired and the processes for reporting the data are being established.

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls	Nil	NA

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

Yes, the Company has Cyber Security framework and policy and the same is available at the following link:

<https://www.tatapower.com/pdf/aboutus/information-security-policy.pdf>

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.

No issues on any delivery issues pertaining to cyber security. We ensure to reply to the regulators for any information as required by regulators.

Leadership Indicators

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

Mechanism	Conventional Generation	Renewables	Home Automation	Transmission and Distribution
Customer Care	Relationship Managers	Dedicated 9 seater Call center -Working Hours 365 Days - 8AM to 8PM Feedback Ratings obtained from customers after closure of each service Interventions	Call Center with dedicated Customer Service Desk. TAT tracked (FY23 = 32 hrs on Target of 44hrs)	Key Account Managers 24X7 Call Centres Customer Care Centres Field offices Post transactional feedback sought across touch points on closure Capturing feedback through Happy Calling SMS based feedback taken from customer
Website	https://www.tatapower.com/businesses/conventional-generation.aspx	https://www.tatapower.com/businesses/renewables.aspx with escalation matrix	https://www.tatapower.com/ezhome/	https://tdservices.tatapower.com/ Customer Chat bot – Roshni (TPDDL), TINA (Mumbai)
Consumer App	NA	Tata Power EZ Charge App Tata Power Solar Tata Power Solarroof	Tata Power EZ HOME Mobile App	TPCODL: TPCODL Mitra app TPNODL, TPWODL, TPSODL : My Tata Power Consumer App Mumbai: Tata Power Mumbai App Delhi: TPDDL Samvaad
Phone Number	1800-209-5161	Renewables - Tel +91 22 67171622 EZ Charge - 1800 209 5161 Solarroof – 1800 209 5161	SMS: "EZHOME" to 56677 WhatsApp: "Hi" to +91 8886659442 Toll Free: 1800-2-12345.	SMS Pull Services Tata Power Mumbai: 9223170707, Toll Free: 19123, Whatsapp: 7045116237 TPDDL: Toll Free: 19124 / 1800-208-9124 TPDDL: 7303482071 TPCODL: 1912/1800-345-7122 TPWODL: 1800 3456 798 TPSODL: 1800-345-6797 / 1912 TPNODL: 1800-345-6718
E-mail	NA	Renewables - renewables@tatapower.com EZ Charge - evchargercare@tatapower.com	EZ Home - ezhomesales@tatapower.com	Tata Power Mumbai: customercare@tatapower.com TPCODL: customercare@tpcentralodisha.com TPSODL: customercare@tpsouthernodisha.com TPNODL: customercare@tpnodl.com TPWODL: consumercare@tpwesternodisha.com
Social Media and other platforms	Twitter, Facebook, WhatsApp, Instagram, LinkedIn, Letters, Microsoft Kaizala (Tata Power Mumbai)			

Business Responsibility and Sustainability Report

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

Home Automation	Mumbai Distribution	TPADL	TPCODL*	TPWODL*	TPNODL*	TPSODL*	TPDDL
Our Technical Videos (used for Product Installation) takes care of safety precautions while installing products and Product manual contain Safety Precautions and Correct wiring diagram while using products. Technical Videos are available on Youtube, Website and E-commerce platform	Awareness on social media platforms like Facebook, Twitter, LinkedIn, Instagram, Microsoft Kaizala Energy calculator on customer portal - www.cp.tatapower.com Various polls/quizzes through special drives marking Fire Service Week, National Safety Day, Energy Conservation Day, etc Through consumer connects during MILAN, Jan Jagruti sessions. Enerji Conservation Awareness sessions in schools through Enerji Club.	Jan Jagruti Abhiyan Advertisement on FM Radio Cable Operators meet Electrical Safety Week Awareness	Deployment of Surakhsha Sachetan Rath (LED Mobile vans) for public safety awareness covering more than 200 villages under model GPs Nukkad Natak conducted for public safety awareness by engaging NGOs Distributed Pamphlets on Dos and Don'ts on public safety awareness during various local festivals. Wall painting on public safety awareness message done on boundary walls Vinyl stickers on public safety pasted on vehicles for public safety awareness.	Safety awareness campaign through Gram Panchayat meets. Sharing Email to consumer on their registered Email ID through E-Care desk. Transformer Fencing	LED Van Video Display at villages to aware local public regarding electrical safety. Public awareness sessions in gram panchayats, villages and also for Self Help Group members. Demonstration on Fire extinguisher and electrical safety at schools and colleges.	Customer Connect Camps Awareness campaigns through social media platforms like TWITTER, Instagram, Facebook and Linked-in Advertisement through Mobile Van, Road shows, Digital display in Big Screens at Key square points	Conducting Safety awareness sessions in VT Centres and Government Schools. Safety awareness for General Public in JJ Clusters, through FM Radio, Resident Welfare Association (RWA) meetings. PISA (Public Installation Safety Audits) There are leakage checking drives across TPDDL every year during monsoon. This includes leakage checking of electrical poles, sub-station fencing, ATMs and Streetlight installations, etc.

