

Business Responsibility & Sustainability Report

The Tata Power Company Limited (Tata Power/the Company) is India's largest integrated power companies with a 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 business models in EV charging, Solar rooftops, Microgrids, storage solutions, ESCO, Home automation, and smart meters.

Tata Power believes in conducting its business activities responsibly and sustainably and is aligned with the United Nations Sustainable Development Goals (SDGs). In consonance with the Materiality assessment, 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, 2026, Tata Power together with its subsidiaries and jointly controlled entities, had an installed/managed capacity of 16.7 GW based on various fuel sources - Thermal (Coal, Gas), Hydroelectric power (including PSPs), Renewable Energy (Wind, Solar, Hybrid, Complex FDRE) and Waste Heat Recovery. The Company (including its subsidiaries) has ~ 47% 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 13 million consumers via its Discoms, under a public-private partnership model viz. Tata Power Delhi Distribution Limited with the Government of National Capital Territory of Delhi in North and Northwest Delhi, TP Northern Odisha Distribution Limited, TP Central Odisha Distribution Limited, TP Western Odisha Distribution Limited, and TP Southern Odisha Distribution Limited with the Government of Odisha.

The Business Responsibility & Sustainability Report (BRSR) 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 following 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

PRINCIPLE 1

**Ethics,
Transparency and
Accountability**

PRINCIPLE 2

**Product
Life Cycle
Sustainability**

PRINCIPLE 3

**Employee
Well-Being**

PRINCIPLE 4

**Stakeholder
Engagement**

PRINCIPLE 5

Human Rights

PRINCIPLE 6

Environment

PRINCIPLE 7

**Policy
Advocacy**

PRINCIPLE 8

**Inclusive Growth
and Equitable
Development**

PRINCIPLE 9

**Customer
Value Creation**

Section A: General Disclosures

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity** - L28920MH1919PLC000567
2. **Name of the Listed Entity** - The Tata Power Company Limited
3. **Year of incorporation** - 1919
4. **Registered office address** - Bombay House, 24, Homi Mody Street, Mumbai - 400 001, Maharashtra, India
5. **Corporate address** - Corporate Centre, 34 Sant Tukaram Road, Carnac Bunder, Mumbai - 400 009, Maharashtra, India
6. **E-mail** - tatapower@tatapower.com
7. **Telephone** - 022-6665 8282
8. **Website** - www.tatapower.com
9. **Financial year for which reporting is being done** - FY26 (April 2025 - March 2026)
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. Himat Tewari, Chief Human Resources Officer and Chief - Sustainability & CSR
Email: himal.tewari@tatapower.com
Telephone: 022-6717 1427
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 assessment or assurance provider** - TUV India Pvt. Limited (Part of TUV-Nord group). Tata Power has carried out Assurance for Integrated Report FY26. Kindly refer to the assurance statement provided at the conclusion of the Integrated Report.
15. **Type of assurance obtained** - Reasonable Assurance for BRSR Core and Limited Assurance for other Indicators. Kindly refer to the assurance statement provided at the conclusion of the Integrated Report.

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 coalmining and related infra business	12
2	Renewables	Comprises generation of power from renewable energy sources i.e., wind and solar. It also comprises EPC and solar rooftop, EV Charging and Renewable Microgrids Business.	23
3	Transmission & Distribution	Comprises transmission and distribution network, sale of power to retail customers through distribution network and related ancillary services. It also comprises a power trading business.	65

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 and Renewables), Transmission and Distribution	3510 (including sub-clauses 35101, 35102, 35103, 35105, 35106, 35107, 35109)	99

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 – 25* Solar – 89* Transmission and Distribution – 33 Solar Cells and modules manufacturing – 2 Total – 160	Office Locations – 11**	171
International	Conventional Generation (Thermal + Hydro) – 4	Representative Offices – 3	7

*Some of our solar assets are co-located but held under different companies/SPVs. We have counted these as separate assets for clearer representation.

**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)	19 States and 2 Union Territories (including four 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?

0.3% of the total turnover is earned through exports

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 to the Customer section of the Integrated Report FY26 (Pages Nos. 110-119)

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)
EMPLOYEES						
1	Permanent (D)	22,501	20,148	90	2,353	10
2	Other than Permanent (E)	844	704	83	140	17
3	Total Employees (D + E)	23,345	20,852	89	2,493	11
WORKERS						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	86,317	83,342	97	2,975	3
6	Total Workers (F + G)	86,317	83,342	97	2,975	3

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	49	41	84	8	16
2	Other than Permanent (E)	3	3	100	-	-
3	Total Employees (D + E)	52	44	85	8	15
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total Workers (F + G)	-	-	-	-	-

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

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors*	10	2	20
Key Management Personnel*	3	0	0

*Dr. Praveer Sinha CEO & Managing Director is part of both Board & Key Managerial Personnel

22. Turnover rate for permanent employees and workers (%)

	FY26			FY25			FY24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	6	9	6	6	10	6	6	11	6
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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	Dagachhu Hydro Power Corporation Limited (DHPC)	Associate	26	No
4	Itezhi Tezhi Power Corporation (ITPC)	JV	50	No
5	Adjaristsqali Netherlands B.V	JV	50	No
6	Tata Projects Limited	Associate	23	No
7	NELCO Limited	Subsidiary	50	No

As on March 31, 2026, the Company had 72 subsidiaries, 29 Joint Ventures (JVs) and 6 Associates. Please refer Page Nos. 704 and 705 of the Integrated Report FY26.

VI. CSR Details

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

Tata Power, in alignment to its CSR policy, Schedule VII to the Companies Act, 2013 and associated CSR SDGs undertakes initiatives across four themes viz. Education (including Financial and Digital Literacy), Employability and Employment (Skilling for Livelihoods), Entrepreneurship and Essential Enablers (Sports, Health & Hygiene, water management). Tata Power has covered 52+ lakh beneficiaries, 21 state including 23 aspirational districts utilizing ₹ 100.54 crore CSR funds for Tata power group companies

(ii) **Turnover (in ₹):** ₹ 63,681 crore

(iii) **Net worth (in ₹):** ₹ 42,153 crore

The highlights of Tata Power Group entities' CSR interventions are reported in the Integrated Report FY26 (Page Nos. 146 - 167)

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)	FY26			FY25*		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes (https://www.tatapower.com/community)	2	Nil	NA	2	Nil	NA
Investors (other than shareholders)	Yes (https://www.tatapower.com/investor-hub#tabs-9510291e96-item-06c6218ee8-tab)	Nil	Nil	NA	Nil	Nil	NA
Shareholders	Yes (https://www.tcplindia.co.in/InvestorCharter.Html)	76	4	Four pending complaints were received through the SCORES/ODR platform. Action Taken Reports (ATRs) for these complaints were submitted before March 31, 2026; however, the complaints were closed by SEBI after the end of the financial year.	64	1	As of March 31, 2026, one complaint, for which the ATR has been submitted, is still pending closure by SEBI.
Employees and workers	Yes, TPCL - https://www.tatapower.com/content/dam/tatapoweraemsitesprogram/tatapower/pdf-root/who-we-are/company-documents/corporate-policies/Whistle%20Blower%20Policy%20and%20Vigil%20Mechanism.pdf	79	Nil	NA	67	3	NA
Customers	https://www.tatapower.com/content/dam/tatapoweraemsitesprogram/tatapower/pdf-root/who-we-are/company-documents/corporate-policies/Whistle%20Blower%20Policy%20and%20Vigil%20Mechanism.pdf	130	7		15	0	
Value Chain Partners	https://www.tatapower.com/content/dam/tatapoweraemsitesprogram/tatapower/pdf-root/who-we-are/company-documents/corporate-policies/Whistle%20Blower%20Policy%20and%20Vigil%20Mechanism.pdf	4	Nil		25	1	
Other (please specify)	TPDDL - https://www.tatapower-ddl.com/Editor_UploadedDocuments/Content/Vigil_Mechanism_Mar'25.pdf	10	3		2	Nil	

The stated disclosure excludes Odisha Discoms.

*FY25 numbers have been restated

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

FY26					
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	Risks: - Continued exposure to thermal assets may lead to carbon pricing risk, stranded asset risk, and investor pressure. - Misalignment with India's evolving carbon market (CCTS) and RE trajectory may impact long-term competitiveness. Opportunities: - Scaling renewable capacity (solar, wind, hybrid) in line with India's National Electricity Plan and RE targets (500 GW by 2030) can strengthen portfolio resilience and unlock green financing.	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 by 2045.		Positive (+ve): Integration of decarbonisation into core strategy through Project Aalingana and SBTi-aligned targets drives a large-scale shift towards cleaner energy production, resulting in reduced lifecycle emissions, strengthened climate resilience, and alignment with global net-zero pathways. Negative (-ve): Continued dependence on thermal capacity for grid stability leads to sustained emissions from coal-based generation, contributing to carbon-intensive energy production and long-term climate and environmental stress.
2	Emissions Management	Risks: - High Scope 1 emissions from coal-based generation and tightening norms under MoEFCC emission standards (SOx, NOx, PM) may increase compliance costs and retrofit requirements. Opportunities: - Transitioning to lower-emission generation and participating in carbon markets (CCTS) can reduce carbon intensity and optimise compliance costs.	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	Positive (+ve): Implementation of emission reduction targets and pollution control technologies (e.g., FGD) leads to lower greenhouse gas and air pollutant emissions, resulting in improved air quality, reduced health risks, and enhanced environmental compliance. Negative (-ve): Continued coal-based operations generate SOx, NOx, and fugitive emissions, contributing to air pollution, ecosystem degradation, and adverse health impacts for nearby communities.
3	Energy Management	Risks: - High AT&C losses in distribution utilities may impact cost recovery and operational efficiency. Opportunities: - Deployment of smart meters under RDSS (Revamped Distribution Sector Scheme) and grid digitalisation can reduce losses and improve billing efficiency.	Higher Auxiliary Power consumption due to lower operational efficiencies	Benchmarking of operations to global standards	Positive (+ve): Optimised fuel blending, energy efficiency measures, and adoption of ISO 50001 and smart grid technologies improve energy utilisation, resulting in reduced resource consumption, lower operational costs, and enhanced energy security Negative (-ve): High auxiliary power consumption (APC) in legacy plants leads to wasted energy during the generation process.

