

BUSINESS RESPONSIBILITY REPORT: 2014-15

Introduction

The Tata Power Company Limited (Tata Power) as a responsible Corporate is committed to operating and growing its business in a socially responsible way. Right from its inception a century back, Tata Power is convinced that businesses that address both the direct concerns of citizens and the needs of the environment will prosper over the long term. This conviction is embedded into Tata Power's vision:

“To be the most admired and Responsible Integrated Power Company with international footprint, delivering Sustainable value to all Stakeholders.”

Tata Power has embraced this vision at its core by working towards conservation of environment, community wellbeing and has engaged with stakeholders in its activities thereby providing high-quality services in a responsible and efficient way. This is also supported by the strong Governance which has considered **SACRED** values for Tata Power:

- **Safety** - Safety is a core value over which no business objective can have a higher priority;
- **Agility** - Speed, Responsiveness and being Proactive, achieved through Collaboration and Empowering Employees;
- **Care** - Care for Stakeholders - Environment, Customers & Shareholders – both existing and potential, Community and People (employees and partners);
- **Respect** - Treat all stakeholders with respect and dignity;
- **Ethics** - Achieve the most admired standards of Ethics, through Integrity and mutual Trust;
- **Diligence** - Do everything (set direction, deploy actions, analyze, review, plan and mitigate risks etc.) with a thoroughness that delivers quality and Excellence – in all areas, and especially in Operations, Execution and Growth.

The compliance to statutory requirements is of prime importance at Tata Power and this Business Responsibility Report (BRR) is one of the examples of being a responsible company.

Section A: General Information about the Company

- | | |
|--|--|
| 1. Corporate Identity Number (CIN) of the Company | L28920MH1919PLC000567 |
| 2. Name of the Company | The Tata Power Company Limited |
| 3. Registered address | Bombay House, 24, Homi Mody Street, Mumbai – 400 001 |
| 4. Website | www.tatapower.com |
| 5. E-mail id | sustainability.reporting@tatapower.com |
| 6. Financial Year reported | 2014-2015 |
| 7. Sector(s) that the Company is engaged in (industrial activity code-wise) | |

ITC Code	Description
NA	Power
NA	Electronic Products
NA	Technical Services

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

1. Generation, transmission and distribution of electricity
2. Electronic Products
3. Technical Services

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

- (i) Number of International Locations (Provide details of major 5)
Indonesia, Singapore, South Africa, Bhutan and Georgia.

- (ii) Number of National locations: Tata Power has its operations in 32 locations. The operational status as on 31st March 2015 are given below:

State	No. of Project locations	Hydros	Wind	Solar	Thermal	Transmission	Distribution
Maharashtra	16	3	7	3	1	1	1
Jharkhand	3				2		1
Delhi	4			1	1	1	1
Gujarat	4		2	1	1		
Karnataka	2		1		1		
Tamil Nadu	1		1				
West Bengal	1				1		
Rajasthan	1		1				
Total	32	3	12	5	7	2	3

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

The markets served by Tata Power are listed below:

1. Delhi License Area	6. Karnataka	11. Tamil Nadu
2. Gujarat	7. Maharashtra	12. West Bengal
3. Haryana	8. Mumbai License Area	13. Odisha
4. Himachal Pradesh	9. Punjab	
5. Jharkhand (Jamshedpur Circle)	10. Rajasthan	

Section B: Financial Details of the Company

1.	Paid up Capital (INR)	₹ 270.48 crore
2.	Total Turnover (INR)	₹ 2,164.92 crore
3.	Total profit after taxes (INR)	₹ 213.37 crore
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of net profits (%)	2%
5.	List of activities in which CSR expenditure in 4 above has been incurred	

