

## Business Responsibility and Sustainability Report

The Tata Power Company Limited (Tata Power/the Company) is one of India’s largest integrated power companies with presence across the power value chain viz. generation of renewable and conventional power including hydro and thermal energy; transmission, distribution and trading. Tata Power is committed to sustainable and clean energy development and is shaping the power sector transformation through new-age energy solutions (EV charging, solar rooftop, microgrids, storage solutions, ESCO, home automation and smart meters).

Tata Power believes in conducting its business activities in a responsible and sustainable manner and is aligned to the United Nations Sustainable Development Goals (SDGs). In consonance with the Materiality assessment, 9 SDGs, 4 business SDGs and 5 CSR SDGs have been prioritized for focused action in achieving Tata Power’s vision to ‘Empower a billion lives through sustainable, affordable and innovative energy solutions’.

On March 31, 2024, Tata Power together with its subsidiaries and jointly controlled entities, had an installed/managed capacity of 14,707 MW based on various fuel sources - thermal (coal, oil, gas), hydroelectric power, renewable energy (wind and solar PV) and waste heat recovery. The Company (including its subsidiaries) has 40% of its capacity (in MW terms) in clean and green generation sources (hydro, wind, solar and waste heat recovery). Tata Power is currently serving more than 12 million customers via its Discoms across Mumbai, Delhi, Odisha and Ajmer. , The Company has entered into public-private partnership model viz. Tata Power Delhi Distribution Limited with the Government of National Capital Territory of Delhi in North and North West Delhi, TP Northern Odisha Distribution Limited, TP Central Odisha Distribution Limited, TP Western Odisha Distribution Limited and TP Southern Odisha Distribution Limited with Government of Odisha.

The Business Responsibility & Sustainability Report (BRSR) is provided in lieu of Business Responsibility Report (BRR) and is aligned with the National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business, issued by the Ministry of Corporate Affairs (MCA) and is in accordance with clause (f) of sub-regulation (2) of Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended from time to time (Listing Regulations). Your Company’s Business Performance and Impacts are disclosed based on the 9 Principles as mentioned in the NVGs.

### PRINCIPLES



## 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 Centre, 34 Sant Tukaram Road, Carnac Bunder, Mumbai - 400 009, Maharashtra, India
6. **E-mail:** [tatapower@tatapower.com](mailto:tatapower@tatapower.com)
7. **Telephone:** 022-6665 8282
8. **Website:** [www.tatapower.com](http://www.tatapower.com)
9. **Financial year for which reporting is being done:** FY24 (April 2023 - March 2024)
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. Himal Tewari, Chief Human Resources Officer and Chief - Sustainability & CSR  
**Email:** [himal.tewari@tatapower.com](mailto: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 indicators)
14. **Name of assurance provider:** TUV India Private Limited (Part of TUV-Nord group). Please refer Independent Assurance Statement (Pages 581-588).
15. **Type of assurance obtained:** Reasonable Assurance for BRSR Core and Limited Assurance for other Indicators. Please refer Independent Assurance Statement (Pages 581-588).

### II. PRODUCTS / SERVICES

16. **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	24.6
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.	15.9
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.	58.8

17. **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 & Renewables), Transmission and Distribution	3510 (including sub-clauses 35101, 35102, 35103, 35105, 35106, 35107, 35109)	99.3

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### III. OPERATIONS

#### 18. 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 Wind - 23 Solar - 64 Transmission and Distribution - 27 Solar cells and modules manufacturing - 2 <b>Total - 127</b>	Office Locations - 9*	136
International	Conventional Generation (Thermal + Hydro) – 4	Representative Offices - 3	7

\* Most of the office locations double up as Plant locations (Receiving Stations of T&D Business)

#### 19. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	21 (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. Please refer the Customer section of the Integrated Report FY24 (Pages 82-91).

### IV. EMPLOYEES

#### 20. Details as at the end of Financial Year:

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent (D)	22,372	20,255	91	2,117	9
2.	Other than Permanent (E)*	1,280	1,103	86	177	14
3.	<b>Total employees (D + E)</b>	<b>23,652</b>	<b>21,358</b>	<b>90</b>	<b>2,294</b>	<b>10</b>
<b>Workers</b>						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than Permanent (G)	64,334	62,827	98	1,507	2
6.	<b>Total workers (F + G)</b>	<b>64,334</b>	<b>62,827</b>	<b>98</b>	<b>1,507</b>	<b>2</b>

\*Includes FDA (Fixed Duration Appointments), Superannuated employees / Retainers and trainees under probation

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Differently abled Employees</b>						
1.	Permanent (D)	41	35	85	6	15
2.	Other than Permanent (E)	3	2	67	1	33
3.	<b>Total employees (D + E)</b>	<b>44</b>	<b>37</b>	<b>84</b>	<b>7</b>	<b>16</b>
<b>Differently abled Workers</b>						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	<b>Total workers (F + G)</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>

Numbers mentioned above are based on voluntary disclosures by employees. Differently abled includes hearing, visual, locomotor, orthopaedic and others.

## 21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8 <sup>#</sup>	2	25
Key Management Personnel	3 <sup>#</sup>	Nil	Nil

<sup>#</sup>Dr. Praveer Sinha, CEO & Managing Director, is part of both Board and Key Managerial Personnel.

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

	FY24			FY23			FY22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	6	11	6	6	11	6	2	6	2
Permanent Workers	There are no permanent workers in the Company								

## V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

23. (a) **Names of holding / subsidiary / associate companies / joint ventures :** As on March 31, 2024, the Company had 91 Subsidiaries 29 Joint Ventures (JV) and 6 Associates. Please refer Pages 146 and 147 of the Integrated Report FY24.

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	PT Kaltim Prima Coal (KPC)	JV	30	No
2	PT Baramulti Suksessarana TBK (BSSR)	JV	26	No
3	PT Antang Gunung Meratus (AGM)	JV	26	No
4	Dagachhu Hydro Power Corporation Limited (DHPC)	Associate	26	No
5	Itezhi Tezhi Power Corporation Limited (ITPC)	JV	50	No
6	Adjaristsqali Georgia LLC (AGL)	JV	50	No
7	Tata Projects Limited	Associate	31	No

## 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; and Essential Enablers (Sports, Health & Hygiene, water management). Tata Power has covered 42.17 lakh direct beneficiaries in 85+ operating sites across 18 states utilizing ₹ 58.00 crore CSR funds.

24. (i) **Whether CSR is applicable as per section 135 of Companies Act, 2013:** Yes
- (ii) **Turnover (in ₹):** ₹ 61,542 crore
- (iii) **Net worth (in ₹):** ₹ 33,729 crore

The highlights of Tata Power Group entities' CSR interventions are reported in the Integrated Report FY24 (Pages 114 - 119).

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### VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

#### 25. 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 of 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 24*			FY 23		
		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 <a href="https://www.tatapower.com/contact-us/community-relations.aspx">https://www.tatapower.com/contact-us/community-relations.aspx</a>	1	Nil	NA	7	Nil	NA
Investors (other than shareholders)	Yes ( <a href="https://www.tatapower.com/contactAt/registered-office.aspx">https://www.tatapower.com/contactAt/registered-office.aspx</a> )	Nil	Nil	NA	Nil	Nil	NA
Shareholders	Yes <a href="https://www.tcplindia.co.in/InvestorCharter.html">https://www.tcplindia.co.in/InvestorCharter.html</a>	69	1	As of March 31, 2024, there is one pending complaint received through the SCORES Platform. The Action Taken Report for this complaint was submitted by Registrar and Transfer Agents (RTA) on SEBI Scores, but it is pending with SEBI for closure.	71	3	As of March 31, 2023, there are three pending complaints received through the SCORES Platform and RTA. The Action Taken Report for these complaints were submitted by RTA before March 31, 2023. However, they are still pending with SEBI.
Employees and workers	Yes <a href="https://www.tatapower.com/pdf/aboutus/whistle-blower-policy-and-vigil-mechanism.pdf">https://www.tatapower.com/pdf/aboutus/whistle-blower-policy-and-vigil-mechanism.pdf</a>	70	1	NA	115	18	Tata Power is currently in the process of evaluating the pending complaints; Appropriate action will be taken in due course of time.
Customers		1	Nil		67	Nil	
Value Chain Partners		30	Nil		28	19	
Other (including contract workers, anonymous, trainees, etc)		4	Nil		51	15	

\*The data excludes TPDDL and Odisha Discoms

## 26. 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

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
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 futureready workforce.	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)
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 worstcase 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
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, EV Charging, etc.		Positive
19	Innovation and Collaborations	Opportunity	Opportunity to adopt state of art new technologies like Carbon, 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:



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether 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	<a href="https://www.tatapower.com/corporate/policies.aspx">https://www.tatapower.com/corporate/policies.aspx</a>								
<b>Code of Conduct</b>									
Tata Code of Conduct 2015	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Corporate Policies</b>									
Advocacy Policy							✓		
Affirmative Action Policy			✓	✓	✓			✓	
AML Policy	✓								
Anti-Bribery and Anti-Corruption Policy	✓						✓		
Anti Sexual Harassment Policy			✓		✓				
Ash Policy		✓				✓			
Business and Human Rights Policy			✓	✓	✓		✓		
Biodiversity Policy		✓				✓			✓
Corporate Customer Service Policy									✓
Corporate Environment Policy and Commitment Document		✓		✓		✓			
Corporate Social Responsibility (CSR) Policy				✓				✓	
Corporate Sustainability Policy	✓	✓		✓	✓	✓			✓
ESG Framework for Business Associates	✓	✓		✓	✓	✓		✓	✓
E-waste Management Policy		✓				✓			
Gift Policy	✓								
Health and Safety Policy		✓	✓						