FY26					
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)
4	Continuous and Affordable green power	Risks: - Intermittency in renewable assets and transmission constraints may affect reliability of supply, especially in high-demand urban distribution zones. Opportunities: - Investment in pumped hydro storage, hybrid RE projects, and transmission expansion can enable firm and dispatchable renewable power.	Providing Continuous and affordable green power to our customers is an opportunity for Tata Power to enable them to reach their climate commitments		Positive (+ve): Deployment of total 2.8 GW pumped hydro and hybrid renewable projects enhances availability of reliable and clean energy, resulting in improved grid stability and reduced dependence on fossil fuels for industrial and economic activities. Negative (-ve): Large land footprint needed for solar/wind farms which results in displacement of land use or local ecosystems.
5	Water and Effluent Management	Risks: - Water-intensive thermal operations may face constraints in water-stressed regions and tighter discharge norms under CPCB guidelines and ZLD requirements, increasing compliance and operational risks. Opportunities: - Existing Zero Liquid Discharge (ZLD) systems, coupled with investments in desalination plants and advanced wastewater recycling, can significantly reduce freshwater dependency, enhance regulatory compliance, and improve long-term water resilience.	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	Positive (+ve): 2030 Water neutrality goals and recycling initiatives reduce freshwater dependency, resulting in conservation of local water resources and improved water security for communities. Negative (-ve): Significant freshwater withdrawal and discharge of heated effluents from operations can impact aquatic ecosystems, degrade water quality, and affect availability for surrounding communities.
6	Occupational Health and Safety	Risks: - High-risk operational environments may result in business interruptions, liability exposure, and regulatory action Opportunities: - Embedding predictive safety systems and digital monitoring can enhance operational uptime and reduce insurance and compliance costs	Failure to ensure health and safety could result in increased cost of litigation, reduce availability of manpower, reduced employee morale, or even threaten the viability of operations in worst case scenarios.	Identifying, understanding, controlling and eliminating the risks associated with hazards at workplace. Automation and mechanization plan to eliminate high risk manual activities	Positive (+ve): Zero Harm' culture and digital safety enforcement protecting worker lives and physical well-being. Negative (-ve): Working with high-voltage lines and at heights can result in fatalities or injuries caused by electrical arcs or falls.
7	Creating Economic Value	Risks: - High CAPEX funded via debt may cause financial vulnerability if interest rates or costs spike. Opportunities: - Portfolio diversification across RE, transmission, distribution, and new energy can stabilise earnings and reduce business cyclicity	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 (+ve): Robust INR 63,681 crore revenue and dividend payouts. Helps Sustain shareholder wealth and national GDP.

FY26					
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)
8	ESG Governance	Risks: - Fragmented ESG integration may limit strategic decision-making and weaken investor confidence Opportunities: - Strengthened ESG governance with proactive risk management and tighter integration into business decisions enhances investor confidence, reduces compliance risks, and drives stable long-term financial returns.	Strong ESG focus is reflected in transformation journey of Tata Power. Improved ESG performance by third party ratings		Positive (+ve): Strong ESG governance ensures disciplined implementation of climate targets and resource management practices, resulting in reduced emissions, improved environmental compliance, and accelerated transition towards clean energy systems.
9	Ethical Business Conduct	Risks: - Navigating complex government bidding processes and PPA negotiations creates a potential risk of 'behind-the-scenes' lobbying or perceived bias. Opportunities: - Strong enforcement of ethical business conduct minimises regulatory scrutiny and enhances credibility in bidding and stakeholder engagements, resulting in increased stakeholder confidence and sustained business growth.	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.	Positive (+ve): Enforcing a zero-tolerance policy for bribery through the Tata Code of Conduct promotes fair market competition and trust from customer, communities and shareholders
10	Digitalisation, Data privacy and Cyber Security	Risks: - Increasing digital integration across customer platforms may increase vulnerability to cyber threats and operational disruptions. Opportunities: - Advanced analytics and secure digital infrastructure can unlock efficiency gains and help address consumer grievances better.	Access to sensitive data by miscreants and loss of data integrity	Strong information security architecture and rigour of implementation with access points exercised.	Negative (-ve): Integrating interconnected Operational Technology (OT) and IT systems creates a vulnerability where successful cyber-attacks could result in a national grid shutdown, affecting community and customer at large.

SECTION B: Management and Process Disclosures

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Tata Power has a well-established Sustainability Governance Structure to benchmark, implement and monitor sustainability aligned decisions and actions. The sustainability performance funnels into the Apex Leadership team and the CSR Committee at Board for guidance.



Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management process										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	https://www.tatapower.com/our-legacy/resource-center								
Code of Conduct										
	Tata Code of Conduct 2015	✓	✓	✓	✓	✓	✓	✓	✓	✓
Corporate Policies										
	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	✓	✓		✓	✓	✓			✓

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
ESG Framework for Business Associates	✓	✓		✓	✓	✓		✓	✓
E-waste Management Policy		✓				✓			
Gift Policy	✓								
Health and Safety Policy		✓	✓						
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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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)	-	-	ISO 14001 (Environmental Management System) ISO 50001 (Energy Management System)	-	-	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 No. 74 of the Integrated Report FY26								
6 Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Please refer 'Strategy' section on Page No. 25-31 of the Integrated Report FY26								

Governance, leadership, and oversight

7 Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer to 'Message from the CEO & MD' on Page No. 14-17 of the Integrated Report FY26								
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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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: The Corporate Social Responsibility and Sustainability (CSR) Committee: The CSR committee of the Board governs and reviews the Corporate Social Responsibility and Sustainability activities of the Company. 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 & cyber security, and compliance risks. For the composition of the Corporate Social Responsibility and Sustainability (CSR) Committee and the Risk Management Committee (RMC), please refer to Page No. 263-267 of the Integrated Report FY26								

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)**								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	A	A	A	A	A	A	A	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	A	A

* 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

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. ***	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

*** 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.

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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)									

Not Applicable, since the policies of the Company cover all Principles on NGRBCs.

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

Essential Indicators

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

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	28	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	28		100
Employees other than BoD and KMPs	64	Anti Bribery & Anti-Corruption, Tata Code of Conduct, Tata Business Excellence Module, Whistleblower Mechanism	71
Workers	839	Ethics, PoSH (Prevention of Sexual Harassment) Pre, Safety, Hazard Identification and Risk Assessment	44

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

For FY26, disclosures as required under Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 has been filed with the Stock Exchanges and simultaneously displayed on the website of the Company.

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable, since there were no cases during the year where monetary or non-monetary action has been appealed under the Companies Act, 2013 and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended.	

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/who-we-are/code-of-conduct/tata-code-of-conduct-2015.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:

	FY26	FY25
Directors	No Directors/KMPs/employees/workers were involved in bribery/corruption both, in FY26 and FY25. Hence, no action was taken by any law enforcement agency.	
KMPs		
Employees		
Workers		

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

	FY26		FY25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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

	FY26	FY25
Number of days of accounts payables	66	69

Average of opening and closing trade payables taken to calculate accounts payable. Trade Payable is as per Consolidated Balance Sheet under Current Liabilities.

Cost of Goods Sold is summation of Cost of Power Purchased, Cost of fuel, Transmission Charges, Raw Material Consumed, Other Expenses (Excluding Bad Debts and Provision for Bad Debts, Foreign Exchange, CSR and Transfer to Contingency Reserve).

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	Metrics	FY26	FY25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	5%	7%
	b. Number of trading houses where purchases are made from	15	23
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	99.8%	99%
Concentration of Sales*	a. Sales to dealers / distributors as % of total sales	7%	3%
	b. Number of dealers / distributors to whom sales are made	705	589
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	18%	23%
Share of RPT's	a. Purchases (Purchases with related parties / Total Purchases)	26%	26%
	b. Sales (Sales to related parties / Total Sales)	5%	6%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	12%	9%
	d. Investments (Investments in related parties / Total Investments made)	91%	91%

*This represents data for Solar Rooftop and Home Automation business.