Corporate Social Responsibility (CSR) is an integral part of Tata Power's Sustainability journey. The CSR activities are carried out by Community Relations (CR) Division of Sustainability Department. The driving force for the CR activities is the CR policy which provides the basic structure across companies operations as well as projects. A CSR committee at Board level has been formed which informs the activities to be undertaken by the Company as specified in Schedule VII to the Companies Act 2013, or as may be prescribed by the Rules thereto, as well as propose expenditure to be incurred on the activities referred and monitor mechanism. The CR activities are carried out under the 5 thrust areas given below:

Thrust Areas	% spent
<i>Augmenting Primary Education System with focus on Girl Child (VIDYA)</i>	9.62
<i>Building and Strengthening Healthcare Facilities including Safe Drinking Water (AROGYA/SWATCH JAL)</i>	6.89
<i>Enhancing Programs on Livelihood and Employability (SAMRIDDI & DAKSH)</i>	51.30
<i>Building Social Capital and Infrastructure (SANRACHNA)</i>	21.48
<i>Nurturing Sustainability for Inclusive Growth (AKSHAY)</i>	6.57

Section C: Other Details

1. Does the Company have any Subsidiary Company/Companies?
Tata Power has 25 subsidiaries as on 31st March 2015

2. Do the Subsidiary Company/Companies participate in the Business Responsibility (BR) Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)
- No, the subsidiaries have their own BR plans which are positively influenced by Tata Power. Also, on a larger outlook the subsidiary companies participate in group wide activities on an array of Sustainability initiatives. Further, the subsidiaries are guided by the Tata Code of Conduct (TCoC) to conduct their business in an ethical and transparent manner.
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]
- No, entities like suppliers/vendors are not directly involved with the 'Responsible Business' initiatives. However, Tata Power contract's address areas like Health, Safety & Environment, Ethics, Human Rights, etc. that suppliers are obliged to strictly adhere to, in compliance to the Responsible Supply Chain Policy (RSCM). Further, the contracts with suppliers/vendors shall abide by TCoC. Additionally, Sustainability awareness sessions are conducted during various forums such as Suppliers Meet as a part of supplier/vendor engagement.

Section D: BR Information

1. Details of Director/Directors responsible for BR

a.	Details of the Director/Directors responsible for implementation of the BR policy/policies.	
1.	DIN Number	00006867
	Name	Mr. Anil Sardana
	Designation	CEO & Managing Director
2.	DIN Number	01741911
	Name	Mr. Ashok S. Sethi
	Designation	COO & Executive Director

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

The National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as follows:

P1	Business should conduct and govern themselves with Ethics, Transparency and Accountability
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
P3	Businesses should promote the wellbeing of all employees
P4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised
P5	Businesses should respect and promote human rights
P6	Business should respect, protect, and make efforts to restore the environment
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
P8	Businesses should support inclusive growth and equitable development
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Do you have policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
Has the policy being formulated in Consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Does the policy conform to any national/international standards? If yes, specify?	Y	Y	Y	Y	Y	Y	Y	Y	Y
	(The Policies are based on NVGs and confirm to the International Standards like ISO 9000, ISO 14000, OHSAS 18000, UNGC Principles, Millennium Development Goals and ILO Principles.)								
Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/CEO/ appropriate Board Director?	No, these policies were developed from time to time as per the need and duly signed by CEO & Managing Director.								

Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	The various policies at Tata Power are established as per the need to strengthen internal governance structure which help in implementing international voluntary initiatives such as ISOs etc. All the policies are mapped to the respective business functions and their implementation is based on the commitment framework. The CEO & MD is the top executive of the Company and responsible for the effectiveness of these policies.									
Indicate the link for the policy to be viewed online?	http://www.tatapower.com/aboutus/corporate-policies.aspx									
Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Does the company have in-house structure to implement the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Yes, a cross functional review mechanism is in place for reviewing the policies as well as their commitment framework. Continuous evaluation of the effectiveness of all the policies and procedures are carried out and adequate risk controls are in place.									