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Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Human Rights Policy			✓	✓	✓		✓		
Information Security Policy									✓
Policy on Board Diversity and Director Attributes			✓						
Quality Policy		✓							✓
Rainwater Harvesting Policy		✓				✓			✓
Responsible Supply Chain Management Policy	✓	✓	✓	✓	✓	✓			✓
Risk Management Policy				✓					
Related Party Transactions Policy	✓								
Safety Code of Conduct		✓	✓						
Water Stewardship Policy		✓				✓			✓
Whistle Blower Policy & Vigil Mechanism	✓		✓	✓					
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.		ISO 9001 (Quality Management System)  ISO 14001 (Environmental Management System)	ISO 45001 (Occupational Health and Safety (OH&S) Management System)  ISO 22301 (Business Continuity Management System & Disaster Recovery System)	SA 8000 (Social Accountability Standards)	SA 8000 (Social Accountability Standards)	ISO 14001 (Environmental Management System)  ISO 50001 (Energy Management System)	-	SA 8000 (Social Accountability Standards)	ISO 9001 (Quality Management System)  ISO 27000 (Information Security Management System)
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 69 of the Integrated Report FY24.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Please refer 'Business Strategies' section on Pages 38-41 of the Integrated Report FY24.								
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer to 'CEO & MD's message' on Pages 16-19 of the Integrated Report FY24.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board of Tata Power is the highest authority responsible for the oversight of the implementation of Business Responsibility policies. Dr. Praveer Sinha, CEO & Managing Director (DIN: 01785164) is the highest authority responsible for implementation of all policies.								
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.	Yes, the Board of Tata Power has constituted various Board committees, which are responsible for and have a remit over key sustainability related policies of Tata Power, as below: <ol style="list-style-type: none"> <li>The Corporate Social Responsibility and Sustainability (CSR&amp;S) Committee: The CSR&amp;S committee of the Board governs and reviews the Corporate Social Responsibility and Sustainability activities of the Company.</li> <li>The Risk Management Committee: The Board has constituted the Risk Management Committee to assist the Board in fulfilling its oversight responsibilities regarding management of element wise key risks, including strategic, financial, operational, sectoral, sustainability (Environment, Social and Governance) related risks, information &amp; cyber security and compliance risks.  For the composition of the Corporate Social Responsibility and Sustainability (CSR&amp;S) Committee and the Risk Management Committee (RMC), please refer to Page 218 and 220 of the Integrated Report FY24.</li> </ol>								

## 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 (Annually/ Half yearly/Quarterly/ Any other – please specify) **								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	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

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

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

\* 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 on its working is part of the Tata Business Excellence Model (TBEM) assessments of Tata Power. Any opportunities for improvement are addressed through implementation of TBEM action plan.

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### SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

#### PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.

##### ESSENTIAL INDICATORS

##### 1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors ('BoD')	8	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 ('KMPs')	8	Ethics, Whistleblower Policy, Vigil Mechanism policy, Leadership in business ethics, Ethics check & core values, TCOC, Ethics structure	100
Employees other than BoD and KMPs	121	Ethics and why it is important, TCOC and other policies in TPDDL, various mediums for reporting unethical practices, Awareness on Govt. Policies, PTW, Safety, HIRA	75
Workers	784		81

##### 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):

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	The details of pending material litigations / disputes as required under Listing Regulations has been filed with the Stock Exchanges and simultaneously displayed on the website of the Company. However, there were no cases during the year where monetary or non-monetary action has been appealed under the Companies Act, 2013 and the Listing Regulations.			
Settlement				
Compounding fee				
Non-Monetary				
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment				
Punishment		Details as provided in question 2 above.		

##### 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 Listing Regulations.	

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:**

	FY24	FY23
Directors	No Directors/KMPs/employees/workers were involved in bribery/corruption both, in FY24 and FY23. 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	FY24		FY23	
	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.

8. **Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:**

	FY24	FY23
Number of days of accounts payables	65	74

9 **Open-ness of business**

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Meterics	FY24	FY23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	7%	4%
	b. Number of trading houses where purchases are made from	21	11
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	88%	100%
Concentration of Sales*	a. Sales to dealers / distributors as % of total sales	2%	2%
	b. Number of dealers / distributors to whom sales are made	446	422
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	18%	24%
Share of RPT's	a. Purchases (Purchases with related parties / Total Purchases)	27%	34%
	b. Sales (Sales to related parties / Total Sales)	5%	5%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	5%	48%
	d. Investments (Investments in related parties / Total Investments made)	90%	92%

\*This represent data for solar rooftop business only.

## Business Responsibility and Sustainability Report

### LEADERSHIP INDICATORS

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

Total Number of awareness programmes held	Topics / Principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
150	1. TCoC 2. Safety trainings 3. Ethics 4. Sustainability 5. Statutory compliances	25

#### 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

	FY24	FY23	Details of improvements in environmental and social impacts
R&D	₹ 12.21 crore (0.02% of turnover)	₹ 17.06 crore (0.03% of turnover)	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	65%	44%	Capex represents spend on renewables cluster

#### 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 our fuel inputs are sourced sustainability.

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.

#### 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 has robust waste management practices and aims to be Zero Waste to Landfill by 2030.

The major product waste stream at Tata Power is PV panel waste which as per E Waste Rules 2022 Chapter 5 is asked to be stored till 2035, till the government comes with new guidelines and list of certified recyclers.

The Hazardous waste if any is stored/ disposed is as per Hazardous Waste Management Rules 2016 and its amendments.

TPSSL, Bengaluru has obtained EPR Registration for E Waste in FY24.

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 applicable to TPSSL, Bengaluru.

TPSSL received E-Waste certificate of registration on February 2, 2024. As per E Waste Rules 2022 Chapter 5, PV panels are to be stored till 2035, till the government comes with new guidelines and list of certified recyclers.

## 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	2%	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:**

Name of Product / Service	Description of the risk / concern	Action Taken
PV panel waste as per E Waste Rules 2022 Chapter 5 is	to be stored till 2035, till the government comes with new guidelines and list of certified recyclers	

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):**

Indicated Input Material	Recycled or re-used input material to the total material	
	FY24	FY23
Not Applicable	Nil. We are primary manufacturer of PV panels.	

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:**

	FY24			FY23		
	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
PV Panels	Nil

## Business Responsibility and Sustainability Report

### 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)
<b>Permanent employees</b>											
Male	20,255	20,255	100	20,255	100	NA	NA	20,255	100	NA	NA
Female	2,117	2,117	100	2,117	100	2,117	100	NA	NA	NA	NA
<b>Total</b>	<b>22,372</b>	<b>22,372</b>	<b>100</b>	<b>22,372</b>	<b>100</b>	<b>2,117</b>	<b>9</b>	<b>20,255</b>	<b>91</b>	<b>NA</b>	<b>NA</b>
<b>Other than Permanent employees</b>											
Male	1,103	1,103	100	1,103	100	NA	NA	1,103	100	NA	NA
Female	177	177	100	177	100	177	100	NA	NA	NA	NA
<b>Total</b>	<b>1,280</b>	<b>1,280</b>	<b>100</b>	<b>1,280</b>	<b>100</b>	<b>177</b>	<b>14</b>	<b>1,103</b>	<b>86</b>	<b>NA</b>	<b>NA</b>

##### 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)
<b>Permanent workers</b>											
Male	There are no permanent workers in the Company.										
Female	There are no permanent workers in the Company.										
<b>Total</b>	There are no permanent workers in the Company.										
<b>Other than Permanent Workers</b>											
Male	The Company ensures that all statutory benefits are extended to contract workforce.										
Female	The Company ensures that all statutory benefits are extended to contract workforce.										
<b>Total</b>	The Company ensures that all statutory benefits are extended to contract workforce.										

##### c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

	FY24	FY23
Cost incurred on wellbeing measures as a % of total revenue of the company	0.5%	0.5%

We have opted for "proxy" representation of this indicator from our Consolidated Financial Statement (Note – 35 Employee Benefit Expense) which is "Staff – Welfare Expense".

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

Benefits	FY24			FY23		
	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	93	100	Y	96	100	Y
Gratuity	99	100	Y	100	100	Y
ESI	3	100	Y	4	100	Y
Others – Pensioner	7	NA	Y	4	NA	Y

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, Tata Power strongly recognizes the significant benefits of having a diverse workforce. It focuses on promoting equal employment opportunities for all, ensuring accessibility and empowering persons with disability by providing an enabling environment of utmost respect & dignity. Tata Power has conducted infrastructure accessibility audit and identified roles based on type of disability. Partnership was firming up with disability rights promotion agencies to hire Persons with Disability based on their qualifications, merits, and relevant regulations. PWD inclusion guidelines have been introduced. Tata Power is committed to recruiting Persons with Disabilities. We ensure that employees with disabilities have access to the necessary tools and resources that facilitate their work and enable them to perform their tasks effectively. These facilities include wheelchairs and ramps for the mobility-impaired, assistive technologies for visual and Hearing-Speech impaired and Braille instructions for the visually impaired. We also have a Customer Relations Centre in Mumbai that specifically caters to the unique needs and requirements of customers with disabilities, ensuring their experience with Tata Power's services is inclusive and accessible. Our energy bills are also available in Braille for visually impaired customers.