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
250	1. TCoC 2. Safety trainings 3. Ethics 4. Sustainability 5. Statutory compliances	30%

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/ Executive Director, from accepting any position of responsibility, with or without remuneration, with any other organization without the Company's prior written approval. For MD/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

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.

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

	FY26	FY25	Details of improvements in environmental and social impacts
R&D	73.61 (0.12% of turnover)	23.16 Crore (0.04% 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	48%	62%	Capex represents spend on clean and green business i.e. Renewables Business

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

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

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

100% of our fuel inputs are sourced sustainably.

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

Tata Power has outlined ESG framework to promote sustainability in the business partner network and to align Business Associates with Tata Power's vision and aspirations on ESG Goals. We have implemented Framework for Business Associates, covering key aspects/ requirements on Environment, Social and Governance. This Framework is part of Tender Documents.

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 before 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.

TP Solar, Gangaikondan (Tirunelveli) has obtained EPR Registration for E-waste in FY 24 and EPR in Plastic Waste Management in FY 25.

Bengaluru Manufacturing has obtained EPR registration for E-waste in FY 25.

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 Bengaluru Manufacturing and TP Solar, Gangaikondan.

Bengaluru Manufacturing received E-Waste certificate of registration on 20.02.2024. In addition, Bengaluru Manufacturing received EPR certificate in Plastic Waste Management on 26.09.2023

TP Solar, Gangaikondan Tirunelveli has obtained EPR Registration for E-waste in FY 24 and EPR in Plastic Waste Management in FY 25.

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	-	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 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).

Indicate input material	Recycled or re-used input material to total material	
	FY26	FY25
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:

	FY26			FY25		
	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	0%

PRINCIPLE 3**Essential Indicators****1 a. Details of measures for the well-being of employees:**

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	20,148	20,148	100	20,148	100	-	-	20,148	100	NA	NA
Female	2,353	2,353	100	2,353	100	2,353	100	-	-	NA	NA
Total	22,501	22,501	100	22,501	100	2,353	10	20,148	90	NA	NA
Other than Permanent employees											
Male	704	704	100	704	100	-	-	704	100	NA	NA
Female	140	140	100	140	100	140	100	-	-	NA	NA
Total	844	844	100	844	100	140	17	704	83	NA	NA

The Diversity, Equity and Inclusion policy has under initiative called "Care for the mother and child", provides, beyond statutory norms, multiple facilities and programs to take care of working mothers with infants.

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male											
Female	There are no permanent workers in the Company.										
Total											
Other than Permanent workers											
Male											
Female	The Company ensures that all statutory benefits are extended to contract workforce.										
Total											

There are no permanent workers in the Company.

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

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

	FY26	FY25
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.08%	0.08%

Spend on well-being includes spend on Group Medical Cover, Group Term Life, Group Personal Accident Insurance, Cabs for Commuting, Maternity and Paternity benefits (Proportionate Salary for the leaves availed)

Cabs for Commuting excludes TPDDL and Odisha Discoms.

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

Benefits	FY26			FY25		
	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	87	-	Y	86	-	Y
Gratuity	100	-	Y	100	-	Y
ESI	2	-	Y	2	-	Y
Others - Pensioner	13	-	Y	14	-	Y

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 remains deeply committed to fostering a diverse, equitable, and inclusive workforce. The Company continues to promote equal employment opportunities and is focused on creating a work environment that respects, supports, and enables Persons with Disabilities (PwDs).

Tata Power continued its efforts to enhance workplace accessibility through infrastructure accessibility audits and systematic identification of roles aligned to different types of disabilities. Recruitment of Persons with Disabilities is carried out based on skills, qualifications, and role requirements, in compliance with applicable regulations and internal policies.

Tata Power ensures that employees with disabilities have access to appropriate tools, infrastructure, and resources to enable effective performance of their roles. These include accessibility features such as ramps and wheelchairs for employees with mobility impairments, assistive technologies for employees with visual and hearing-speech impairments, and braille instructions for the visually impaired. Upcoming and ongoing infrastructure renovations are planned with a view to further strengthening accessibility and inclusion across workplaces.

Beyond the workplace, Tata Power remains committed to inclusive customer service. The Company operates a dedicated Customer Relations Centre in Mumbai to address the specific needs of customers with disabilities. In addition, electricity bills are made available in Braille format for visually impaired customers, supporting accessibility and ease of engagement with essential services.

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.

With Tata Power's ongoing commitment to social equity and the promotion of Affirmative Action, we continue to focus on empowering Persons with Disabilities. Our objective is to create equal opportunities and foster a work environment that is inclusive, diverse, and reflective of the communities we serve. The company recognises that diversity in the workplace positively impacts its business, partnerships and future-readiness.

Tata Power Affirmative Action Policy: <https://www.tatapower.com/content/dam/tatapoweraemsitesprogram/tatapower/pdf-root/who-we-are/company-documents/corporate-policies/Tata%20Power%20Affirmative%20Action%20Policy.pdf>

Additionally, 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

Tata Code of Conduct: <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	97	There are no permanent workers in the Company	
Female	92	88		
Total	99	96		

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 well-established mechanisms in place to receive & redress employee grievances. Key platforms include 'Connect2Solve' for HR and administrative matters, 'TCoC' for ethical concerns, and 'Suraksha' for safety-related issues — all accessible via the Company's internal employee portal. Additionally, TCoC concerns can be raised through multiple channels such as email, ethics concern box, or through third-party ethics helpline. Every concern is thoroughly investigated by a dedicated investigation team, and necessary actions are taken based on their findings. The details for raising grievances are as follows: Toll-free Number: 1800 267 4065 Email: deloitte.tatapower@tip-offs.in Website & Chatbot: www.tpc.tip-offs.in Postal address: Attn to: Mr. Puneet Arora, Deloitte Touch Tohmatu India LLP, 6 floor, AIPL Business, Sector 62, Gurugram, Haryana 122102 To further strengthen the company's culture of care and engagement, initiatives like 'HR Connect' actively fosters meaningful connections across its geographically diverse workforce. Tata Power's Achiever's Portal, Employee Engagement Surveys & Action Planning, Townhalls, and Connect 2 Solve encourage open dialogue, employee feedback, recognition, and policy suggestions. These portals & programs are dynamic and continue to evolve based on employee input and organizational needs. The company places strong emphasis on timely resolution of grievances, ensuring employees feel heard and supported.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY26			FY25		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	%(B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D / C)
Total Permanent Employees	22,501	9,524	42	22,572	9,902	44
Male	20,148	9,100	45	20,303	9,458	47
Female	2,353	424	18	2,269	444	20
Total Permanent Workers						
Male				There are no permanent workers in the Company		
Female						

8. Details of training given to employees and workers:

Category	FY26					FY25				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
	Employees									
Male	20,852	9,680	46	13,405	64	21,237	8,642	41	9,966	47
Female	2,493	1,403	56	2,145	86	2,431	1,239	51	1,643	68
Total	23,345	11,083	47	15,550	67	23,668	9,881	42	11,609	49
	Workers									
Male	83,342	56,250	67	20,935	25	78,611	66,307	84	29,107	37
Female	2,975	1,078	36	273	9	3,090	1,271	41	908	29
Total	86,317	57,328	66	21,208	25	81,701	67,578	83	30,015	37

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.

Training on Safety, Health and Environment (SHE), Skill upgradation for Employees and workers is also carried out through Tata Power Skill Development Institute.

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

Category	FY26			FY25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	20,852	20,852	100	21,237	21,237	100
Female	2,493	2,493	100	2,431	2,431	100
Total	23,345	23,345	100	23,668	23,668	100
Workers						
Male						
Female						
Total						

Performance review of workers are determined on the basis of Productivity Linked Performance Based Contract (PLPBC).

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 of such system?

Yes, At Tata Power, safety remains our highest priority. In FY26, we strengthened our Safety Management Framework with technology-driven improvements, fully aligned with Tata Group standards and ISO 45001:2018, ensuring complete coverage for all employees and workers.

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

In FY26, Tata Power further strengthened the Tata Power Safety Management System (TPSMS) by integrating advanced safety technologies and modern methodologies. Enhanced processes across leadership, risk management, design and operations, workforce competency, digital communication, incident analysis, change management, contractor safety, performance monitoring, and smart fire detection systems reinforce our commitment to proactively identifying risks, protecting people, and exceeding occupational health and safety standards.

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

Yes, we use the Stakeholder Suraksha mobile application and Tool box talk that enables workers to report work-related hazards as well as the topics which are discussed during start of the activities which are then reviewed by divisions and addressed through structured action plans for effective mitigation.

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

Yes, across all our sites, we ensure employees and workers have access to non-occupational healthcare services, supported by regular health check-ups, counselling, and wellness programs to promote holistic physical and mental well-being.

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

Safety Incident / Number	Category	FY26	FY25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.05	0.02
	Workers	0.10	0.16
Total recordable work-related injuries	Employees	6	4
	Workers	59	87
No. of fatalities	Employees	1	-
	Workers	5	9
High consequence work-related injury or ill-health (excluding fatalities) / Permanent Disabilities	Employees	-	-
	Workers	-	-

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

We at Tata Power ensures a safe and healthy workplace through a robust safety management system, regular hazard identification, advanced technology tools (AI-ML, Drone technology etc.), health and wellness programs, training initiatives, incident reporting, Business associates safety management system, emergency preparedness, and modern fire control systems.