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

S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles	All the policies were developed on a need basis to strengthen Integrated Management System, sustainability initiatives and governance structure and signed by CEO & MD								
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3.	The company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next 6 Months									
5.	It is planned to be done within the next 1 year									
6.	Any other reason (please specify)									

3. Governance related to BR

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

During the Financial Year, the Board of Directors, Executive Committee of the Board and the Ethics and Compliance Committee met eight, five and two times, respectively.

Quarterly Operations & Projects Update – covering all operating sites and projects under construction and in development phase, Quarterly Business Development (Domestic, International & Coal Sources opportunity), Monthly Power Sector Report, Ad-hoc Analysis reports pertaining to the industry, Equity contribution at a glance (ECAG) on a quarterly basis, Quarterly in House magazines covering activities undertaken by Tata Power, Sustainability Report – Annual basis and Any other ad –hoc flash reports are shared with Directors on Directors world.

Tata Power has a Sustainability Advisory Council (SAC) chaired by the CEO & Managing Director and consists of members of top management like COO, CSO, an Independent Board Member and National & International experts from Civil Society, Environment, Biodiversity and Community Relations.

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

Yes, Tata Power publishes Sustainability Report in accordance with Global Reporting Initiative (GRI) annually. This year, the Sustainability Report is based on the GRI G4 guidelines, and is titled 'A Century of Invisible Goodness' which can be viewed at; <http://www.tatapower.com/sustainability/sustainability-communications.aspx>. Also, this year Tata Power has brought out its 1st Integrated Report based on the framework of International Integrated Reporting Council, (IIRC), UK.

Section E: Principle-wise performance

Principle 1

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/Others?**

Yes, Tata Power being a Tata Group Company, has adopted the Tata Code of Conduct (TCoC) which enables it to embark on a path of ethics and ensures the Company's activities are aligned with the requirements of TCoC. TCoC is a comprehensive document applicable to all Tata Power permanent, temporary and contractual workforce, suppliers, vendors, dealers, subsidiaries, and business associates with the company. TCoC consisting of 25 clauses included Financial Reporting, National Interests, Political Non-Alignment, Health, Safety & Environment, Corporate Citizenship, Ethical Conduct etc. The Code is a dynamic document and upholds the highest levels of integrity and ethical behaviour.

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

Stakeholder	Received in FY 14-15	Satisfactorily resolved by the management (%)
Employees	104	95 (Balance are being resolved shortly)
Vendor	Nil	Nil
Company	Nil	100
Investor	76	93.42 (Balance are being resolved shortly)
Society	Nil	Nil
Total		

Principle 2

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

Tata Power is into the business of Generation, Transmission and Distribution of electricity. The element of 'Care' is embedded for Environment, Community, Customers, and People including employees, shareholders, suppliers, partners etc.

Few initiatives for social and environmental concern including risk and opportunities are given below;

Generation: At all generating stations Safety, Occupational Health of the employees as well as contract workers is given utmost importance along with environmental management and regulatory compliance.

Transmission: Various awareness sessions are conducted around high voltage lines on Safety.

Distribution: Various initiatives such as safety audits, inspections and training programs are conducted for improving safety & health of customers.

2. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**

- (i) **Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?**

There are various initiatives such as ash utilization, reduction of specific water consumption & auxiliary power consumption, zero discharge, green belt development, rain water harvesting, energy conservation, utilization of scrap etc. The Company has achieved substantial reduction in water as well as auxiliary power consumption compared to previous year at some locations.

At Tata Power, energy efficiency is a way of managing and limiting the increase in energy consumption. As a utility company the operations are more energy efficient if it generates more units for the same energy input, or maintains the quantity of units generated for less energy input. The energy consumption arises from the consumption of fuel for generation (direct consumption).

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

Based on market survey and scientific load research several initiatives are implemented in Demand Side Management (DSM) schemes.

The major DSM initiatives are;

- Appliance Exchange program
- Energy audits
- Peak load shifting program

These initiatives have led to significant saving from across customer base.

Also, through its unique program on energy and resource conservation, Tata Power Club Enerji, is spearheaded with the involvement of school children. The Company plans to help citizens across the country to save ₹ 100 crore in FY 15-16. This will be facilitated through mass awareness drives/rallies and unique initiatives facilitated by these school children.