### 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 follows the Tata Code of Conduct which is applicable to all Tata Group companies. It prescribes that every Tata Group Company must be an Equal opportunity employer including for applicants with disabilities. The guidelines mention that:

1. We provide equal opportunities to all our employees and to all eligible applicants for employment in our company. We do not unfairly discriminate on any ground, including race, caste, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other category protected by applicable law.
2. When recruiting, developing, and promoting our employees, our decisions will be based solely on performance, merit, competence and potential.
3. We shall have fair, transparent, and clear employee policies which promote diversity and equality, in accordance with applicable law and other provisions of this Code. These policies shall provide for clear terms of employment, training, development, and performance management.

<https://www.tata.com/content/dam/tata/pdf/Tata%20Code%20of%20Conduct.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	100	100		
Female	29	100	There are no permanent workers in the Company	
<b>Total</b>	<b>92</b>	<b>100</b>		

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, Tata Power has multiple mechanisms to receive and redress grievances such as Connect to Solve (HR and admin) TCoC (ethics/ whistle blower) and Suraksha (safety) on the company's internal employee portal. TCoC concerns can be raised through various channels such as email, ethics concern box, or through third party ethics helpline. 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 - 08001004382/8277, Website: <a href="http://www.tip-offs.com">www.tip-offs.com</a> , Email ID: <a href="mailto:tatapower@ethics-line.com">tatapower@ethics-line.com</a> . To evolve the 'Caring' culture of Tata Power to the next level as part of workforce engagement, initiatives such as 'HR Connect' have been established and are rigorously deployed to improve the level of people connect in a geographically spread organization. Avenues such as Achiever's Portal, Pulse Connect, Engagement Action Planning, Town Halls and Connect 2 Solve help in promoting open dialogues with employees and empowering them. It also offers employees a platform to express themselves, recognize each other, share their views and provide feedback on policy design as well as deployment. These initiatives have emerged based on employee needs and are continuously improved basis feedback received from employees and organizations changing imperatives. Efforts are made to resolve employee grievance in a timely manner."
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	



## Business Responsibility and Sustainability Report

### 7. Membership of employees and worker in association(s) or unions recognised by the listed entity:

Category	FY24			FY23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>	<b>22,372</b>	<b>10,367</b>	<b>46</b>	<b>21,661</b>	<b>11,181</b>	<b>52</b>
Male	20,255	9,881	49	19,760	10,622	54
Female	2,117	486	23	1,901	559	29
<b>Total Permanent Workers</b>						
Male	There are no permanent workers in the Company.					
Female						

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

Category	FY24					FY23				
	On Health and safety measures			On Skill upgradation		On Health and safety measures			On Skill upgradation	
	Total (A)	No. (B)	% (B / A)	No. (C)	% (C / A)	Total (D)	No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	21,358	6,979	33	8,671	41	20,991	13,567	65	11,666	56
Female	2,294	1,029	45	1,452	63	2,034	1,191	59	1,404	69
<b>Total</b>	<b>23,652</b>	<b>8,008</b>	<b>34</b>	<b>10,123</b>	<b>43</b>	<b>23,025</b>	<b>14,758</b>	<b>64</b>	<b>13,070</b>	<b>57</b>
<b>Workers</b>										
Male	62,827	46,193	86	22,822	36	47,016	43,833	93	710	2
Female	1,507	857	57	419	28	1,428	408	29	88	6
<b>Total</b>	<b>64,334</b>	<b>47,050</b>	<b>73</b>	<b>23,241</b>	<b>36</b>	<b>48,444</b>	<b>44,241</b>	<b>91</b>	<b>798</b>	<b>2</b>

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, behavioural and organizational needs.

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

Category	FY24			FY23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	21,358	21,358	100	20,991	20,991	100
Female	2,294	2,294	100	2,034	2,034	100
<b>Total</b>	<b>23,652</b>	<b>23,652</b>	<b>100</b>	<b>23,025</b>	<b>23,025</b>	<b>100</b>
<b>Workers</b>						
Male	Performance review of workers are determined on the basis of					
Female	Productivity Linked Performance Based Contract (PLPBC).					
<b>Total</b>						

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.

### 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, at Tata Power, we continue to uphold safety as our paramount value, transcending all business objectives. In FY24, we have not only maintained our comprehensive Safety Management Framework across all operations but have also enhanced our systems with various technology Interventions. These advancements are in line with the Tata Group Health and Safety Management System and adhere to ISO 45001:2018 standards. Our unwavering dedication ensures 100% coverage, encompassing every employee and worker within our organization.

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

In FY 24, we continue to enhance our Tata Power Safety Management System (TPSMS) by integrating innovative safety technologies and methodologies. Our commitment to identifying work-related hazards and assessing risks on both routine and non-routine bases is reflected in the following updated safety processes:

- i. Safety Leadership and Accountability with advanced OH&S Objective Planning incorporating predictive analytics.
- ii. Hazard Identification Risk Assessment and Risk Management with the inclusion of real-time risk monitoring tools.
- iii. Design, Construction, Operational Planning and Control with augmented reality for improved safety training.
- iv. People Competency Behaviours with a focus on resilience training and mental health awareness.
- v. Communication, Consultation, and Participation enhanced through digital platforms for wider reach and engagement.
- vi. Observation Incident Nonconformity Reporting, Investigation, and Learning with AI-driven data analysis for deeper insights.
- vii. Change Management Process that adapts agile methodologies for swift response to safety needs.
- viii. Contractor Safety Management with stricter compliance checks and performance-based evaluations.
- ix. Measurement, Monitoring, and Review using advanced metrics and KPIs for better safety performance tracking.
- x. Fire Detection Protection System Management with smart sensor technology for early detection and response.

These processes are designed to not only comply with current safety regulations but also to set a new standard for occupational health and safety within the industry.

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

Yes, we utilize the Stakeholder Suraksha Application, a mobile-based platform where each worker can report work-related hazards. After reporting, divisions analyze the hazards, and action plans are prepared to eliminate them effectively.

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

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

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

Safety Incident/Number	Category* *Including in the contract workforce	FY24	FY23*
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.06	0.26
	Workers	0.31	0.92
Total recordable work-related injuries	Employees	3	10
	Workers	87	127
No. of fatalities	Employees	Nil	2
	Workers	18	19
High consequence work-related injury or ill-health (excluding fatalities)	Employees	3	7
	Workers	46	81

\*Last year's numbers have been restated to include all Tata Power Entities

As per requirement of BRSR Core, there were 2 Permanent Disabilities in FY24.

## Business Responsibility and Sustainability Report

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

1. Corrective Action Preventive Actions (CAPA) from previous incidents are deployed horizontally across divisions, with monthly tracking.
2. Behaviour-based safety trainings and felt leadership programs are ongoing.
3. Hazard identification, Risk Assessment, and Management follow established procedures.
4. Hierarchy of controls ensures risk control measures are applied, and Control Plans are deployed before job execution.
5. Safety Committees review resource adequacy and support safety management system deployment.
6. Safe and Healthy system of work is maintained through periodic safety audits and inspections across sites

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

	FY24			FY23		
	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	Nil
Health & Safety	1,82,636	2,509	There are no complaints, just observations that are done proactively, so that they can be closed timely	189,813	3,416	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.

Safety-related accidents are thoroughly investigated, and the insights from investigation reports are disseminated across the organization via Red, Orange, and Purple stripe bulletins. These bulletins drive the deployment of corrective actions to prevent the recurrence of such incidents. The effectiveness of corrective actions is assessed during safety audits. Significant risks and concerns identified through Health and Safety Practices assessments are mitigated by leveraging technology/ digitization, enhancing safety capabilities, and implementing robust monitoring and supervision processes.

## LEADERSHIP INDICATORS

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

- a. Employees (Y/N): Yes, Group Term Life Insurance (GTLI)
- b. Workers (Y/N): Yes, Group Term Life Insurance (GTLI) and 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.

Tata Power ensures adherence to all statutory compliances related to workers (e.g. timely wage payment, Provident fund, etc). In case of non-compliances, stringent action is taken against defaulting business partner.

3. **Provide the number of employees / workers having suffered high consequence workrelated 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	
	FY24	FY23*	FY24	FY23
Employees	3	9	Nil	Nil
Workers	64	100	Nil	Nil

\*Last year's numbers have been restated to include all Tata Power Entities

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? (Yes/ No)**

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 engaged in high-risk job execution.
- We have ensured safety training for the workforce of service providers through an approved training institute.
- Regular safety performance evaluations are conducted for service providers.
- Additionally, we've introduced safety performance-linked incentive schemes for service providers

## 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. Furthermore, Institution based synergy to outreach for larger cohort.