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

	FY26			FY25		
	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	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

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.

Incidents arising from safety-related concerns are systematically investigated and the findings are shared across the organization through Red, Orange, and Purple bulletins, with initial insights communicated during Safety Time-Out meetings.

In addition, during the year, psychometric assessments were conducted to identify risk-taking behaviours. Broader concerns are addressed through continuous improvement of the safety management system, driven by ongoing initiatives and the integration of key concepts such as psychological safety, situational awareness, and the 10-second rule.

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
(B) Workers (Y/N) Yes

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 work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY26	FY25	FY26	FY25
Employees	1	-	-	-
Workers	5	9	-	-

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (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	100% through Business Associates Field Safety Audit
Working Conditions	100% through Business Associates Field Safety Audit

The above disclosure pertains to operating assets of the company, whose O&M is outsourced.

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

We at Tata Power addresses health and safety risks of value chain partners by providing training, using technology to monitor risks, conducting safety checks, empowerment through TBWS & DWM, sharing guidelines, evaluating contractors, and preparing for emergencies.

PRINCIPLE 4

Essential Indicators

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

Tata Power recognized key CSR stakeholders (beneficiaries) based on their presence in and peripheral to our project sites. Key community areas are included in a 5-10 km radius around our sites.

Tata Power also works in 23 Aspirational Districts in line with NITI Aayog's Aspirational Districts Program to work in underserved regions across the country.

Lastly, aligning with the Tata Affirmative Action Policy, we work with socially and economically disadvantaged groups, specifically Scheduled Castes (SC), Scheduled Tribes (ST), persons with disabilities, and marginalized women. A minimum of 40% of CSR beneficiaries are from these disadvantaged groups.

Additionally, 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.

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)	- Field Visits and CSR Interventions - Multi-level meetings with CSR SPOCS and leaders - Periodic and need-based Focused Group Discussions and Impact Assessments - Long-term engagement through institutional synergies	Pro-active and need-based program interactions with board-level committees, business and CSR leaders, community institutions and other stakeholders at national, state and regional levels.	- Positively touching lives of people and thereby enhancing their quality of life and overall wellbeing - Capacity Building, local development, Health, STEM, Skilling and livelihoods for the neighbouring communities and aspirational districts Through our flagship initiative- Pay Attention: We are taking bold steps by training & capacity building of the public workers (Anganwadi, Primary school teacher, public health care professionals) in early identification of the Autism or any developmental delays found in children. Anokha Dhaaga: Facilitating Agri and non-Agri-based skill development, complemented by microenterprise support for women SHGs and FPOs, with the objective of enhancing household incomes Adhikaar: Improving access to government scheme linkages Club Enerji: Creating green energy awareness and promoting innovation through STEM education among secondary school students.
Investors (other than Shareholders)	No	- Scheduled investor meets (NDR's, conferences etc.) - Quarterly results call - Participation in events/ platforms organised by investors	Quarterly	- Stakeholder support and feedback on operations provides continuous guidance for the management and governance. - Key Areas of Interest for Stakeholders: Tata Power's Financial Health, Future Strategies, and Operational Performance.

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
Shareholders	No	- Annual General Meeting - Disclosure tools including Integrated Reports and Investor Presentations - Email - Complaints and grievance management	Annual, Quarterly, Need basis	- Keeping communications channels open with analysts and investor community and helps to connect them with management - Tata Power's Operational and Financial Performance
Employees and workers	Yes (Affirmative Action)	- Intranet and internal newsletters/email/ communication - Management – Employee Quarterly Communication - Employee Surveys - Performance Dialogue and Appraisals - Employee Connects	Regular	- Employees help meet business goals with their collective knowledge and experience, by initiating best-in-class people practices - Benefits, culture and grievances - Capacity Building and Career Progression - Employee wellbeing & engagement
Customers	No	- Customer satisfaction surveys - Formal and informal feedback - Forum for quick customer query resolution - Email - SMS - Advertisement - website - Social media	Regular	- Understanding of their needs helps in determining product and services quality and pricing. - Product innovation development is guided by customer requirements Reduction in environmental and social impacts of products to help customers meet their Sustainability Goals
Value Chain Partners (Suppliers and Vendors)	Yes. Tata Power recognises Affirmative Action Suppliers (SC/ST) as vulnerable & marginalised	- Regular supplier / BA meets - Vendor due diligence and prequalification meetings - Contact plan engagements - Process and theme engagements - Feedback surveys - Email	Regular	- Critical to ensure operational efficiency through timely supplies and logistical efficiency - Innovation and Collaboration on building a robust supply chain - Responsible Supply Chain Management (RSCM) - Sustainable Supply Chain Initiatives
Regulatory Authorities	No	- Scheduled meetings - Regular liaison - Industry forums - Issue based meetings	Regular	- Regular engagement with authorities on issues being faced by various business teams - Views and suggestions on various upcoming policy and regulatory frameworks

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.

The Board receives feedback from stakeholders through multiple modes:

- Through leadership visits to our project and CSR sites: This includes interactions and discussions with beneficiaries, implementing partners and CSR SPOCS to better understand ground realities.
- Volunteers: Employee volunteers and respective families work as efficient means of communication between stakeholders and teams. They are engaged through awareness campaigns; donation drives etc. that are implemented through short- and long-term projects.

3. Impact Assessments: They have been conducted for four of our initiatives in FY26 to better align our intended change and actual results, ensure transparency of implementation and adaptation of community feedback.
4. Location SPOCS: They periodically interact and monitor on-ground impact

Feedback from stakeholders are taken into consideration by CSR Teams and are presented to the board during periodic interactions. They are further implemented in a structured format by integrating it within our ERM system that ensures timely and transparent mobilization of resources.

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, stakeholder consultation is used while adopting and identifying the management of environmental and social topics, instances are stated below:

1. Impact Assessments were conducted by third-party organisations in FY26 for four of our initiatives - Club Enerji, Adhikaar, Anokha Dhaaga and health interventions.
2. Feedback is incorporated in program design and strategy along with ERM integration for structured feedback analysis and implementation.

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

- ◆ The Tata Affirmative Action policy reflects principles of social justice and distributive equity, as it systematically identifies disadvantaged and vulnerable stakeholders and integrates them into project planning and CSR initiatives.
- ◆ An example of gender empowerment and grassroots participation is the 'Abha' or 'Abha Sakhi' initiative, training women from local communities in Meter Reading, Billing, and Collection, facilitating women's economic agency, enhancing their participation in the formal economy, and positioning them as change agents within their communities.
- ◆ The Adhikaar program functions as social intermediation, bridging the gap between citizens and state welfare systems. The initiative addresses issues of accessibility, awareness, and bureaucratic barriers, enabling marginalized groups to claim their entitlements.
- ◆ 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 across 21 states of Tata Power CSR regions including major focus on AA Scholarship support.
- ◆ Through our Club Enerji initiative, we make interactive STEM education and energy conservation awareness accessible to students from rural and semi-urban settlements. We have reached out to 6.7 lakh + students across 2,800+ schools.
- ◆ Anokha Dhaaga is a women-led micro-enterprise that equips SHGs, FPOs and PwDs from marginalised communities with income-generating skills and access to financial independence. In FY26, 50+ B2B partnerships were created and over 15,000 SHGs are in continuous partnership with Anokha Dhaaga.
- ◆ Reaching to remote regions along our project sites, we initiated the solarisation of Gram Panchayats, Primary Health Centres, schools and other public institutions across our Renewable project sites of Andhra Pradesh, Bihar, Gujarat, Karnataka, Maharashtra, Rajasthan and Uttar Pradesh.

PRINCIPLE 5
Essential Indicators

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

Category	FY26			FY25		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	22,501	9,675	43	22,572	9,164	41
Other than permanent	844	306	36	1,096	357	33
Total Employees	23,345	9,981	43	23,668	9,521	40
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	86,317	8,628	10	81,701	19,512	24
Total Workers	86,317	8,628	10	81,701	19,512	24

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

Category	FY26					FY25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
	Employees									
Permanent	22,501	-	-	22,501	100	22,572	-	-	22,572	100
Male	20,148	-	-	20,148	100	20,303	-	-	20,303	100
Female	2,353	-	-	2,353	100	2,269	-	-	2,269	100
Other than Permanent	844	-	-	844	100	1,096	-	-	1,096	100
Male	704	-	-	704	100	934	-	-	934	100
Female	140	-	-	140	100	162	-	-	162	100
Workers										
Permanent	There are no permanent workers in the Company.									
Male										
Female										
Other than Permanent	The Company ensures 100% wage compliances for its contractual workforce.									
Male										
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)	8*	1,00,00,000	2	1,10,00,000
Key Managerial Personnel	3**	7,62,45,863	-	-
Employees other than BoD and KMP	20,849	9,07,860	2,493	7,16,832
Workers	-	-	-	-

*CEO & Managing Director forms part of both BOD and KMP.

**Includes CEO & Managing Director, Chief Financial Officer and Company Secretary

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

	FY26	FY25
Gross wages paid to females as % of total wages	9%	8%

This includes only “Permanent” and “Other than Permanent” Employees

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 recognises upholding of human rights as an integral aspect of doing business. The company is committed to upholding these rights and addressing any adverse impacts resulting from or caused by our businesses.