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

Yes, Sustainability is extended to suppliers/vendors through the Responsible Supply Chain Management (RSCM) Policy. It lays down the requirements on various aspects of sustainability such as legal compliance, bribery and corruption, human rights, health and safety and environment protection. Continuous assessment and evaluation of Suppliers/vendors and contractors are also carried out on the above mentioned aspects and accordingly corrective action is suggested to ensure conformance to the RSCM policy. The suppliers/vendors and contractors from time to time are applauded for being a Responsible business partner.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Tata Power endeavors to create employability options for local communities. The infrastructure and livelihood opportunities generated, creates long term value. There is no dearth of high quality and reliable local supply base in the country. While, there is no formal policy of giving specific preference to the local based suppliers, but being based near the service locations, locally based suppliers become more economical and competitive and hence preferred. This practice will also significantly reduce environmental impact of transportation along with other benefits such as certainty of delivery, responsiveness to demand etc.

Merit, proven record & financial health are the main criteria for short listing any local vendor. In FY14-15, monetary value of local suppliers out of significant suppliers was INR 41382.37 million. The local non-fuel procurement in FY14-15 was 97.9% and the fuel procurement was 46.4%. Further, suppliers from marginalized community are encouraged to be a partner with Tata Power under the Affirmative Action (AA) program.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Yes, the ash generated from thermal power stations is the major waste. Tata Power's endeavor is to utilize 100% Fly Ash at all locations and initiatives are in place to utilize the bottom ash as well. The waste/used oil which comes under the Hazardous waste category is disposed off through authorized recyclers. Other wastes such as steel, wood are reused internally.

Principle 3

1. Please indicate the Total number of employees

Total number of employees is 4,290 as on 31st March'15

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

Total numbers of employees hired on under temporary/contractual employment are 14,378 as on 31st March'15

3. Please indicate the Number of permanent women employees

The number of women employees on permanent role is 451 (including officer, FDA & Staff) as on 31st March'15

4. Please indicate the Number of permanent employees with disabilities

Number of permanent employees with disabilities is 4 as on 31st March 2015

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

Yes, the Company has employee unions recognised by the management.

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

Around 26.15% are union employees (1122) out of 4,290 of the total permanent employees of Tata Power are members of employee unions.

7. **Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
Child labour/forced labour/involuntary labour	0	0
Sexual harassment	1	0
Discriminatory employment	Nil	Nil

8. **What safety & skill up-gradation training was provided in the last year?**

(i) **Permanent Employees (includes women employees and employees with disabilities)**

Safety Induction Training = 14,907.28 Man-hours

Safety Capability Training = 69,232 Man-hours

Technical Training = 63,640 Man-hours

(ii) **Casual/Temporary/Contractual Employees**

Safety Induction Training = 1,03,323.84 Man-hours

Safety Capability Training = 1,98,688 Man-hours

Principle 4

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

Yes, Tata Power has mapped its internal and external stakeholders in a structured way and carry out engagements with investors, employees, customers, suppliers, business partners, civil society organizations, etc. who are the key stakeholders of Tata Power.

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

Yes, Tata Power has identified marginalized and disadvantaged groups through need assessment and engagement with local communities. Tata Power's Affirmative Action (AA) policy is designed to address these stakeholders.

3. **Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders.**

Tata Power works with the marginalized and disadvantaged communities which include, tribal villages, vulnerable children who are in great need of care, protection & improvement in quality of life. The initiatives focus on 5Es - Education, Employability, Employment, Entrepreneurship & Essential amenities. The initiatives are in addition to the initiatives under the 5 thrust areas of CR program.