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### 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)	<ol style="list-style-type: none"> <li>1. CSR initiatives and interventions</li> <li>2. Community meetings</li> <li>3. Programmes Impact Assessment survey as well as Perception studies.</li> </ol>	Ongoing/Need basis	<ol style="list-style-type: none"> <li>1. Positively touching lives of people and thereby enhancing their quality of life and overall wellbeing</li> <li>2. Capacity Building, local development, Health, STEM, Skilling and livelihoods for the affected persons.</li> </ol> <p>Through our flagship initiative-</p> <ol style="list-style-type: none"> <li>1. Pay Attention: We are taking bold steps by training &amp; capacity building of the public workers (Angawadi, Primary school teacher, Public health care professionals) in early identification of the Autism or any developmental delays found in children.</li> </ol>
Investors (other than Shareholders)	No	<ol style="list-style-type: none"> <li>1. Scheduled investor meets (NDR's, Quarterly conferences etc.)</li> <li>2. Quarterly results call</li> <li>3. Participation in events/ platforms organised by investors</li> </ol>		<ol style="list-style-type: none"> <li>1. Stakeholder support and feedback on operations provides continuous guidance for the management and governance.</li> <li>2. Key Areas of Interest for Stakeholders: Tata Power's Financial Health, Future Strategies, and Operational Performance.</li> </ol>
Shareholders	No	<ol style="list-style-type: none"> <li>1. Annual General Meeting</li> <li>2. Disclosure tools including Integrated Reports and Investor Presentations</li> <li>3. Email</li> <li>4. Complaints and grievance management</li> </ol>	Annual, Need basis	<ol style="list-style-type: none"> <li>1. Keeping communications channels open with analysts and investor community and helps to connect them with management</li> <li>2. Tata Power's Operational and Financial Performance</li> </ol>
Employees and workers	No	<ol style="list-style-type: none"> <li>1. Intranet and in-house newsletters</li> <li>2. Management-employee Town Hall meets</li> <li>3. Annual employee surveys</li> <li>4. Performance dialogue and appraisals</li> <li>5. Employee Feedback programme"</li> </ol>	Regular	<ol style="list-style-type: none"> <li>1. Employees help meet business goals with their collective knowledge and experience, by initiating best-in-class people practices</li> <li>2. Benefits, culture and grievances</li> <li>3. Capacity building and career progression</li> <li>4. Human Rights aspects related to employee wellbeing</li> </ol>
Customers	No	<ol style="list-style-type: none"> <li>1. Customer satisfaction surveys</li> <li>2. Formal and informal feedback</li> <li>3. Forum for quick customer query resolution</li> <li>4. Email</li> <li>5. SMS</li> <li>6. Advertisement</li> <li>7. Website</li> <li>8. Social media</li> </ol>	Regular	<ol style="list-style-type: none"> <li>1. Understanding of their needs helps in determining product and services quality and pricing.</li> <li>2. Product innovation development is guided by customer requirements Reduction in environmental and social impacts of products to help customers meet their Sustainability Goals</li> </ol>
Value Chain Partners (Suppliers and Vendors)	Yes. Tata Power recognises Affirmative Action Suppliers (SC/ST) as vulnerable & marginalised	<ol style="list-style-type: none"> <li>1. Regular supplier / vendor meets</li> <li>2. On-site quality audits of suppliers</li> <li>3. Vendor due diligence and prequalification meetings</li> <li>4. Tracking of suggestions from O&amp;M Partners for possible implementation</li> <li>5. Contract revision and negotiation meetings</li> <li>6. Email</li> </ol>	Annual, Periodic	<ol style="list-style-type: none"> <li>1. Critical to ensure operational efficiency through timely supplies and logistical efficiency</li> <li>2. Vital to our goals of sustainability and responsible sourcing</li> <li>3. Safety of workers and workplace</li> </ol>

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
Regulatory Authorities	No	<ol style="list-style-type: none"> <li>Scheduled meetings</li> <li>Regular liaisoning</li> <li>Industry forums</li> <li>Issue based meetings</li> </ol>	Regular	<ol style="list-style-type: none"> <li>Regular engagement with authorities on issues being faced by various business teams</li> <li>Views and suggestions on various upcoming policy and regulatory frameworks</li> </ol>

**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 engagement with our stakeholders is an ongoing process, which receives inputs via different channels: our volunteers, leadership visits, assessments, and annual deployment of our structured index, internally developed for tracking community engagement. Additionally, we have a Corporate Social Responsibility and Sustainability Committee at the Board level that reviews progress and guides strategic direction and programs on a quarterly basis. Moreover, there are grievance redressal mechanisms as well as an open channel for raising queries, seeking information, or communicating suggestions through an email ID listed on the Tata Power website. This enables us to keep a constant pulse on the sentiments and voices of our stakeholders.

**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 public feedback into its planning & strategy cycles. We have initiated third party impact assessments for mature and significant programmes and geographies where we plan to enable deeper & longer-term programme-design for key flagships and aspirational districts. Similarly basis understanding of teaching cycle in Govt. schools and common needs felt, STEM education was introduced as Lab On Bike programme inception in many govt. schools.

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

The Community Engagement Index (CEI) for FY24 is currently underway across five states at our O&M sites.

Our company consistently identifies disadvantaged, vulnerable, and marginalized stakeholders, actively involving them in new projects or expansions, especially through Corporate Social Responsibility initiatives.

In a distinctive social innovation effort, Tata Power empowers women from local communities as 'Abhas' or 'Abha Sakhi'. These women undergo skill-building programs to become agents of social change, acquiring livelihood skills and knowledge in power Discoms' consumer-centric operations like Meter Reading, Billing, and Collection (MBC) activities, enabling them to become self-employed.

We've also established the Corporate Social Responsibility program, Adhikaar, to bridge the gap between individuals and government entitlements and schemes. This program connects beneficiaries with various government initiatives, addressing the needs of diverse population segments.

The Tata Power Skill Development Institute (TPSDI) caters to the increased need for infrastructure to train community members, especially those who are vulnerable and marginalized. TPSDI equips youth and others with employable skills in the Power and allied sectors, providing modular training and certification across a wide range of skills.

With training hubs strategically located across the country, TPSDI collaborates with Tata Power Delhi Distribution Limited and The Centre for Power Efficiency in Distribution (CENPEID), Delhi. Our courses, aligned with the National Skill Quality Framework (NSQF), vary from 2 to 12 weeks, emphasizing holistic development including technical, numerical, IT, communication, soft skills, safety, health, and environment (SHE) aspects.

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TPSDI ensures increased accessibility to its courses for disadvantaged sections of society and those below the poverty line, demonstrating our commitment to social inclusivity and skill enhancement. Additionally, a third-party impact assessment for the long-term Adhikaar program is ongoing at sites in Maharashtra and Karnataka.

Special programs for vulnerable groups such as sanitation workers, SC, ST communities, and differently-abled individuals are conducted as part of Tata's Affirmative Action initiatives in regions like Tirunelveli and Madhya Pradesh."

### 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:

	FY24			FY23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	22,372	8,084	36	21,661	3,771	17
Other than permanent	1,280	974	76	1,364	196	14
<b>Total Employees</b>	<b>23,652</b>	<b>9,058</b>	<b>38</b>	<b>23,025</b>	<b>3,967</b>	<b>17</b>
<b>Workers</b>						
Permanent	-	-	-	-	-	-
Other than permanent	64,334	19,206	30	-	-	-
<b>Total Workers</b>	<b>64,334</b>	<b>19,206</b>	<b>30</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

Category	FY24					FY23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
<b>Permanent</b>	<b>22,372</b>	<b>Nil</b>	<b>NA</b>	<b>22,372</b>	<b>100</b>	<b>21,661</b>	<b>Nil</b>	<b>NA</b>	<b>21,661</b>	<b>100</b>
Male	20,255	Nil	NA	20,255	100	19,760	Nil	NA	19,760	100
Female	2,117	Nil	NA	2,117	100	1,901	Nil	NA	1,901	100
<b>Other than Permanent</b>	<b>1,280</b>	<b>Nil</b>	<b>NA</b>	<b>1,280</b>	<b>100</b>	<b>1,364</b>	<b>Nil</b>	<b>NA</b>	<b>1,364</b>	<b>100</b>
Male	1,103	Nil	NA	1,103	100	1,231	Nil	NA	1,231	100
Female	177	Nil	NA	177	100	133	Nil	NA	133	100
<b>Workers</b>										
<b>Permanent</b>										
Male	There are no permanent workers in the Company.									
Female										
<b>Other than Permanent</b>										
Male	The Company ensures 100% wage compliances for its contractual workforce.									
Female										

### 3. Details of remuneration/salary/wages

#### a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)	1	10,25,45,845	Nil	NA
Key Managerial Personnel	2	5,32,85,128	Nil	NA
Employees other than BoD and KMP	5,082	7,16,273	992	4,14,627

BoD represents data for CEO and Managing Director only since rest of the BoD consists Non-Executive Directors. This data includes all Tata Power entities except Odisha Discoms.

#### b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY24	FY23
Gross wages paid to females as % of total wages	8%	8%

This includes only "Permanent" and "Other than Permanent" Employees. This data includes all Tata Power entities except Odisha Discoms.

### 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)

Tata Power is committed to upholding Human Rights for all its stakeholders (Tata Power Human Rights Commitment Framework: <https://www.tatapower.com/pdf/sustainability/human-rights-policy.pdf>). Tata Power had undertaken a Human Rights Dipstick Assessment in FY24 through an external assessor and facilitated by a committee of Sustainability, HR and CSR as a precursor to SA8000 certification. The SA8000 certification encourages organizations to adopt socially acceptable practices on eight key areas (child labour, forced labour, health and safety, free association and collective bargaining, discrimination, disciplinary practices, working hours and compensation). SA8000 standard will allow us to measure social performance, sensitize our people and encourage meaningful engagement on human rights in our direct and indirect stakeholder ecosystems. This will in turn enhance our internal systems and external ESG rating. Mr. Himlal Tewari - CHRO, Chief – Sustainability & CSR is the focal point of contact and Sustainability, HR and CSR teams work on various aspects of human rights impacts or issues caused or contributed to by the business along with Ethics team.