Mr. Himat Tewari, President- Group HR, Chief Human Resources Officer and Chief – Sustainability & CSR is the focal point of contact. The Ethics team along with the Sustainability, HR and CSR teams work on addressing human rights related matters or impacts that arise from business operations.

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

Tata Power recognises upholding of human rights as an integral aspect of doing business. Tata Power has been working with this ethos, and we support the well-being, dignity, and human rights of all our stakeholders. This commitment is reinforced by a strict zero-tolerance approach toward any violation of human rights, ensuring that every individual's rights are respected and protected across our operations.

Tata Power's Business and Human Rights Policy is aligned with the principles contained in the Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work and the United Nations Guiding Principles on Business and Human Rights and is consistent with the Tata Code of Conduct.

Business and Human Rights Policy:

<https://www.tatapower.com/content/dam/tatapoweraemsitesprogram/tatapower/pdf-root/sustainability/sustainable-governance---policies/Business%20and%20Human%20Rights%20Policy.pdf>

Tata Power has adopted TCoC which categorically states:

1. We shall respect the human rights and dignity of all our stakeholders
2. We do not employ children at our workplaces.
3. 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.

Tata Code of Conduct: <https://www.tata.com/content/dam/tata/pdf/Tata%20Code%20Of%20Conduct.pdf>

There are various channels available to raise concerns and for redressal of the same. Furthermore, concerns can be raised through our Whistle Blower Policy. Additionally, an independent third-party ethics helpline has also been provided for raising concerns. The details for raising grievances are as follows:

- ◆ Number: 1800 267 4065
- ◆ E mail: deloitte.tatapower@tip-offs.in
- ◆ Website: <https://www.tpc.tip-offs.in>

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

	FY26			FY25		
	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	-	-	4	-	-
Discrimination at workplace	9	-	This includes concern raised in relation to employee transfer, PMS rating, extension of probation, promotion.	11	-	This includes concern raised in relation to employee transfer, PMS rating, employee grades
Child Labour	-	-	-	-	-	-
Forced Labour/ Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

This disclosure excludes TPDDL and Odisha Discoms

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

	FY26	FY25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	4
Complaints on POSH as a % of female employees / workers	0.05%	0.09%
Complaints on POSH upheld	1.Action Taken - 3 cases 2.Conciliation - 0 cases 3.Pending - 0 case	1.Action Taken - 4 cases 2.Conciliation - 0 cases 3.Pending - 0 case

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

The Tata Code of Conduct 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, Tata Power 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.

Tata Power maintains a strict zero-tolerance stance toward sexual harassment at the workplace and has adopted a comprehensive policy on preventing, prohibiting, and redressing sexual harassment of women in the workplace. In line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, an Internal Committee (IC) is established to handle related complaints. The IC is responsible for conducting inquiries and ensuring confidentiality is maintained for all parties involved, including the identity of the complainant, the respondent, and the contents of the proceedings.

Tata Code of Conduct: <https://www.tata.com/content/dam/tata/pdf/Tata%20Code%20of%20Conduct.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:

1. Onboarding/selection - Applicable certificates, Labour Laws compliance including statutory requirements such as child labour, forced and compulsory labour are asked during on-boarding of suppliers
2. TCoC is mandatory for all contracts within Tata Power

10. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labour	Locational internal/external assessments on a periodic basis
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
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.

Types of Human rights violations	Number of plants and offices assessed for Human Rights Violations	Assessed By	Corrective actions taken
Not Applicable			

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

Tata Power recognises upholding of human rights as an integral aspect of doing business. We commit to respect and protect human rights and remediate adverse human rights impacts resulting from or caused by our businesses. 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.

Not Applicable

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 firmly believes in the strength of a diverse workforce and remains committed to fostering an inclusive work environment that provides equal opportunities for all. The Company places strong emphasis on nurturing a workplace grounded in respect, dignity, and accessibility.

The Company ensures that Persons with Disabilities, as well as visitors, have access to appropriate tools and resources that facilitate their work and enable them to perform their tasks effectively. These facilities include ramps and wheelchairs for individuals with mobility impairments, assistive technologies for persons with visual and hearing-speech impairments, and braille instructions for the visually impaired.

Beyond the workplace, Tata Power extends its commitment to accessibility to its customer interfaces. The Company operates a dedicated Customer Relations Centre in Mumbai to address the specific needs of customers with disabilities. In addition, electricity bills are made available in Braille format for visually impaired customers, supporting inclusive access to essential services.

4. Details on assessment of value chain partners:

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

PRINCIPLE 6
Essential Indicators
1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

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

Parameter	FY26	FY25***
From renewable sources		
Total electricity consumption (A) (GJ)*	6,83,014	3,36,802
Total fuel consumption (B) (GJ)	-	-
Energy consumption through other sources (C) (GJ)	-	-
Total energy consumed from renewable sources (A+B+C) (GJ)	6,83,014	3,36,802
From non-renewables sources		
Total electricity consumption (D) (GJ)	14,48,196	3,07,328
Total fuel consumption (E) (GJ)	35,90,91,623	51,16,15,824
Energy consumption through other sources (F) (GJ)	-	-
Total energy consumed from non-renewable sources (D+E+F) (GJ)	36,05,39,819	51,19,23,152
Total energy consumed (A+B+C+D+E+F) (GJ)	36,12,22,833	51,22,59,954
Energy intensity per rupee of turnover (Total energy consumed (GJ)/ Revenue from operations (INR))	0.0005672	0.0007942
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed (GJ)/ Revenue from operations adjusted for PPP) **	0.0115376	0.0164077
Energy intensity in terms of physical output (Total energy consumed (GJ)/ Total Power Generation Units (kWh))	0.0071565	0.0076196

Note: Data verification for the Integrated Report is conducted annually by an independent third-party assurance provider. Please refer "Assurance Statement" at the conclusion of Integrated Report for detailed representation

*This data includes Aux Consumption in Hydros, Solar Manufacturing and Haldia

** For PPP, Conversion factor of 20.340 and 20.660 has been used for FY26 and FY25 as per Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core

***FY25 numbers have been restated

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	2,257 (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. 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)	Achieved Net Heat Rate (Kcal/kwh) (FY25)	Remedial Action in case target not achieved
Conventional Generation	VII (2022-23 to 2024-25)	Coastal Gujarat Power Limited	2,272	2,253	2,260	Submission to BEE for normalization of Heat Rate due to changes in operational scenarios during the cycle period
		Maithon Right Bank Thermal Power Plant	2,480	2,469	2,480	Net Heat Rate optimization during Part load operation
		Trombay Thermal Power Station (Coal & Oil) (TATA Power Company)	2,580	2,569	2,513	Better than Notified Target
		Trombay Combined Cycle Power Plant (TATA Power Company)	2,055	2,039	2,023	Better than Notified Target
		Jojobera Power Plant (TATA Power Co)	2,856	2,817	2,847 2,855 (Normalised)	U#1, #2 & #3 - CT Fills revamping U#2- APH revamping

The fourth cycle of PAT was notified on 28th March-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 plants 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:

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

Parameter	FY26	FY25*
Water withdrawal by source (in kilolitres)		
(i) Surface water	1,27,22,28,136	1,29,88,75,818
(ii) Groundwater	13,685	24,202
(iii) Third party water	1,88,02,797	1,79,31,202
(iv) Seawater / desalinated water	2,41,35,18,867	5,30,88,95,830
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3,70,45,63,485	6,62,57,27,051
Total volume of water consumption (in kilolitres)	26,62,56,209	30,13,98,360
Water intensity per rupee of turnover (Total water consumption (KI)/ Revenue from operations (INR))	0.0004181	0.0004673
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption (KI)/ Revenue from operations adjusted for PPP)**	0.0085043	0.0096538
Water intensity in terms of physical output (Total water consumption (KI)/ Total Power Generation Units (kWh))	0.0052750	0.0044832

Note - Data verification for the Integrated Report is conducted annually by an independent third-party assurance provider. Please refer "Assurance Statement" at the conclusion of Integrated Report for detailed representation

*FY25 numbers have been restated

**For PPP, Conversion factor of 20.340 and 20.660 has been used for FY26 and FY25 as per Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core

4. Provide the following details related to water discharged:

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

Parameter	FY26	FY25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	1,22,89,22,670	1,25,47,16,470
No treatment*	1,22,89,22,670	1,25,47,16,470
With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater	2,21,30,11,862	5,07,18,04,586
No treatment**	2,21,29,95,654	5,07,17,90,223
With treatment – Primary Treatment (Neutralization)	16,208	14,363
(iv) Sent to third parties	13,53,033	13,07,630
No treatment	-	-
With treatment – Primary Treatment	13,53,033	13,07,630
(v) Others	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	3,44,32,87,565	6,32,78,28,686

Note - Data verification for the Integrated Report is conducted annually by an independent third-party assurance provider. Please refer “Assurance Statement” at the conclusion of Integrated Report 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 have Zero-Liquid Discharge (ZLD) wherein the wastewater is treated and reused.