Some major AA program details are below;

- Enabling access to computer education to 2344 SC/ST students across locations
- Providing scholarships to 29 SC/ST students amounting Rs 6.35 lakhs
- Extra / night coaching classes benefitting about 352 SC/ST students to promote education
- Providing technical and monetary support for various agricultural interventions to enhance the income of about 1396 SC/ST farmers
- Supporting entrepreneurial ventures like fly ash brick making, grocery stores, stitching etc. benefitting 179 SC/ST SHG members and increasing their family income by ₹ 60,000 to 80,000 per year
- Supporting 260 students across various Industrial Training Institutes (ITIs) out of which 53% are from SC/ST community
- Target community:
 - 3,176 Household (HH) are in around Hydros
 - 127 HH in Jawhar
 - Facilitating to inter-alia acquire following identity documents:
 - ✓ Caste / Tribe Certificate
 - ✓ Ration / BPL Card
 - ✓ Biju Krushak Yojana Card
- Spreading awareness about various Government schemes
- Facilitating access to basic essential amenities to about 49,219 SC/ST population across locations

Principle 5

1. **Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

Tata Power respects human rights and has established a Policy on Human Right. This policy is aligned to the U.N. Human Rights Declaration, International Labour Organisation (ILO) fundamental conventions and other fundamental labour principles. Tata Power's expectation in addressing the human right issues are covered in the policy. Further, Human Rights clauses are well covered under the TCoC and the policy on RSCM. Systems in place to ensure protection of human rights not only within the premises but also into its supply chain.

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

No complaints on Human Rights were received during this year.

Principle 6

1. **Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**

Tata Power has laid down its Corporate Environment Policy. This policy aims to achieve business excellence in environment protection, occupational health and safety. The policy encourages the company to conserve resources, reduce environmental impact and seeks to enhance the awareness among employees and make business decision aiding sustainability. The division/joint ventures have their own policies. However, the policy on RSCM which has environment protection as one of its criteria applicable to all its vendors, contractors and service providers.

2. **Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.**

Yes, as a responsible company, Tata Power addresses global long term challenges such as climate change and diminishing resources in a socially, ecologically and economically responsible manner. As per its strategic intent, Tata Power aims to generate 20-25% of its generating capacity from Non-Green House Gases (GHG) Sources like hydro, solar, wind, waste heat recovery, etc.

As on 31st March 2015, 15.4% of power is being generated from Non (GHG) Sources. Further details are available at www.tatapower.com

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

Yes, environment risks are identified in the risk matrix and discussed in the annual review meeting of the Audit committees of directors. Once risks are identified, steps are taken to measure and mitigate these risks through the Management System approach. The generating stations are certified for Environmental Management Standard.

4. **Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?**

Yes, the company has Clean Development Mechanism (CDM) projects registered with United Nations Framework Convention on Climate Change (UNFCCC). Tata Power currently has four of its renewable projects registered under the CDM program by UNFCCC. These projects include 50.4 MW Wind projects at Gadag, Khandke and Samana, Maharashtra while the fourth project is the 25 MW Solar project at Mithapur, Gujarat. In FY 2014-15, 20,975 Volume of Carbon Credits (VCUs) were traded in 25 MW solar power generating station at Mithapur, Gujarat. The revenue generated from this project is ~ ₹12 lakh. In fact, 1 ton of CO₂e is ~ 1 VCU.

5. **Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

Tata Power adopts principles of clean production and continually undertakes various initiatives on cleaner production technologies and energy efficiency. Technologies in a variety of areas like solar (PV, with trackers, thin-film, concentrated PV and concentrated thermal), Hydro Kinetic Turbine generation, fuel cell (telecom tower application), gasification (biomass, coal), coal drying etc. are being evaluated. The highlights are:

1. Solar Concentrated Thermal: A consortium led by IIT, Bombay synchronised the 1 MW solar concentrated thermal power demonstration plant at the National Solar Centre in Gurgaon. Tata Power was handling the Operations & Maintenance of the demonstration plant.

