

Business Responsibility Report: 2013-14

Introduction

The Tata Power Company Limited (Tata Power) with its vision "To be the most admired and responsible Integrated Power Company with International footprint, delivering sustainable value to all stakeholder" is one of the valued power sector companies in India with a market capital of ₹ 2012.36 crore. The Company has always worked towards conservation of environment, community wellbeing and has engaged with many stakeholders in its activities, thereby providing high-quality services in a responsible and efficient way.

The strong corporate governance base built on policies, systems and processes, ensures business is conducted in a fair and equitable manner to bring positive impact on the lives of the people. The corporate governance practices are linked to the core values which are considered SACRED. As a responsible Company, compliance to statutory requirements is of prime importance in its governance practices and this report on Business Responsibility is one of its responsibilities.

Section A: General Information about the Company

1	Corporate Identity Number (CIN) of the Company	L28920MH1919PLC000567								
2	Name of the Company	The Tata Power Company Limited								
3	Registered address	Bombay House, 24, Homi Mody Street, Mumbai – 400 001								
4	Website	www.tatapower.com								
5	E-mail id	sustainability.reporting@tatapower.com								
6	Financial Year reported	2013-14								
7	Sector(s) that the Company is engaged in (industrial activity code-wise)									
		ITC Code	Description							
		NA	Power							
		NA	Electronic Products							
		NA	Technical Services							
8	List three key products/services that the Company manufactures/provides (as in balance sheet)									
		1. Generation, transmission and distribution of electricity 2. Electronic Products 3. Technical Services								
9	Total number of locations where business activity is undertaken by the Company									
(i)	Number of International Locations (Provide details of major 5)									
		Indonesia, Singapore, South Africa, Bhutan and Georgia								
(ii)	Number of National Locations									
		Tata Power has its operations in 31 locations across India. The operational stations as on 31st March 2014 are given below:								
		State	No of Project locations	Hydros	Wind	Solar	Thermal	Transmission	Distribution	Coal Mine
		Maharashtra	15	3	7	1	2	1	1	
		Jharkhand	4				2		1	1
		NCT of Delhi	2					1	1	
		Odisha	1							1
		Gujarat	4		2	1	1			
		Karnataka	2		1		1			
		Tamil Nadu	1		1					
		West Bengal	1				1			
		Rajasthan	1		1					
		Total	31	3	12	2	7	2	3	2
10	Markets served by the Company - Local/State/National/International									
		The markets served by Tata Power are listed below:								
		1. Delhi License Area	6. Karnataka			11. Tamil Nadu				
		2. Gujarat	7. Maharashtra			12. West Bengal				
		3. Haryana	8. Mumbai License Area			13. Odisha				
		4. Himachal Pradesh	9. Punjab							
		5. Jharkhand (Jamshedpur Circle)	10. Rajasthan							

Section B: Financial Details of the Company

1	Paid up Capital	₹ 237.30 crore
2	Total Turnover	₹ 8627.04 crore
3	Total profit after taxes	₹ 954.08 crore
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	1.6
5	List of activities in which expenditure in 4 above has been incurred	
	CSR is known as Community Relations (CR) at Tata Power and social initiatives are undertaken by CR Division of Sustainability Department. The Community Relations Policy provides the basic structure for driving the social initiatives across companies operations as well as projects. The social initiatives have been coherently branded with community development activities under the 5 thrust areas given below:	
	Augmenting Primary Education System with focus on Girl Child	VIDYA
	Building and Strengthening Healthcare Facilities including Safe Drinking Water	AROGYA/SWATCH JAL
	Enhancing Programs on Livelihood and Employability	SAMRIDHI & DAKSH
	Building Social Capital and Infrastructure	SANRACHNA
	Nurturing Sustainability for Inclusive Growth	AKSHAY
	<i>These thrust areas are mapped with the activity suggested as in Schedule VII of the Companies, Act 2013; CSR Rules 2014 and Millennium Development Goals (MDGs) of the United Nations</i>	

Section C: Other Details

1	Does the Company have any Subsidiary Company/Companies?
	Tata Power has 25 subsidiaries as on 31 st March 2014
2	Do the Subsidiary Company/Companies participate in the Business Responsibility (BR) Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)
	The BR plans for subsidiaries vary from each other depending on community needs. However, Tata Power works closely with its subsidiary companies for alignment in group wide BR initiatives on a wide range of Sustainability subjects. In addition, the Tata Code of Conduct (TCoC) is a dynamic document which binds Tata Power and its subsidiaries to conduct respective businesses in an ethical, transparent and responsive manner.
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]
	Tata Power engages with its suppliers/vendors through various forums including Suppliers Meet to work on business responsibility initiatives as per Tata Power's policies. The suppliers and vendors are provided awareness on sustainability issues. The suppliers/vendors are asked to comply with the polices of Tata Power such as TCoC, Responsible Supply Chain Management (RSCM) policy etc., which covers aspects like Environmental management, Health & Safety, Human Rights, Ethics & Compliance.