This includes Maithon, Jajobera and Waste Heat Recovery units. Coastal power plants like Trombay and Mundra use sea water of cooling purposes. Wherever effluent discharge is applicable, the quality of discharge is monitored and maintained in compliance with applicable regulatory standards and environmental norms.

TP Solar’s 4 GW manufacturing facility at Gangaikondan operates as a Zero Liquid Discharge plant, where water is fully treated and reused within the facility premises.

TPREL is also progressing towards implementation of Zero Liquid Discharge at its Solar Panel Manufacturing facility in Bengaluru. Currently, wastewater generated at the site is treated and partially reused within operations, while sludge generated from the treatment process is disposed of through authorized vendors in accordance with applicable regulations.

All Thermal Power Divisions, TPREL Bengaluru, TPREL Solar and Wind O&M Divisions were awarded the Water Neutrality Certification (Scope 1 – Aspiring) on 18th November 2025.

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

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

Parameter	Please specify unit	FY26	FY25
NOx	Tonnes	43,192	60,713
SOx		94,031	1,59,883
Particulate matter (PM)		4,554	5,833
Persistent organic pollutants (POP)		NA	NA
Volatile organic compounds (VOC)		NA	NA
Hazardous air pollutants (HAP)		NA	NA
Others – please specify		NA	NA

Note - Data verification for the Integrated Report is conducted annually by an independent third-party assurance provider. Please refer “Assurance Statement” at the conclusion of Integrated Report for detailed representation

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

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

Parameter	Unit	FY26	FY25*
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2,60,66,679	4,13,52,681
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	25,87,187	32,01,561
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO ₂ equivalent / Revenue (INR)	0.0000450	0.0000691
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO ₂ equivalent / Revenue (PPP)	0.0009152	0.0014271
Total Scope 1 and Scope 2 emission intensity in terms of physical output (Total Scope 1 and Scope 2 GHG emissions / Total Power Generation Units (kWh))-Equity**	Metric tonnes of CO ₂ equivalent / kWh	0.0007902	0.0008410

Note - Data verification for the Integrated Report is conducted annually by an independent third-party assurance provider. Please refer “Assurance Statement” at the conclusion of Integrated Report for detailed representation

*FY25 numbers have been restated

** In Alignment with GHG Protocol, we have used Equity (Generation MUs) for intensity calculations.

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 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.

In addition, the Company is strategically expanding its presence in the renewable energy sector through increased investments and capacity addition in solar, wind, hybrid, and emerging clean energy technologies to strengthen its green portfolio and accelerate the energy transition journey.

Please refer to the key collaborations section on Page No. 145 of the Integrated Report FY26

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

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

Parameter	FY26	FY25*
Total Waste generated (in metric tonnes)		
Plastic waste (A)	1,813	380
E-waste (B)	4,735	896
Bio-medical waste (C)	2.178	0.705
Construction and demolition waste (D)	1,263	1,112
Battery waste (E)	185	3
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	14,991	1,322
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	55,62,124	62,29,158
Total (A+B + C + D + E + F + G + H)	55,85,113	62,32,871
Waste intensity per rupee of turnover (Total waste generated (metric tonnes) / Revenue from operations (INR))	0.0000088	0.0000097
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated (metric tonnes) / Revenue from operations adjusted for PPP)**	0.0001784	0.0001996
Waste intensity in terms of physical output (Total waste generated (metric tonnes) / Total Power Generation Units (kWh))	0.0001107	0.0000927
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of Waste		
(i) Recycled	37,70,847	40,17,934
Bricks/Blocks/Tiles industries - Ash Waste	48,820	40,006
Cement Industries - Ash Waste	36,83,020	39,24,404
Other - Ash Waste	8,380	47,309
Plastic waste	1,649	376
E-waste	2,918	904
Battery waste	185	3
Hazardous Waste	14,995	1,093
Other Non-Hazardous Waste	10,880	5,639
(ii) Re-used	17,04,581	29,56,695
Roads, Fly over /Rail Embankment	79,051	10,02,725
Mine filling	6,79,402	14,21,240
Reclamation of low-lying area	9,44,866	5,31,635
C&D Waste	1,263	1,095
(iii) Other recovery operations	-	-
Total	54,75,428	69,76,429
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	11	6
(ii) Landfilling	21	93
(iii) Other disposal operations	-	-
Total	32	99

Note: Data verification for the Integrated Report is conducted annually by an independent third-party assurance provider. Please refer "Assurance Statement" at the conclusion of Integrated Report for detailed representation

*FY25 numbers have been restated

**For PPP, Conversion factor of 20.340 and 20.660 has been used for FY26 and FY25 as per Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core

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 established robust waste management practices across its operations and is committed to achieving Zero Waste to Landfill (ZWTL) by 2030. The Company continues to go beyond regulatory compliance by strengthening waste minimisation, reuse, recycling, and responsible disposal practices across all business operations.

Waste management considerations are integrated into operational planning through continuous evaluation of resources, technologies, and process optimisation to minimise waste generation at source. These systems are regularly reviewed, and improvement initiatives are implemented and tracked for effectiveness.

To support responsible waste management, Tata Power has implemented dedicated policies and frameworks, including:

<https://www.tatapower.com/content/dam/tatapoweraemsitesprogram/tatapower/pdf-root/sustainability/sustainable-governance---policies/Ash%20Policy.pdf>

<https://www.tatapower.com/who-we-are/company-documents/corporate-policies/E-Waste%20Management%20Policy.pdf>

Key initiatives undertaken by the Company include:

Waste generation across businesses continues to be optimised through systematic evaluation of resources, cleaner technologies, and operational improvements. These measures are periodically reviewed to ensure sustained reduction and enhanced efficiency.

Major waste streams such as fly ash from thermal power plants and chemical sludge from solar PV manufacturing units are being managed responsibly. Fly ash utilisation has been further strengthened in construction, ready-mix concrete, cement industries, and quarry filling, in line with applicable Fly Ash Notifications and through authorised vendors approved by SPCB and CPCB. The Company continues to progressively enhance bottom ash utilisation in alignment with MoEF&CC guidelines.

In renewable operations, Tata Power has advanced its end-of-life management strategy for photovoltaic (PV) solar panels through updated assessments on waste projections, recycling pathways, and emerging technology solutions, along with active industry engagement to strengthen circular economy practices in the solar value chain.

As part of its ongoing sustainability journey, additional sites have achieved or progressed towards Zero Waste to Landfill (ZWTL) certification, with FY26 certifications including PPGCL, TPSL Gangaikondan, and Transmission & Distribution Mumbai, strengthening the Company's certified sustainable operations footprint.

Periodic waste management awareness programs continue to be conducted across all establishments to strengthen employee engagement and responsible practices. Further, multiple locations have expanded initiatives to eliminate single-use plastics by replacing disposable water bottles and paper cups with reusable glass, steel, and alternative sustainable materials.

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.

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.
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.
5	Bhivpuri Open Loop Pumped Storage Project (1000 MW)	Conventional Generation	The project is under development and requisite environmental and statutory clearances are being obtained from the concerned regulatory authorities. Tata Power is committed to complying with all applicable environmental approval conditions and implementing necessary mitigation measures, including biodiversity conservation, catchment area treatment, afforestation, water management, and environmental monitoring, as stipulated in the approvals. The project design incorporates measures for sustainable water management, biodiversity conservation, catchment area protection, and minimisation of environmental impacts. Tata Power is committed to implementing the stipulated environmental clearance conditions and monitoring requirements throughout the project lifecycle.
6	Shirawta Off Stream Open Loop Pumped Storage Project (1800 MW)	Conventional Generation	The project is under development and necessary environmental and statutory approvals are being pursued in accordance with applicable regulatory requirements and guidelines. The project includes provisions for environmental management, afforestation, biodiversity conservation, soil and water conservation, and stakeholder engagement measures to minimise ecological impacts.

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
Shirawta Off Stream Open Loop Pumped Storage Project (1800 MW)	S.O. 1533 (E)	September 14, 2006	Yes	No	https://parivesh.nic.in/

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 non compliance	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:

(i) Name of the area	Specific projects in Jharkhand, Karnataka, Rajasthan, Tamil Nadu, Madhya Pradesh, Maharashtra, Delhi, Odisha
(ii) Nature of operations	Bengaluru Manufacturing, GenCo (Solar & Wind), Jojobera Thermal Power Station, Tata Power Delhi Distribution Limited, Tata Power Ajmer Distributions Limited, Tata Power Central Odisha Distribution Limited

(iii) **Water withdrawal, consumption and discharge in the following format:**

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

Parameter	FY26	FY25*
Water withdrawal by source (in kilolitres)		
(i) Surface water	1,863	4,259
(ii) Groundwater	3,738	7,466
(iii) Third party water	1,10,25,151	1,17,16,247
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	1,10,30,752	1,17,27,972
Total volume of water consumption (in kilolitres)	1,15,32,988	1,21,90,558
Water intensity per rupee of turnover (Water consumed (KI)/ turnover (INR))	0.0000181	0.0000189
Water intensity (optional) – (Water consumed (KI)/ total power generation units (kWh))	0.0002285	0.0001813
Water discharge by destination and level of treatment (in kilolitres)		
(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		
Total water discharged (in kilolitres)		

Note: Data verification for the Integrated Report is conducted annually by an independent third-party assurance provider. Please refer “Assurance Statement” at the end of Integrated Report for detailed representation

*FY25 numbers have been restated

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

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

Parameter	Unit	FY26	FY25**
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2,65,69,151	2,66,77,614
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent / turnover (INR)	0.0000417	0.0000414
Total Scope 3 emission intensity (optional) – Total Scope 3 emissions / total Power generation units (kWh)*	Metric tonnes of CO ₂ equivalent / Units (kWh)	0.0007327	0.0005036

Note: Data verification is carried out through 3rd party assurance each year for Integrated Report. Please refer “Assurance Statement” at the conclusion of Integrated Report for detailed representation

* In Alignment with GHG Protocol, we have used only Equity (Generation MUs) for intensity calculations

**FY25 numbers have been restated

- 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 Programme at Hydro:

The Mahseer conservation programme, initiated in 1970, is one of Tata Power's long-standing ecological restoration initiatives aimed at enriching hydel lake ecosystems and rehabilitating the Deccan Mahseer (Tor Khudree), which had significantly declined in its natural habitat. With sustained conservation efforts over five decades, the species has shown strong population recovery and is currently classified as 'Least Concern' in the IUCN Red List, reflecting successful ecological restoration outcomes.