2. Solar PV with single axis (E-W) tracking: Company commissioned a 70 kW solar PV based power plant under “Revenue on Units Generated basis - Opex model” in Lonavala. The unique feature of this project includes installation of a single axis East-West tracker which tracks the movement of the sun and tilts the angle of the solar panels by 1 degree every 20 minutes. Due to this, the panels are always exposed to direct irradiance which boosts the plant load factor (PLF) by 15%. Commercial viability of this project has been demonstrated.
3. Micro Hydro Kinetic Turbine: Tata Power has also tested a 10 kW micro hydro kinetic turbine by installing it in the tail race of its hydro station at Bhira. This turbine can generate electricity in water streams having velocities ranging from 0.75 m/s to 4.2 m/s. The turbine requires water depths of 2.5 m from the bed. The power conditioning unit was developed in-house. The system has performed well and has given consistent results. This can in future be replicated in various streams wherein the above conditions are fulfilled.
4. Novel Coal Drying Process: An application has been filed for an Indian and an international patent for the drying process. It uses a screw conveyer as a dryer. A preliminary design report has been prepared. The estimated cost of drying will be less than \$10/ton of dried coal or less than ₹ 0.10/kWh. The process was tested and proven at a lab scale with 50 kg batches and has the potential to bring down the cost of drying substantially compared to existing models.
5. Bottom ash based brick making: Bottom ash based bricks were manufactured successfully. A patent on the same has been filed.
6. Ultra Thin White Topping technology: CTTL, a wholly owned subsidiary of Tata Power, in association with BASF, has developed a concrete mix which can help replacing 40% of cement with Fly Ash. The polyheed admixture developed for Trombay Thermal Station Fly Ash has been used in a demonstration project. A demonstration road stretch of 3.5 m x 100 m has been laid. This road has lower absorption of solar energy (higher reflectivity) and is expected to have a longer service life.

Tata Power continues to implement activities which focus majorly on resource conservation, waste minimization, energy & water conservation and reduction in auxiliary power. These initiatives are tracked through Green Manufacturing Index (GMI) & Corporate Sustainability Protocol Index (CSPI). These initiatives are primarily employee driven which are embedded into their routine activity and are visible across all locations. The CSPI & GMI are tracked on a quarterly basis for all operating locations by CEO & MD during BSC review and by Chief Sustainability Officer, monthly during environment review. Corporate Sustainability Protocol Index (CSPI) follows the principle of Audit – Review – Improve, is a process driven index based on sustainability initiatives and the scoring system is based on the performance of various sustainability initiatives across generating stations and locations. GMI is a quantitative matrix of baseline, target and achievements on various environment initiatives such as specific water consumption, auxiliary power consumption, zero discharge, utilization of scrap, bottom ash utilization, plantation, rain water harvesting, energy conservation etc.

Another in house initiative, Greenolution, which was launched in 2012, is an amalgamation of initiatives that Tata Power undertakes towards ensuring a sustainable planet, through participation of employees. The objective is to traverse the journey and make green living Tata Power’s way of life. Greenolution puts efforts/ practices/ programs that infuse the belief of sustainability as a movement by making everyone a part of it. Green Heroes are the employees who are outstanding performers on the initiatives on Greenolution.

For more details, visit www.tatapower.com

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

Yes, Tata Power is in compliance with the prescribed permissible limits as per Central Pollution Control Board (CPCB) /State Pollution Control Board (SPCB) for air emissions, effluent quality and discharge, solid and hazardous waste generation and disposal. Compliance reports/statements are submitted to SPCB as well as Regional office, Ministry of Environment, Forest & Climate Change (MoEFCC) regularly, as applicable.

7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

In this reporting year, Maharashtra Pollution Control Board (MPCB) issued two notices to Trombay plant regarding CESS payment without rebate. These were closed with proper explanation. Jharkhand Pollution Control Board (JSPCB) issued two notices to Jojobera plant regarding improper fugitive dust emission. These were closed with adequate evidence & proper explanation.