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

Tata Power is fully committed to upholding human rights standards across our entire value chain. Tata Power has been working with this ethos and we support the well-being, dignity, and human rights of all our stakeholders. Our commitment to human rights is upheld by our zero-tolerance policy which demonstrates our effort to ensure an environment in which the rights of every individual are respected and protected. We have implemented stringent measures to prevent child labour and bonded labour within our Company and our direct value chain. In addition, we have specific policies in place to address workplace harassment and prejudice. Our human rights policy aligns with the principles set by the International Labour Organization (ILO) and the United Nations Global Compact (UNGC). We have also developed a comprehensive human rights commitment framework based on the UN Guiding Principles Reporting Framework. 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 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](http://www.tip-offs.com), Email ID: [tatapower@ethics-line.com](mailto:tatapower@ethics-line.com)



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

	FY24			FY23		
	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	NA	3	Nil	NA
Discrimination at workplace	9	Nil	This includes concern raised in relation to employee transfer, promotion not received	5	Nil	This includes concerns raised in relation to PMS rating, promotion not received, employee ward not assessed properly in exam.
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human rights related issues	Nil	Nil	NA	Nil	Nil	NA

### 7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY24	FY23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	3
Complaints on POSH as a % of female employees / workers	0.08%	0.09%
Complaints on POSH upheld	1. Action taken – 1 case 2. Conciliation – 2 cases	1. Action taken – 1 case 2. Complaint withdrawn – 1 case 3. Case of inappropriate professional conduct in a work setup as per committee findings – 1 case

### 8. 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 CEO & MD, 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>

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

Yes, Human Rights forms part of the business agreements:

- 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
- TCoC is accepted by the vendors and signed as a part of the contract

## 10. Assessments for the year:

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	A Dipstick (Preliminary) Assessment for Social Accountability 8000 (SA8000) standard by third party for Trombay & Hydro
Forced/involuntary labour	A Dipstick (Preliminary) Assessment for Social Accountability 8000 (SA8000) standard by third party for Trombay & Hydro
Sexual harassment	-
Discrimination at workplace	A Dipstick (Preliminary) Assessment for Social Accountability 8000 (SA8000) standard by third party for Trombay & Hydro
Wages	A Dipstick (Preliminary) Assessment for Social Accountability 8000 (SA8000) standard by third party for Trombay & Hydro
Others – please specify	-

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

Not Applicable

**LEADERSHIP INDICATORS**

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

Tata Power 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 was completed for Standalone entities of Tata Power in the FY24

as a dipstick from a readiness perspective with specific reference and comparison as per requirements of voluntary and global standard Social Accountability 8000 (SA 8000). The elements of the standard included Child Labor, Forced or Compulsory Labor, Health and Safety, Freedom of Association & Right to Collective Bargaining, Discrimination, Disciplinary Practices, Working Hours, Remuneration, & Management System.

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

Yes, Tata Power strongly recognizes the significant benefits of having a diverse workforce. It focuses on promoting equal employment opportunities for all, ensuring accessibility and empowering persons with disability by providing an enabling environment of utmost respect & dignity. It focuses on Tata Power has conducted infrastructure accessibility audit and identified Roles based on type of disability. Partnership was firmed up with disability rights promotion agencies to hire Persons with Disability based on their qualifications, merits, and relevant regulations. Tata Power is committed to recruiting Persons with Disabilities. We ensure that employees with disabilities have access to the necessary tools and resources that facilitate their work and enable them to perform their tasks effectively. These facilities include wheelchairs and ramps for the mobility-impaired, assistive technologies for visual and Hearing-Speech impaired and Braille instructions for the visually impaired. We also have a Customer Relations Centre in Mumbai that specifically caters to the unique needs and requirements of customers with disabilities, ensuring their experience with Tata Power's services is inclusive and accessible. Our energy bills are also available in Braille for visually impaired customers.

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

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

## 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

## Business Responsibility and Sustainability Report

### 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 24	FY 23
<b>From renewables sources</b>		
Total electricity consumption (A) (GJ)*	1,63,728	-
Total fuel consumption (B) (GJ)	-	-
Energy consumption through other sources - (C) (GJ)	-	-
<b>Total energy consumed from renewable sources (A+B+C) (GJ)</b>	<b>1,63,728</b>	<b>-</b>
<b>From non-renewables sources</b>		
Total electricity consumption (D) (GJ)	4,63,248	2,20,881
Total fuel consumption (E) (GJ)	50,48,13,458	40,87,27,250
Energy consumption through other sources (F) (GJ)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F) (GJ)</b>	<b>50,52,76,706</b>	<b>40,89,48,131</b>
<b>Total energy consumed (A+B+C+D+E+F) (GJ)</b>	<b>50,54,40,434</b>	<b>40,89,48,131</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed (GJ)/ Revenue from operations(INR))	0.000821	0.000730
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed (GJ)/ Revenue from operations adjusted for PPP)	0.000227	0.000212
<b>Energy intensity in terms of physical output</b> (Total energy consumed (GJ)/ Total Power Generation Units (kWh))	0.00795	0.00784

Note: Data verification is carried out through third party assurance each year for Integrated Report. Please refer "Assurance Statement" at the end of Integrated Report for detailed representation.

\* This includes power consumed from Hydro's, TPSSL (Manufacturing) and Renewables (O & M)

##### 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.

Cluster	PAT Cycle	Divisions	Notified Target (Kcal/kwh) (FY15)	Achieved (Kcal/kwh) (FY19)	Remedial Action in case target not achieved
Conventional Generation II (2016-17 to 2018-19)		Mundra	2,256	2257 (Normalized)	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

PAT cycle –VII was notified for the period of FY 2022-23 to 2024-25 wherein 707 DCs have been notified with overall energy saving target of 8.485 MTOE in the following 9 Energy Intensive Sectors, i.e. Aluminium, Cement, Chlor-Alkali, Iron and Steel, Pulp and Paper, Textiles, Thermal Power Plant, Railways and DISCOM. All our conventional generation divisions and DISCOMS are also part of it. PAT Cycle VII targets are as given below

Cluster	PAT Cycle	Divisions	Baseline Net Heat Rate (Kcal/kwh) (FY19)	Target Net Heat Rate (Kcal/kwh) (FY25)
Conventional Generation	VII (2022-23 to 2024-25)	Coastal Gujarat Power Limited	2,272	2,253
		Maithon Right Bank Thermal Power Plant	2,480	2,469
		Trombay Thermal Power Station (Coal & Oil) (TATA Power Company)	2,580	2,569
		Trombay Combined Cycle Power Plant (TATA Power Company)	2,055	2,039
		Jojobera Power Plant (TATA Power Co)	2,856	2,817

Cluster	PAT Cycle	Divisions	Baseline - % of Transmission and Distribution losses	Notified Target - % of Transmission and Distribution losses
Discoms	VII (2022-23 to 2024-25)	Tata Power Company Limited - Mumbai Distribution	0.19	0.19
		Tata Power Delhi Distribution Limited (TPDDL)	6.83	6.83
		Tata Power Northern Odisha Distribution Limited (TPNODL)	18.74	17.60
		Tata Power Central Odisha Distribution Limited (TPCODL)	28.15	25.59
		Tata Power Western Odisha Distribution Limited (TPWODL)	21.14	19.70
		Tata Power Southern Odisha Distribution Limited (TPSODL)	29.76	26.90

The fourth cycle of PAT was notified on March 28, 2018. A total of 106 DCs with a total reduction target of 0.6998 MTOE were notified under PAT cycle -IV. These DCs were from 8 sectors consisting of 6 existing sectors of PAT cycle -I and two new sectors namely Petrochemicals and Commercial Buildings (Hotels). One of our operating thermal plant comes under PAT cycle 4, details of which are as given below

Cluster	PAT Cycle	Divisions	Baseline Net Heat Rate (Kcal/kwh) (FY17)	Target Net Heat Rate (Kcal/kwh) (FY21)	Achieved (Kcal/kwh) (FY21)	Remedial Action in case target not achieved
Conventional Generation	IV (2018-19 to 2020-21)	Prayagraj Power Generation Company Limited	2,669	2,588	2,530	Better than Notified Target

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

Parameter	FY24	FY23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	1,29,32,02,788	1,28,68,42,000
(ii) Groundwater	27,724	66,000
(iii) Third party water	2,55,26,049	1,47,68,000
(iv) Seawater / desalinated water	4,78,70,14,545	3,26,58,08,000
(v) Others	Nil	Nil
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>6,10,57,71,106</b>	<b>4,56,74,84,000</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>32,00,81,114</b>	<b>26,44,36,000</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption (KI)/ Revenue from operations(INR))	<b>0.000520</b>	<b>0.000472</b>
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption (KI)/ Revenue from operations adjusted for PPP)	<b>0.000144</b>	<b>0.000137</b>
<b>Water intensity in terms of physical output</b> (Total water consumption (KI)/ Total Power Generation Units (kWh))	<b>0.005036</b>	<b>0.005070</b>

Note: Data verification is carried out through third party assurance each year for Integrated Report. Please refer Independent Assurance Statement (Pages 581-588) for detailed representation.