Since 1972, Tata Power has been undertaking large-scale afforestation drives using native species plantations across hydro locations situated in the northern Western Ghats, with a focus on improving survival rates, enhancing biodiversity, and strengthening catchment sustainability. The Company also conducts regular environmental education and awareness programmes for communities and students in collaboration with institutions such as Bharati Vidyapeeth to promote conservation awareness.

In addition, GIS-based mapping and assessment of green cover across five hydro locations and associated power station areas have been undertaken to support systematic greenbelt management. These studies also include greenbelt improvement planning and carbon footprint estimation, carried out in FY23, forming a basis for ongoing sustainability monitoring and ecological enhancement initiatives.

- 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:**

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

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

Tata Power maintains a robust Business Continuity and Disaster Management Plan (BCDMP) to ensure operational resilience and preparedness for potential disruptions. The Company is ISO 22301:2012 certified by the British Standards Institution (BSI), reflecting its adherence to internationally recognised standards for business continuity management systems.

The workforce is regularly trained through structured mock drills, emergency response exercises, and disaster management simulations to strengthen preparedness and ensure effective response during emergency situations.

In addition, Tata Power has a comprehensive Business Continuity Policy, which governs the framework for risk preparedness, response, recovery, and continuity of critical operations. The policy is available at:

<https://www.tatapower.com/content/dam/tatapoweraemsitesprogram/tatapower/pdf-root/who-we-are/company-documents/corporate-policies/Business%20Continuity%20Policy.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

- 8. How many Green Credits have been generated or procured:**

	FY26	FY25
a. By the listed entity	-	-
b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners"	-	-

PRINCIPLE 7**Essential Indicators****1. a. Number of affiliations with trade and industry chambers/ associations.**

5

1. 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	Association of Power Producers	Both State and National level

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

Name of authority	Brief of the case	Corrective action taken
Nil		

Leadership Indicator**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	IEX Petition on Green RTM	Comments submitted officially	Yes	NA	CERC Website https://cercind.gov.in/index.html
2	Guidelines for Assessment of Ramping Capability of Thermal Generating Stations	Comments submitted officially	Yes	NA	Grid India Website https://grid-india.in/en/
3	Revised Draft Gazette Notification on Renewable Consumption Obligation (RCO) under the Energy Conservation Act, 2001	Comments submitted officially	Yes	NA	MoP Website https://powermin.gov.in/
4	Draft Guidelines for Virtual Power Purchase Agreements (VPPA)	Comments submitted officially	Yes	NA	CERC Website https://cercind.gov.in/index.html
5	Draft Renewable Energy Certificates (1 st Amendment) Regulations, 2025	Comments submitted officially	Yes	NA	CERC Website https://cercind.gov.in/index.html
6	Draft Cyber Security in Power Sector Regulations, 2025	Comments submitted officially	Yes	NA	CEA Website https://cea.nic.in/whats-new/?lang=en
7	Draft Central Electricity Authority (Technical Standards for Construction of Electrical Plants and Electric Lines) (2 nd Amendment) Regulations, 2025	Comments submitted officially	Yes	NA	CEA Website https://cea.nic.in/whats-new/?lang=en

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
8	Proposal on Buyout Mechanism under RCO Regulations	Comments submitted officially	Yes	NA	CERC Website https://cercind.gov.in/index.html
9	Draft Order for increasing threshold solar PV module efficiencies for enlistment in Approved List of Models & Manufacturers (ALMM) List-I for solar PV modules.	Comments submitted officially	Yes	NA	MNRE Websire https://mnre.gov.in/en/
10	Draft Right of Consumer (RoC) Amendment rules, 2026	Comments submitted officially	Yes	NA	MoP Website https://powermin.gov.in/
11	Draft Captive Rules	1. Comments submitted officially 2. In-person meetings/ discussions with concerned officials in MoP, CERC 3. Joint Representation through Associations	Yes	NA	MoP Website https://powermin.gov.in/
12	TBCB Guidelines for PSP	1. Comments submitted officially 2. In-person meetings/ discussions with concerned officials in MoP, CERC 3. Joint Representation through Associations	Yes	NA	MoP Website https://powermin.gov.in/
13	NEP	1. Comments submitted officially 2. In-person meetings/ discussions with concerned officials in MoP, CERC 3. Joint Representation through Associations	Yes	NA	MoP Website https://powermin.gov.in/
14	Electricity (Amendment) Bill, 2026	1. Comments submitted officially 2. In-person meetings/ discussions with concerned officials in MoP, CERC 3. Joint Representation through Associations	Yes	NA	MoP Website https://powermin.gov.in/
15	5.2 and revocation clauses under GNA	1. In-person meetings/ discussions with concerned officials in MoP, CERC 2. Joint Representation through Associations	Yes	NA	CERC Website https://cercind.gov.in/index.html

PRINCIPLE 8

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 has undertaken third-part impact assessments for four of the following initiatives:					
Anokha Dhaaga is our women-led entrepreneurship initiative that equips women Self Help Groups (SHGs), FPOs and PwDs with income-generating skills and financial independence through skill training and capacity building.					
Roshni Vocational Training Centres train women across our regions in Technical, vocational, and green-energy skills for underserved communities, including solar PV, energy storage, EV charging, power transmission, industrial safety, and smart metering					
Club Enerji to promote experiential STEM education and green education					
Adhikaar to increase access to government scheme linkages through local leadership and empowerment					

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 INR)
Nil						

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

Regular interaction of CSR Location SPOCS with community members.

Community Information Centres at Locations - for continued engagement and feedback

Impact Assessments - To assess strengths, weaknesses, challenges and opportunities for improvement, in-line with community needs.

<https://www.tatapower.com/community>

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

	FY26	FY25
Directly sourced from MSMEs/ small producers (%)	21%	20%
Directly from within India (%)	86%	65%

Data refers to actual purchase orders/service orders issued by relevant entities. JVs/Associates have been excluded in alignment with accounting standards. These purchases exclude Cost of power purchased.

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 (Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Location	FY26	FY25
Rural	10	11
Semi-urban	12	10
Urban	28	26
Metropolitan	50	53

This includes “Permanent” and “Other than Permanent” Employees only.

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	Y.S.R Kadapa	1,15,15,000
2	Bihar	Muzaffarpur	1,05,74,000
3	Bihar	Gaya	2,48,43,000
4	Jharkhand	Purbi Singhbhum	32,93,69,000
5	Kerala	Wayanad	1,99,06,000
6	Madhya Pradesh	Khandwa	2,44,000
7	Maharashtra	Nandurbar	6,50,000
8	Maharashtra	Osmanabad	13,51,25,000
9	Odisha	Dhenkanal	6,66,39,000
10	Odisha	Gajapati	6,01,08,000
11	Odisha	Balangir	3,33,03,000
12	Odisha	Kalahandi	4,61,91,000
13	Odisha	Rayagada	3,89,18,000
14	Odisha	Koraput	2,26,04,000
15	Odisha	Malkangiri	6,88,69,000
16	Odisha	Nabarangpur	2,88,93,000
17	Odisha	Nuapada	1,10,58,000
18	Rajasthan	Jaisalmer	15,08,000
19	Uttar Pradesh	Chitrakoot	1,85,99,000
20	Uttar Pradesh	Fatehpur	1,15,62,000
21	Uttar Pradesh	Bahraich	1,55,83,000
22	Uttar Pradesh	Shravasti	1,25,67,000
23	Uttar Pradesh	Balrampur	1,28,69,000

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

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

3. (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.