Section D: BR Information

1. Details of Director/Directors responsible for BR

a	Details of the Director/Directors responsible for implementation of the BR policy/policies.	
1	DIN	00006867
	Name	Anil Sardana
	Designation	CEO & Managing Director
2	DIN Number	00306299
	Name	Mr. S. Padmanabhan
	Designation	Executive Director
3	DIN	01741911
	Name	Ashok Sethi
	Designation	COO & Executive Director

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

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

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Do you have policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Does the policy conform to any national/international standards? If yes, specify?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Has the policy been approved by the Board? If yes, has it been signed by MD/ owner/CEO/ appropriate Board Director?	No, these policies were developed from time to time as per the need and signed by CEO & Managing Director								
Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Yes, the Board has the Ethics and Compliant Committee. Tata Power has established these policies as per the need to implement international volunteer initiatives such as ISOs, strengthen internal governance structure to ensure implementation of various policies. All the policies mapped to business functions responsible for implementation based on the commitment framework. The CEO & Managing Director is responsible for the effectiveness of these policies.								
Indicate the link for the policy to be viewed online?	http://www.tatapower.com/aboutus/corporate-policies.aspx								
Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Does the company have in-house structure to implement the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Yes, the policies and their commitment framework are internally reviewed through the Cross functional teams. All the policies and procedures are supported by internal risk controls which are evaluated continually for their effectiveness.								

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

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

3. Governance related to BR

<ul style="list-style-type: none"> Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.
<p>During the Financial year, the Board of Directors, Executive Committee of the Board and the Ethics and Compliance Committee met ten, Six and Three times, respectively.</p> <p>Tata Power also has a Sustainability Advisory Council (SAC) comprising an independent Director & this meets at least 4 times a year. CEO & Managing Director also reviews sustainability issues at least 6 times a year, and National & International experts from Civil Society, Environment, Biodiversity and Community Relations.</p>
<ul style="list-style-type: none"> Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?
<p>Yes the Company publishes BR as well as Sustainability Report in accordance with Global Reporting Initiative (GRI) G3.1 guidelines is released annually. This year, the report titled "The Power of Co-Existence" can be viewed at http://www.tatapower.com/sustainability/sustainability-communications.aspx</p>

Section E: Principle-wise performance

Principle 1		
1	Does the policy relating to Ethics, Bribery and Corruption cover only the company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/Others?	
	<p>Yes, Tata Code of Conduct (TCoC) is embedded in all aspects of the business and its dealing with various stakeholders. This is a comprehensive document applicable to all Tata Power permanent, temporary and contractual workforce, suppliers, vendors, dealers, subsidiaries, and business associates associated with the company.</p> <p>TCoC consisting of 25 clauses included Financial Reporting, National Interests, Political Non-Alignment, Health, Safety & Environment, Corporate Citizenship, Ethical Conduct etc. The Code is a dynamic document and upholds the highest levels of integrity and ethical behaviour.</p>	
2	How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?	
	Stakeholder	Satisfactorily resolved by the management (%) till end of FY 13-14
	Employees	91
	Vendor	93
	Company	83
	Investor	100
	Society	100
	Total	90

Principle 2	
1	List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities. <p>Tata Power is in the business of Generation, Transmission and Distribution of electricity. Sustainability is embedded across the functions at Tata Power and has associated the element of 'Care' in to Environment, Community, Customers, and People including employees, shareholders, suppliers, partners etc.</p> <p>Few initiatives for social environmental concern including risk and opportunities are given below;</p> <p>Generation: Due care has been taken across all generating stations for Safety, Occupational Health of the employees and contract workers as well as environmental management to be within the regulatory standards and to go beyond compliance.</p> <p>Transmission: Tata Power has taken initiatives to spread awareness of safety among people around high voltage transmission lines.</p> <p>Distribution: Tata Power has initiatives to improve safety and health of customers such as safety audits, inspections and training programs have been conducted for residential, industrial and commercial customers.</p>
2	For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):
(i)	Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain? <p>At Tata Power, initiatives are in place such as reduction of specific water consumption and auxiliary power consumption, zero discharge, utilization of scrap, bottom ash utilization, plantation, rain water harvesting, energy conservation etc.</p> <p>The Company has achieved substantial reduction in water as well as auxiliary power consumption compared to previous year.</p>