***Odisha Discoms** - Elephant Corridor: A 24x7 Elephant Care Control Room has been set-up at Central Power Systems Control Centre (CPSCC), Bhubaneswar for appropriate response on getting the information of elephant movement through the forest department. Additional precautions are also being undertaken for ensuring the safe movement of elephants by periodic patrolling at elephant corridors with 'Elephant Movement Sensors' and with the help of forest department to prevent animal poaching through illegal hooking.

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

Home Automation	Mumbai Distribution	TPADL	TPCODL	TPWODL	TPNODL	TPSODL	TPDDL
We have Unique Toll Free Number (1800-2-12345), Interactive Chat Bot (WhatsApp No 8886659442) and Web Site. Information about disruption can be updated on these system.	SMS communication to consumers. Shutdown notice to societies in case of planned maintenance.	Planned shutdown are shared through local newspaper	SMS or automated voice response or call through call centre, informing customer about possible discontinuation of service on non-payment of bill Assessment and booking for any energy theft and communicating the same to consumers/ public through Physical visits.	SMS or automated voice response or call through call centre, informing customer about possible disruption/ discontinuation of service on non-payment of bill. Assessment and booking for any energy theft and communicating the same to consumers/ public through Physical visits. Announcement of disconnection on nonpayment through Mobile Vans. Planned Outages prior announcement through SMS and mobile Vans.	Planned outage information through official website, SMS to consumers through Urja Mitra and WhatsApp information to KCG consumers Mike announcement in advance (1-2 days in prior) through mobile vehicles in areas to be affected during planned outages Disconnection notices for unpaid amounts and theft booking cases.	Mike announcement at local level Information at Contact Center Schedule Power Outrage info in the web site SMS alert [its partially available in 1 out of 6 Circle]	Planned shutdown and disruptions are shared through SMS Website - Please enter your Customer Account number to view details of all Current and Scheduled Outages for the next 2 days.

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.**

No products are being sold in Discoms. Hence, the product information required to be provided over and above what is mandated as per local laws in 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)

Yes, the details of the survey are as follows:

Home Automation	Mumbai Distribution	TPADL	TPCODL	TPWODL	TPNODL	TPSODL	TPDDL
<p>We provide serial no, wiring diagram as additional information.</p> <p>We carry out survey regard to Customer Satisfaction related to major products.</p> <p>There are various categories through Customer satisfaction is tracked like Happy Calling, E commerce rating, Channel Partner Rating and Mobile application Ratings on a scale of 5.</p> <p>Happy Calling - 4.05 E-commerce rating- 3.85 CP rating - 4.23 Application Rating IOS Rating - 4.3 Android rating- 4.9 Overall : 4.266</p>	<p>Customer Satisfaction Survey (CSAT) carried out in FY22 (CSAT rating of 99% achieved)</p>	<p>Yearly Customer satisfaction survey carried out.</p>	<p>Yearly Customer satisfaction survey carried out.</p> <p>In order to provide customers with all the information they need on New Connection, Regulation, Safety Tips, Energy Conservation Advice, etc., we have built a 24x7 call centre, 14 customer care centres, website, mobile application, social media, and all of the field offices.</p>	<p>In order to provide customers with all the information they need on New Connection, Regulation, Safety Tips, Energy Conservation Advice, etc., we have built a 24x7 call centre, 14 customer care centre, website, mobile application, 24*7social media desk and Fuse call centres.</p> <p>Third party CSAT score of 96%.</p>	<p>Consumer feedbacks are captured through various platforms and forums -</p> <p>JAGRUTHI- Consumers interactive sessions</p> <p>VARTHALAAP- Live interactive sessions with Social media Opinion makers</p> <p>SAMBANDH- Consumer Connect @ Customer Care Centre</p> <p>Walk in Feedback- Written feedback in register at customer care centre for the walk in consumers</p> <p>Positive feedback/ satisfied score is at 83.29%.</p> <p>3rd Party Agency has already taken been on board to conduct CSAT Surveys (Consumer Satisfaction Survey) and will be commenced from Q-3 FY24.</p>	<p>Service details are available in website: www.tpsouthernodisha.com</p> <p>CSAT survey for HT and EHT consumer have been done by external agency in FY 23 for the entire entity.</p>	<p>The surveys are carried out annually for the entity as a whole</p>

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

- Number of instances of data breaches along-with impact: Nil
- Percentage of data breaches involving personally identifiable information of customers: Nil