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

0.2% (₹ 104 Crores) 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 quality-based inclusion in supply chain. Tata Power is committed to help people from SC/ST background either by promoting them to become entrepreneurs or by engaging workforce from SC/ST community under contracts. Tata Power on merit basis considers incentives in payment for contractors engaging more than 30% of total deployment from the SC/ST community. 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	18,05,000	54
2	Employability and Employment	84,000	
3	Entrepreneurship	32,000	
4	Essential Enablers (Others - Stakeholder Engagement Sports, Volunteering, Affirmative Action & social inclusion)	29,85,000	
5	Multi-year	3,17,000	

PRINCIPLE 9

Essential Indicators

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

Mechanism	Conventional Generation	Renewables	Transmission and Distribution
Customer Care	Relationship Managers	♦ Call centre (365 Days - 8 AM - 8 PM) ♦ Feedback Ratings from customers after closure of each service Interventions	♦ Key Account Managers ♦ Customer representative Executive (CRE) ♦ Client Manager (for consumer with load >70kVA) ♦ Call Centres offering 24*7 support ♦ Customer Care Centres ♦ Field offices
Website	https://www.tatapower.com/energy-solutions/thermal-energy	https://www.tatapower.com/renewables	https://tdservices.tatapower.com/ Customer Chat bot – Roshni (TPNODL, TPWODL, TPCODL, TPDDL), TINA (Mumbai)
Consumer App	NA	Tata Power EZ Charge App	♦ TPCODL: TPCODL Mitra app ♦ TPNODL, TPWODL, TPSODL, TPDDL, Mumbai: My Tata Power Consumer App ♦ TPADL Connect App ♦ Tata Power EZ HOME App
Phone Number	1800-209-5161	♦ Renewables: 1800-419-8777 ♦ EZ Charge: 1800-833-2233 ♦ Solar-roof: 1800 209 5161	♦ Tata Power Mumbai: 1800-209-5161 / 19123 ♦ TPDDL: 1800-208-9124 / 19124 ♦ TPCODL: 1912/1800-345-7122 ♦ TPSODL: 1800-345-6797 / 1912 ♦ TPWODL: 1800 3456 798 /1912 ♦ TPNODL:1800-345-6718 ♦ TPTCL: 022-67175406/5407; 0120-6102-000/209 ♦ EZ Home: 1800-2-123450120-6102-000/209
E-mail	NA	♦ Renewables - renewables@tatapower.com	♦ Tata Power Mumbai: customercare@tatapower.com ♦ TPDDL: customercare@tatapower-ddl.com ♦ TPCODL: customercare@tpcentralodisha.com ♦ TPSODL: customercare@tpsouthernodisha.com ♦ TPNODL: customercare@tpnodi.com ♦ TPWODL: customercare@tpwesternodisha.com ♦ TPADL: customercare.tpadl@tatapower.com ♦ TPTCL: smartenergy@tatapower.com ♦ EZ Home: ezhome@tatapower.com
Social media & Other platforms	X (Twitter), Facebook, Instagram, LinkedIn, WhatsApp		
Customer Feedback	♦ Annual Customer Satisfaction survey by third party ♦ Post transactional feedback		

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100% Biodegradable Plastic is used for Packaging of an IOT Device
Safe and responsible usage	-
Recycling and/or safe disposal	-

The disclosure pertains to Home Automation business

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

	FY26			FY25*		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	40,41,846	17,245	These include both commercial and technical complaints along Fire and Safety Complaints resolved within Service-Level Agreement (SLA) Few complaints are unattended due to right of way issues, water logging in agriculture field, transformer failure, non-reachable location etc.	36,64,901	32,871	These include both commercial and technical complaints along Fire and Safety Complaints resolved within Service-Level Agreement (SLA) Few complaints are unattended due to right of way issues, water logging in agriculture field, transformer failure, non-reachable location etc.
Restrictive Trade Practices	-	-	-	-	-	-
Trade Practices Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

*FY25 numbers have been restated

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

	Number	Reasons for recall
Voluntary recalls	Nil	Not Applicable
Forced recalls	Nil	

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.

Weblink:

<https://www.tatapower.com/content/dam/tatapoweraemsitesprogram/tatapower/pdf-root/who-we-are/company-documents/corporate-policies/Information%20Security%20Policy.pdf>

<https://www.tatapower.com/who-we-are/company-documents/corporate-policies/data-privacy-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:

	FY26
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	Transmission and Distribution
Customer Care	Relationship Managers	- Call centre (365 Days - 8 AM - 8 PM) - Feedback Ratings from customers after closure of each service Interventions	- Key Account Managers - Customer representative Executive (CRE) - Client Manager (for consumer with load > 70kVA) - Call Centres offering 24*7 support - Customer Care Centres - Field offices
Website	https://www.tatapower.com/energy-solutions/thermal-energy	https://www.tatapower.com/renewables	https://tdservices.tatapower.com/ - Customer Chat bot – Roshni (TPNODL, TPWODL, TPCODL, TPDDL, TINA (Mumbai)
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Phone Number	1800-209-5161	- Renewables: 1800-419-8777 - EZ Charge: 1800-833-2233 - Solar-roof: 1800 209 5161	- Tata Power Mumbai: 1800-209-5161 / 19123 - TPDDL: 1800-208-9124 / 19124 - TPCODL: 1912/1800-345-7122 - TPSODL: 1800-345-6797 / 1912 - TPWODL: 1800 3456 798 /1912 - TPNODL:1800-345-6718 - TPTCL: 022-67175406/5407; 0120-6102-000/209 - EZ Home: 1800-2-123450120-6102-000/209

Mechanism	Conventional Generation	Renewables	Transmission and Distribution
E-mail	NA	Renewables - renewables@tatapower.com	- Tata Power Mumbai: customercare@tatapower.com - TPDDL: consumercare@tatapower-ddl.com - TPCODL: customercare@tpcentralodisha.com - TPSODL: customercare@tpsouthernodisha.com - TPNODL: customercare@tpnodl.com - TPWODL: consumercare@tpwesternodisha.com - TPADL: customercare.tpdl@tatapower.com - TPTCL: smartenergy@tatapower.com - EZ Home: ezhome@tatapower.com
Social media & Other platforms	X (Twitter), Facebook, Instagram, LinkedIn, WhatsApp		
Customer Feedback	- Annual Customer Satisfaction survey by third party - Post transactional feedback		

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

- Energy Conservation, electrical safety and fire extinguisher use sessions in schools and colleges through Club Enerji
- Awareness sessions with local communities at VT centres, Gram Panchayat through Nukkad Nataks / Jansunwayi / Jan Jagruti / local festival celebrations. Engagement of SHGs and NGOs for extensive coverage.
- Information dissemination through on-site demonstrations, Customer Connect Camps (MILAN), meetings & workshops, Newsletters, information brochure, product manuals, technical videos, customer workshops, quizzes and safety demonstrations at Customer Relationship Centres, Building societies (Resident Welfare Associations) and village squares
- Public Safety Awareness announcement on Maintenance Vehicle by using Public Address System in village areas - Surakhsha Sachetan Rath (LED Mobile vans) in Odisha, Wall painting on public safety awareness message on boundary walls of 33/11kV primary substations, Vinyl stickers on public safety pasted on vehicles
- Specific safety drives for transformer fencing and leakage checking during monsoons (electrical poles, sub-station fencing, ATMs and Streetlight installations etc.)
- Technical Training to Channel Partners
- PISA (Public Installation Safety Audits)
- Dedicated Relationship Managers and response mechanism for early response and resolution of any issues.
- Awareness through safety advertisement in local newspapers, FM Radio, through pamphlets and posters, safety message on electricity bills and through social media platforms like Facebook, Twitter, LinkedIn, Instagram, Emailer and E-commerce platforms
- Special drives on Fire Service Week, National Safety Day, Energy Conservation Day, etc.
- PM Surya Ghar Yojna promotion for customer adoption
- Energy Calculator on Customer portal
- Demand Side Management initiatives
- Gaja Sanrakshana: A 24x7 Elephant Care Control Room has been set-up at Central Power Systems Control Centre (CPSCC), Bhubaneswar for appropriate response on getting the information of elephant movement through the forest department. Additional precautions are also being undertaken for ensuring the safe movement of elephants by periodic patrolling at elephant corridors with 'Elephant Movement Sensors' and with the help of forest department to prevent animal

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

- ◆ Established platforms for Customer outreach and query resolution: Website, E-mail IDs, Toll-Free numbers, Interactive Chat Bots, Control Rooms, Contact Centres
- ◆ Planned outage information shared through official website, local newspapers, notice to societies, Customer portal, Mobile App, mail communication, SMS, WhatsApp to consumers (where facility is available)
- ◆ Mike announcement in advance (1-2 days in prior) through mobile vehicles in areas to be affected during planned outages.
- ◆ Disconnection notices for unpaid amounts and Enforcement cases.
- ◆ SMS or automated voice response or call through call centre, informing customer about possible disruption/discontinuation of service on nonpayment of bill.

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 is not applicable.
- ◆ For Home Automation products, the Company provides product rating, product description, serial no, pricing, wiring diagram and additional information as per law through product level, product packaging, manual and website.
- ◆ Yes, Annual / half-yearly customer satisfaction surveys are carried out at an entity level and periodically through third party. Due analysis is conducted for corrective and preventive actions.
- ◆ Customer feedback is also captured through Customer connect initiatives like interactive sessions, social media, customer care centre, walk-in feedback.
- ◆ In addition, the Company also tracks, Mobile Application rating, Channel Partner rating, E-commerce rating, Post transaction feedback