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### 4. Provide the following details related to water discharged:

Parameter	FY24	FY23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	<b>1,24,89,82,509</b>	<b>1,23,19,41,000</b>
No treatment*	1,24,89,82,509	1,23,19,41,000
With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater	<b>4,53,60,99,593</b>	<b>3,07,11,07,000</b>
No treatment**	4,53,60,86,788	3,07,11,07,000
Primary Treatment - Neutralization	12,805	-
(iv) Sent to third-parties	<b>6,07,889</b>	-
No treatment	-	-
Primary treatment	6,07,889	-
(v) Others	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>5,78,56,89,991</b>	<b>4,30,30,48,000</b>

Note: Data verification is carried out through third party assurance each year for Integrated Report. Please refer Independent Assurance Statement (Pages 581-588) for detailed representation.

\* Water discharged from Hydro plants

\*\* Water discharged from Once-through-cooling system in Thermal plants

### 5. 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.

TPREL is envisaging Zero Liquid Discharge at Solar Panel Manufacturing Site at Bangalore, wherein currently the waste water is treated and partially re used, sludge is disposed through authorized vendor.

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

Parameter	Please specify unit	FY24	FY23
NOx		80,677	56,218
SOx		1,63,954	1,10,962
Particulate matter (PM)		6,908	5,603
Persistent organic pollutants (POP)	Tonnes	NA	NA
Volatile organic compounds (VOC)		NA	NA
Hazardous air pollutants (HAP)		NA	NA
Others – please specify		NA	NA

Note: Data verification is carried out through third party assurance each year for Integrated Report. Please refer Independent Assurance Statement (Pages 581-588) for detailed representation

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

Parameter	Units	FY24	FY23*
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	3,86,71,851	2,83,12,137
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	28,86,646	23,62,899
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent / Revenue (INR)	0.0000675	0.0000547
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> equivalent / Revenue (PPP)	0.0000186	0.0000159
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b> (Total Scope 1 and Scope 2 GHG emissions / Total Power Generation Units (kWh))	Metric tonnes of CO <sub>2</sub> equivalent / kWh	0.0006539	0.0005881

Note: Data verification is carried out through third party assurance each year for Integrated Report. Please refer Independent Assurance Statement (Pages 581-588) for detailed representation

\*Last year's numbers have been restated to include all relevant emissions

8. **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 validated SBTi targets to provide the pathway to develop integrated solutions for becoming carbon net zero.

This includes transitioning away from thermal 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 111 of the Integrated Report FY24.

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

Parameter	FY 24	FY 23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	2,070	-
E-waste (B)	215	-
Bio-medical waste (C)	0.0013	-
Construction and demolition waste (D)	3,194	-
Battery waste (E)	177	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	293	350
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	67,27,744	59,63,380
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>67,33,693</b>	<b>59,63,730</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated (metric tonnes / Revenue from operations (INR))	<b>0.0000109</b>	<b>0.0000106</b>
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated (metric tonnes) / Revenue from operations adjusted for PPP)	<b>0.0000030</b>	<b>0.0000031</b>
<b>Waste intensity in terms of physical output</b> (Total waste generated (metric tonnes) / Total Power Generation Units (kWh))	<b>0.0001060</b>	<b>0.0001143</b>

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Parameter	FY 24	FY 23
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of Waste</b>		
(i) Recycled	-	-
(ii) Re-used	3,791	-
C&D waste	3,192	
Paper waste	388	
Leftover food and vegetable waste	211	
(iii) Other recovery operations	-	-
<b>Total</b>	<b>3,791</b>	<b>-</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0.0013	-
(ii) Landfilling	20,49,160	-
(iii) Other disposal operations	55,45,589	58,28,617
Bricks/Blocks/Tiles industries	37,012	
Cement Industries	34,91,377	
Roads, Fly over /Rail Embankment	2,09,859	
Mine filling	16,39,220	
Other	1,68,121	
<b>Total</b>	<b>75,94,749</b>	<b>58,28,617</b>

Note: Data verification is carried out through third party assurance each year for Integrated Report. Please refer Independent Assurance Statement (Pages 581-588) for detailed representation

10. **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 by 2030. 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.

11. **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.

12. **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
Bhivpuri Pump Storage Project - Draft EIA	S.O. 1533 (E)	September 14, 2006	Yes	No	Proposal underwent Public Hearing in the month of Apr - 24. Final EIA will be uploaded in due course of time

13. **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 noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
	Yes, the Company is 100% compliant with the applicable environmental law/ regulations/ guidelines in India.			

## LEADERSHIP INDICATORS

1. **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, Jharkhand
- Nature of operations – Solar generation and Jojobera thermal power station
- Water withdrawal, consumption and discharge in the following format:

Parameter	FY24	FY23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) To Surface water	7,987	42,532
(ii) To Groundwater	4,837	11,965
(iii) Third party water	1,07,51,414	91,17,850
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil



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Parameter	FY24	FY23
<b>Total volume of water withdrawal (in kilolitres)</b>	1,07,64,238	91,72,347
<b>Total volume of water consumption (in kilolitres)</b>	1,07,64,238	91,72,347
<b>Water intensity per rupee of turnover</b> (Water consumed (Kl)/ turnover(INR))	0.0000175	0.0000164
<b>Water intensity (optional)</b> – (Water consumed (Kl)/ total power generation units (kWh))	0.0001693	0.0001758
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	-	-
No treatment		
With treatment – please specify level of treatment		
(ii) Into Groundwater	-	-
No treatment		
With treatment – please specify level of treatment		
(iii) Into Seawater	-	-
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties	-	-
No treatment		
With treatment – please specify level of treatment		
(v) Others	-	-
No treatment		
With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>	-	-

Note: Data verification is carried out through third party assurance each year for Integrated Report. Please refer Independent Assurance Statement (Pages 581-588) for detailed representation

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

Parameter	Unit	FY24	FY23*
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	2,64,64,246	2,47,87,344
<b>Total Scope 3 emissions per rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> equivalent / turnover (INR)	0.000043	0.000044
<b>Total Scope 3 emission intensity (optional)</b> – Total Scope 3 emissions / total Power generation units (kWh)	Metric tonnes of CO <sub>2</sub> equivalent / Units (kWh)	0.000416	0.000475

Note: Data verification is carried out through third party assurance each year for Integrated Report. Please refer Independent Assurance Statement (Pages 581-588) for detailed representation.

\*Last year's numbers have been restated to include all relevant categories.

### 3. With respect to the ecologically sensitive areas reported at Question 11 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.

4. **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 SOx and NOx from the stack emissions	

5. **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>

6. **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.

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

Nil

## 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: 5**  
 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	Bombay Chamber of Commerce and Industry	Both State and National level

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

S. No.	Name of Authority	Brief of the case	Corrective Action taken
			Nil

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## 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	Electricity Rules 2005 related to Captive Power	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials in MoP, CERC 3. Joint Representation through Associations	Yes	NA	MoP Website <a href="https://powermin.gov.in/">https://powermin.gov.in/</a>
2	Flexibilisation in thermal stations	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials in MoP, CEA	Yes	NA	CEA Website <a href="https://cea.nic.in/whats-new/?lang=en">https://cea.nic.in/whats-new/?lang=en</a>
3	Rationalization of T-GNA formula for RE transmission waiver under the Sharing Regulation of CERC	In-person meetings/discussions with concerned officials in CERC	Yes	NA	CERC Website <a href="https://cercind.gov.in/index.html">https://cercind.gov.in/index.html</a>
4	Draft amendments of GNA Regulations	1. Comments submitted officially 2. Joint Representation through Associations	Yes	NA	CERC Website <a href="https://cercind.gov.in/index.html">https://cercind.gov.in/index.html</a>
5	Late Payment Surcharge (LPS) Rule 2022	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials in MoP 3. Joint Representation through Associations	Yes	NA	MoP Website <a href="https://powermin.gov.in/">https://powermin.gov.in/</a>
6	Electricity Consumer Rules 2023	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials in MoP	Yes	NA	MoP Website <a href="https://powermin.gov.in/">https://powermin.gov.in/</a>
7	Bidding guidelines issued by MOP on RE	Joint Representation through Associations	Yes	NA	MoP Website <a href="https://powermin.gov.in/">https://powermin.gov.in/</a>
8	Discussion paper on Market Coupling	Comments submitted officially	Yes	NA	CERC Website <a href="https://cercind.gov.in/index.html">https://cercind.gov.in/index.html</a>
9	Indian Electricity Grid Code 2023	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials in CERC	Yes	NA	CERC Website <a href="https://cercind.gov.in/index.html">https://cercind.gov.in/index.html</a>
10	Procedure for Verification of Captive Status for Inter-State Sale of Power	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials in MoP, CEA	Yes	NA	CEA Website <a href="https://cea.nic.in/whats-new/?lang=en">https://cea.nic.in/whats-new/?lang=en</a>
11	SOPs for Subsidy Accounting in DISCOMs	Comments submitted officially	Yes	NA	MoP Website <a href="https://powermin.gov.in/">https://powermin.gov.in/</a>
12	Carbon Credit Trading Scheme (CCTS)	Comments submitted officially	Yes	NA	MoP Website <a href="https://powermin.gov.in/">https://powermin.gov.in/</a> <a href="https://beeindia.gov.in/en">https://beeindia.gov.in/en</a>
13	Draft Procedure for Implementation of Compliance Market under the CCTS	Comments submitted officially	Yes	NA	BEE Website <a href="https://beeindia.gov.in/en">https://beeindia.gov.in/en</a>
14	Green Energy Credit Rules 2023	1. Comments submitted officially 2. Joint Representation through Associations	Yes	NA	MOEF Website <a href="https://moef.gov.in/moef/index.html">https://moef.gov.in/moef/index.html</a>
15	Electricity Amendment Rules 2023 and 2024	1. Comments submitted officially 2. In-person meetings/discussions with concerned officials in MoP	Yes	NA	MoP Website <a href="https://powermin.gov.in/">https://powermin.gov.in/</a>

## 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
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 the FY (in ₹)
No R&R carried out in FY24						

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:**

	FY24	FY23*
Directly sourced from MSMEs/ small producers	19%	21%
Directly from within India	66%	70%

\*FY23 numbers have been restated due to inclusion of all Tata Power entities

5. **Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost**

Location	FY24	FY23
Rural	10%	8%
Semi-urban	13%	10%
Urban	9%	10%
Metropolitan	68%	72%

This includes "Permanent" and "Other than Permanent" Employees only. This includes all Tata Power entities except Odisha Discoms.