Principle 7

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with

The Company is member of various trade and chamber associations. The major ones are:

- Confederation of India Industries (CII)
- Association of Power Producers (APP)
- Indian Electrical and Electronics Manufacturers' Association (IEEMA)

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, others)

No, lobbying activities in any form is discouraged in the Company. However, Advocacy policy is in place to help in enhancing competitiveness, effectiveness and positively contributes to the development of the Power sector. The Broad areas of Advocacy are, Energy Security, Governance and Administration, Enhancing competition and transparency in power sector, structural changes for facilitating capacity addition, overcoming coal related challenges, electricity distribution reforms and promotion of renewable energy.

Principle 8

1 Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

Yes, Tata Power considers its economic, environmental and social responsibility to foster sustainable development as well as add value to the local community in which it operates. The policies which support this principle are Sustainability, Environment and Community Relations (CSR) policies.

The programs/initiatives are majorly embedded from a CSR perspective under the 5 thrust areas & also under Affirmative Action (AA) interventions. The summary of Key programs/initiatives are as follows;

Programs/Initiatives under the 5 thrust areas	Programs/Initiatives under Affirmative Action (AA)
Augmenting Primary Education System with focus on Girl Child (VIDYA)	Educational support to school children through scholarships, teacher's training etc. along with assisting in the development of adequate infrastructure.
Building and Strengthening Healthcare Facilities including Safe Drinking Water (AROGYA/SWATCH JAL)	Skill Development Programs for youth (ITIs, BPO / KPO training, vocational trainings)
Enhancing Programs on Livelihood and Employability (SAMRIDDHI & DAKSH)	Providing aid for setting up entrepreneurial ventures like fly ash brick making, grocery stores etc.
Building Social Capital and Infrastructure (SANRACHNA)	Assistance in obtaining caste certificate through dedicated drives
Nurturing Sustainability for Inclusive Growth (AKSHAY)	Providing access to basic essential amenities like health care, safe drinking water & street lights

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

Tata Power has a CR division dedicated for CSR activities at the Corporate level and at each station level a dedicated CR teams are in place to plan, implement, monitor and review various community development initiatives/programs. Further, Tata Power Community Development Trust (TPCDT), a registered trust implements projects related to energy and water.

Tata Power partners with like-minded NGOs and Government organizations to leverage synergies in delivering various community development initiatives. Encouragement is given to employees to volunteer for cause of choice in pre-defined aspects that are aligned to community development initiatives.

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

Most of the projects and initiatives run into a few years and the impacts of the activities will be measurable after project completion or later. However, tools are in place to assess the impact of the various community interventions.

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

As on 31st March 2015, the company has spent ₹ 31.19 crore on various community development projects under 5 thrust areas.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Yes, Tata Power endeavors to have maximum community participation in CR initiatives, as CR initiatives are implemented based on a collaborative and participatory approach. All initiatives are designed to empower the communities through knowledge transfer and trainings to sustain the project after completion. Regular Interactions with local community are carried out to ascertain and identify the needs and accordingly plans are prepared to address those needs.

Principle 9

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

As on 31st March 2015, 0.93 % of the customer complaints/consumer cases are pending

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/ No/N.A./ Remarks(additional information)

Tata Power is in the business of generating, transmitting and distributing of electricity. Appropriate information is placed for customer safety at prominent places as well as communication is sent through print media. These are also well covered in the Sustainability report FY 14-15.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/ or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so

There are no cases pending with regard to unfair trade practices, irresponsible advertising and/or anti-competitive behavior as on 31st March, 2015.

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

Customer Satisfaction Surveys are key indicator parameters to measure customer satisfaction and dissatisfaction levels. These surveys are conducted on a quarterly basis across all segments i.e. commercial, industrial and residential consumers and are face to face interaction with 5 point rating scale. The findings of the report guide us to understand the key improvement areas which are shared with the concerned departments and accordingly the necessary action is taken based on the key findings. Overall Customer Satisfaction Assessment total (CSAT) score in percentage for FY 2014-15 is given below:

Customer	Satisfaction(%)
Residential	83
Industrial	77
Commercial	81