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### 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	12,43,250
2	Bihar	Gaya	19,26,884
3	Bihar	Muzzafarpur	9,38,652
4	Odisha	Dhenkanal	71,07,594
5	Odisha	Korapat	16,24,593
6	Odisha	Balangir	24,36,889
7	Odisha	Gajapati	50,76,853
8	Odisha	Kalahandi	40,61,482
9	Uttar Pradesh	Gonda	57,75,212
10	Uttar Pradesh	Bahrach	41,25,152
11	Uttar Pradesh	Siddharth Nagar	33,00,121
12	Uttar Pradesh	Shrawasti	33,00,121
13	Rajasthan	Jaisalmer	7,51,278
14	Rajasthan	Bikaner	17,52,982
15	Kerala	Waynad	36,56,227

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?**

0.09% (₹ 40.13 crore) of total procurement is done from Affirmative Action Business Associates encompassing (SC/ST or Vulnerable/Marginalized groups)

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 socio-economically derived communities for entrepreneurship and qualitybased 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.

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
				Not Applicable

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

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

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

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Education	26,25,000	
2	Employability and Employment	2,76,000	
3	Entrepreneurship	30,000	15
4	Essential Enablers (Others - Stakeholder Engagement Sports, Volunteering, Affirmative Action & social inclusion)	12,86,000	

## 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
<b>Customer Care</b>	Relationship Managers	<ul style="list-style-type: none"> <li>Dedicated 9-seater Call centre - Working Hours 365 Days - 8 AM to 8PM</li> <li>Feedback Ratings obtained from customers after closure of each service Interventions</li> </ul>	<ul style="list-style-type: none"> <li>Call Centre with dedicated Customer Service Desk.</li> <li>TAT tracked (FY 24 = 15hrs on Target of 24hrs)</li> </ul>	<ul style="list-style-type: none"> <li>Key Account Managers</li> <li>24X7 Call Centres</li> <li>Customer Care Centres</li> <li>Field offices</li> <li>Post transactional feedback sought across touch points on closure.</li> <li>Capturing feedback through Happy Calling</li> <li>SMS based feedback taken from customer</li> </ul>
<b>Website</b>	<a href="https://www.tatapower.com/energy-solutions/conventional-generation/conventional-generation-overview.aspx">https://www.tatapower.com/energy-solutions/conventional-generation/conventional-generation-overview.aspx</a>	<a href="https://www.tatapower.com/energy-solutions/renewable-generation/overview.aspx">https://www.tatapower.com/energy-solutions/renewable-generation/overview.aspx</a> with escalation matrix	<a href="https://www.tatapower.com/ezhome/">https://www.tatapower.com/ezhome/</a>	<a href="https://tdservices.tatapower.com/">https://tdservices.tatapower.com/</a> Customer Chat bot – Roshni (TPDDL), TINA (Mumbai)
<b>Consumer App</b>	NA	<ul style="list-style-type: none"> <li>Tata Power EZ Charge App</li> <li>Tata Power Solar</li> <li>Tata Power Solar roof</li> </ul>	Tata Power EZ HOME Mobile App	<ul style="list-style-type: none"> <li>TPCODL: TPCODL Mitra app</li> <li>TPNODL, TPWODL, TPSODL: My Tata Power Consumer App</li> <li>Mumbai: Tata Power Mumbai App</li> <li>Delhi: TPDDL Samvaad</li> </ul>

## Business Responsibility and Sustainability Report

Mechanism	Conventional Generation	Renewables	Home Automation	Transmission and Distribution
<b>Phone Number</b>	1800-209-5161	<ul style="list-style-type: none"> <li>Renewables - Tel +91 22 67171622</li> <li>EZ Charge - 1800 209 5161</li> <li>Solar-roof – 1800 209 5161</li> </ul>	<ul style="list-style-type: none"> <li>WhatsApp: “Hi” to +91 8886659442</li> <li>Toll Free: 1800-2-12345.</li> </ul>	<ul style="list-style-type: none"> <li>SMS Pull Services</li> <li>Tata Power Mumbai: 9223170707, toll-free: 19123, WhatsApp: 7045116237</li> <li>TPDDL: Toll Free: 19124 / 1800-208-9124</li> <li>TPDDL: 7303482071</li> <li>TPCODL: 1912/1800-345-7122</li> <li>TPWODL: 1800 3456 798</li> <li>TPSODL: 1800-345-6797 / 1912</li> <li>TPNODL: 1800-345-6718</li> </ul>
<b>E-mail</b>	NA	<ul style="list-style-type: none"> <li>Renewables - <a href="mailto:renewables@tatapower.com">renewables@tatapower.com</a></li> <li>EZ Charge - <a href="mailto:evcharger@tatapower.com">evcharger@tatapower.com</a></li> </ul>	<ul style="list-style-type: none"> <li>EZ Home - <a href="mailto:ezhomesales@tatapower.com">ezhomesales@tatapower.com</a></li> <li><a href="mailto:ezhome@tatapower.com">ezhome@tatapower.com</a></li> </ul>	<ul style="list-style-type: none"> <li>Tata Power Mumbai: <a href="mailto:customercare@tatapower.com">customercare@tatapower.com</a></li> <li>TPCODL: <a href="mailto:customercare@tpcentralodisha.com">customercare@tpcentralodisha.com</a></li> <li>TPSODL: <a href="mailto:customercare@tpsouthernodisha.com">customercare@tpsouthernodisha.com</a></li> <li>TPNODL: <a href="mailto:customercare@tpnodl.com">customercare@tpnodl.com</a></li> <li>TPWODL: <a href="mailto:consumercare@tpwesternodisha.com">consumercare@tpwesternodisha.com</a></li> </ul>
<b>Social media and other platforms</b>	Twitter, Facebook, WhatsApp, Instagram, LinkedIn, Letters, Microsoft Kaizala (Tata Power Mumbai)			
<b>Customer Feedback</b>	Annual Customer Satisfaction survey by third party			

### 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:

	FY24			FY23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	ESCO – 15 TPADL – 86,080 Distribution Mumbai – 1,26,505 Solar Rooftop – 10,488	Distribution Mumbai – 157 Solar Rooftop - 63	These include both commercial and technical complaints along Fire and Safety Complaints resolved within Service-Level Agreement (SLA)	TPADL – 57,230 Solar Rooftop – 7,558	Solar Rooftop - 79	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	Nil	Nil
Trade Practices Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other	Home Automation – 997	Nil	Nil	Home Automation – 353	Nil	Nil

This data excludes TPDDL and Odisha Discoms.

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls	Nil	Not Applicable

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

Yes, the company has comprehensive cybersecurity policies covering both IT and OT domains. These policies outline key aspects such as access controls, data encryption, incident response procedures, risk assessments, and compliance with data privacy regulations. They also include guidelines for employee awareness training, third-party risk management, and regular security assessments. Overall, these policies are regularly reviewed and updated to align with emerging cyber threats and evolving regulatory requirements, reflecting the organization's commitment to maintaining a robust cybersecurity posture and safeguarding sensitive information.

Web 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.

#### 7. Provide the following information relating to data breaches:

	FY24
a. Number of instances of data breaches	Nil
b. Percentage of data breaches involving personally identifiable information of customers	Nil
c. Impact, if any, of the data breaches	Not Applicable

### 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
<b>Customer Care</b>	Relationship Managers	<ul style="list-style-type: none"> <li>Dedicated 9-seater Call centre - Working Hours 365 Days - 8 AM to 8PM</li> <li>Feedback Ratings obtained from customers after closure of each service Interventions</li> </ul>	<ul style="list-style-type: none"> <li>Call Centre with dedicated Customer Service Desk.</li> <li>TAT tracked (FY 24 = 15 hrs on Target of 24 hrs)</li> </ul>	<ul style="list-style-type: none"> <li>Key Account Managers</li> <li>24X7 Call Centres</li> <li>Customer Care Centres</li> <li>Field offices</li> <li>Post transactional feedback sought across touch points on closure.</li> <li>Capturing feedback through Happy Calling</li> <li>SMS based feedback taken from customer</li> </ul>
<b>Website</b>	<a href="https://www.tatapower.com/energy-solutions/conventional-generation/conventional-generation-overview.aspx">https://www.tatapower.com/energy-solutions/conventional-generation/conventional-generation-overview.aspx</a>	<a href="https://www.tatapower.com/energy-solutions/renewable-generation/overview.aspx">https://www.tatapower.com/energy-solutions/renewable-generation/overview.aspx</a> with escalation matrix	<a href="https://www.tatapower.com/ezhome/">https://www.tatapower.com/ezhome/</a>	SMS based feedback taken from customer <a href="https://tdservices.tatapower.com/">https://tdservices.tatapower.com/</a> Customer Chat bot – Roshni (TPDDL), TINA (Mumbai)
<b>Consumer App</b>	NA	<ul style="list-style-type: none"> <li>Tata Power EZ Charge App</li> <li>Tata Power Solar</li> <li>Tata Power Solar roof</li> </ul>	Tata Power EZ HOME Mobile App	<ul style="list-style-type: none"> <li>TPCODL: TPCODL Mitra app</li> <li>TPNODL, TPWODL, TPSODL: My Tata Power Consumer App</li> <li>Mumbai: Tata Power Mumbai App</li> <li>Delhi: TPDDL Samvaad</li> </ul>



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<b>E-mail</b>	NA	<ol style="list-style-type: none"> <li>Renewables - <a href="mailto:renewables@tatapower.com">renewables@tatapower.com</a></li> <li>EZ Charge - <a href="mailto:evcharger@tatapower.com">evcharger@tatapower.com</a></li> </ol>	<ol style="list-style-type: none"> <li>EZ Home - <a href="mailto:ezhomesales@tatapower.com">ezhomesales@tatapower.com</a> <a href="mailto:ezhome@tatapower.com">ezhome@tatapower.com</a></li> </ol>	<ol style="list-style-type: none"> <li>Tata Power Mumbai: <a href="mailto:customer@tatapower.com">customer@tatapower.com</a></li> <li>TPCODL: <a href="mailto:customer@tpcentralodisha.com">customer@tpcentralodisha.com</a></li> <li>TPSODL: <a href="mailto:customer@tpsouthernodisha.com">customer@tpsouthernodisha.com</a></li> <li>TPNODL: <a href="mailto:customer@tpnodl.com">customer@tpnodl.com</a></li> <li>TPWODL: <a href="mailto:consumer@tpwesternodisha.com">consumer@tpwesternodisha.com</a></li> </ol>
<b>Social media and other platforms</b>	Twitter, Facebook, WhatsApp, Instagram, LinkedIn, Letters, Microsoft Kaizala (Tata Power Mumbai)			
<b>Customer Feedback</b>	Annual Customer Satisfaction survey by third party			

### 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
<ul style="list-style-type: none"> <li>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.</li> <li>Technical Videos are available on YouTube, Website and E-commerce platform</li> </ul>	<ul style="list-style-type: none"> <li>Awareness on social media platforms like Facebook, Twitter, LinkedIn, Instagram, Microsoft Kaizala</li> <li>Energy calculator on customer portal - <a href="http://www.cp.tatapower.com">www.cp.tatapower.com</a></li> <li>Various polls/ quizzes through special drives marking Fire Service Week, National Safety Day, Energy Conservation Day, etc</li> <li>Through consumer connects during MILAN, Jan Jagruti sessions.</li> <li>Energy Conservation Awareness sessions in schools through Enerji Club.</li> </ul>	<ul style="list-style-type: none"> <li>Jan Jagruti Abhiyan</li> <li>Advertisement on FM Radio</li> <li>Cable Operators meet.</li> <li>Electrical Safety Week Awareness</li> </ul>	<ul style="list-style-type: none"> <li>Deployment of Surakhsha Sachetan Rath (LED Mobile vans) for public safety awareness covering more than 200 villages under model GPs</li> <li>Nukkad Natak conducted for public safety awareness by engaging NGOs</li> <li>Distributed Pamphlets on Dos and Don'ts on public safety awareness during various local festivals.</li> <li>Wall painting on public safety awareness message done on boundary walls</li> <li>Vinyl stickers on public safety pasted on vehicles for public safety awareness</li> </ul>	<ul style="list-style-type: none"> <li>Safety awareness campaign through Gram Panchayat meets.</li> <li>Sharing Email to consumer on their registered Email ID through E-Care desk.</li> <li>Transformer Fencing</li> </ul>	<ul style="list-style-type: none"> <li>LED Van Video Display at villages to aware local public regarding electrical safety.</li> <li>Public awareness sessions in gram panchayats, villages and also for Self Help Group members.</li> <li>Demonstration on Fire extinguisher and electrical safety at schools and colleges.</li> </ul>	<ul style="list-style-type: none"> <li>Customer Connect Camps Awareness through social media platforms like TWITTER, Instagram, Facebook and Linked-in</li> <li>Advertisement through Mobile Van, Road shows, Digital display in Big Screens at Key square points</li> </ul>	<ul style="list-style-type: none"> <li>Conducting Safety awareness sessions in VT Centres and Government Schools.</li> <li>Safety awareness for General Public in JJ Clusters, through FM Radio, Resident Welfare Association (RWA) meetings.</li> <li>PISA (Public Installation Safety Audits)</li> <li>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.</li> </ul>

\*Odisha Discoms - Elephant Corridor: A 24x7 Elephant Care Control Room has been set-up at Central Power Systems Control Centre (CPSSC), 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
<ul style="list-style-type: none"> <li>We have Unique Toll-Free Number (1800- 2-12345), Interactive Chat Bot (WhatsApp No 8886659442) and Web Site.</li> <li>Information about disruption can be updated on this system.</li> </ul>	<ul style="list-style-type: none"> <li>SMS communication to consumers.</li> <li>Shutdown notice to societies in case of planned maintenance.</li> </ul>	<ul style="list-style-type: none"> <li>Planned shutdown are shared through local newspaper and electronic media</li> </ul>	<ul style="list-style-type: none"> <li>SMS or automated voice response or call through call centre, informing customer about possible discontinuation of service on nonpayment of bill</li> <li>Assessment and booking for any energy theft and communicating the same to consumers/ public through Physical visits.</li> </ul>	<ul style="list-style-type: none"> <li>SMS or automated voice response or call through call centre, informing customer about possible disruption/ discontinuation of service on nonpayment of bill.</li> <li>Assessment and booking for any energy theft and communicating the same to consumers/ public through Physical visits.</li> <li>Announcement of disconnection on nonpayment through Mobile Vans.</li> <li>Planned Outages prior announcement through SMS and mobile Vans.</li> </ul>	<ul style="list-style-type: none"> <li>Planned outage information through official website, SMS to consumers through Urja Mitra and WhatsApp information to KCG consumers.</li> <li>Mike announcement in advance (1-2 days in prior) through mobile vehicles in areas to be affected during planned outages.</li> <li>Disconnection notices for unpaid amounts and theft booking cases.</li> </ul>	<ul style="list-style-type: none"> <li>Mike announcement at local level</li> <li>Information at Contact Centre</li> <li>Schedule Power Outrage info in the web site</li> <li>SMS alert [ its partially available in 1 out of 6 Circle]</li> </ul>	<ul style="list-style-type: none"> <li>Planned shutdown and disruptions are shared through SMS.</li> <li>Website - Please enter your Customer Account number to view details of all Current and Scheduled Outages for the next 2 days.</li> </ul>

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. 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)

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.

Home Automation	Mumbai Distribution	TPADL	TPCODL	TPWODL	TPNODL	TPSODL	TPDDL
<ul style="list-style-type: none"> <li>We provide serial number, wiring diagram as additional information.</li> <li>We carry out survey regard to Customer Satisfaction related to major products.</li> <li>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.</li> <li>Happy Calling - 4.52</li> <li>E-commerce rating - 4.11</li> <li>CP rating - 4.11</li> <li>Application Rating : IOS Rating - 4.3</li> <li>Android rating - 4.7</li> <li>Overall : 4.37</li> </ul>	<ul style="list-style-type: none"> <li>Customer Satisfaction Survey (CSAT) carried out and rating of 99% achieved</li> </ul>	<ul style="list-style-type: none"> <li>Yearly Customer satisfaction survey carried out.</li> </ul>	<ul style="list-style-type: none"> <li>Yearly Customer satisfaction survey carried out.</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Third party CSAT score of 96%.</li> </ul>	<ul style="list-style-type: none"> <li>Consumer feedback are captured through various platforms and forums</li> <li>JAGRUTHI- Consumers interactive sessions</li> <li>VARTHALAAP- Live interactive sessions with social media Opinion makers</li> <li>SAMBANDH- Consumer Connect @ Customer Care Centre</li> <li>Walk in Feedback-Written feedback in register at customer care centre for the walk in consumers.</li> <li>Positive feedback/ satisfied score is at 83.29%.</li> <li>Third Party Agency has already taken been on board to conduct CSAT Surveys (Consumer Satisfaction Survey).</li> </ul>	<ul style="list-style-type: none"> <li>Service details are available in website: <a href="http://www.tpsouthernodisha.com">www.tpsouthernodisha.com</a></li> <li>CSAT survey for HT and EHT consumer have been done by external agency.</li> </ul>	<ul style="list-style-type: none"> <li>The surveys are carried out annually for the entity as a whole</li> </ul>