(ii)	<p>Reduction during usage by consumers (energy, water) has been achieved since the previous year?</p> <p>Based on market survey and scientific load research several initiatives are implemented in Demand Side management schemes. The major initiatives are:</p> <ul style="list-style-type: none"> • Appliance Exchange program • Energy audits • Peak load shifting program <p>These initiatives have led to significant saving from across customer base.</p> <p>Club Enerji, a platform to sensitize school children on energy conservation, has led to energy saving of ~2.5 million units in this reporting year.</p>
3	<p>Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?</p> <p>Yes, the Company continually works with its suppliers for sustainable sourcing. This endeavour is brought out through its Responsible Supply Chain Management (RSCM) Policy that covers all the suppliers and contractors. The Policy sets out the requirements for suppliers and contractors on key aspects of sustainability like environment protection, health and safety, human rights, ethics and compliance.</p> <p>Suppliers and contractors are assessed and evaluated on the above mentioned aspects and, accordingly, corrective action is suggested in order to ensure conformance to the RSCM policy. Accordingly, the suppliers and contractors are also applauded for being a Responsible business partner.</p>
4	<p>Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?</p> <p>A high quality and reliable local supply base is available for the Company. Local supply is a preferred supply chain as this not only enables optimisation of the production related costs but also significantly reduces the environmental impact of transportation along with other benefits such as greater certainty and predictability of delivery times, responsiveness to demand etc.</p> <p>The main criteria for short listing any local supplier is based on merits such as proven track record and financial health etc. among many other criteria. These evaluations are carried out in a fair and transparent manner. In FY14, the local procurement among the top 10 suppliers was about 78% in rupee value.</p> <p>Further, under the Affirmative Action (AA) program, suppliers from AA community are encouraged to be a partner with Tata Power.</p>
5	<p>Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.</p> <p>Yes, there are mechanisms in place to recycle wastes. The major waste is the ash generated from thermal power stations. 100% fly ash is utilized across all stations. Other waste such as steel, wood are used for internal consumption as fencing material or tree guard etc. The Hazardous wastes such as waste/used oil are disposed off through authorized recyclers. Various initiatives are in place to reduce the waste across the Company.</p>

Principle 3														
1	<p>Please indicate the Total number of employees</p> <p>Total number of employees are 3,532 as on 31st March'14</p>													
2	<p>Please indicate the Total number of employees hired on temporary/contractual/casual basis</p> <p>Total number of employees hired on under temporary/contractual employment are 164 as on 31st March'14</p>													
3	<p>Please indicate the Number of permanent women employees</p> <p>The number of women employees on permanent role are 316 as on 31st March'14</p>													
4	<p>Please indicate the Number of permanent employees with disabilities</p> <p>Number of permanent employees with disabilities are 4 as on 31st March'14</p>													
5	<p>Do you have an employee association that is recognized by management?</p> <p>Yes, the Company has employee unions recognised by the management.</p>													
6	<p>What percentage of your permanent employees is members of this recognized employee association?</p> <p>Around 33% of the total permanent employees of Tata Power are members of employee unions.</p>													
7	<p>Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.</p>													
	<table border="1"> <thead> <tr> <th data-bbox="196 1607 650 1666">Category</th> <th data-bbox="650 1607 1058 1666">No. of complaints filed during the financial year</th> <th data-bbox="1058 1607 1447 1666">No. of complaints pending as on end of the financial year</th> </tr> </thead> <tbody> <tr> <td data-bbox="196 1666 650 1724">Child labour/forced labour/involuntary labour</td> <td data-bbox="650 1666 1058 1724">0</td> <td data-bbox="1058 1666 1447 1724">0</td> </tr> <tr> <td data-bbox="196 1724 650 1783">Sexual harassment</td> <td data-bbox="650 1724 1058 1783">2</td> <td data-bbox="1058 1724 1447 1783">0</td> </tr> <tr> <td data-bbox="196 1783 650 1816">Discriminatory employment</td> <td data-bbox="650 1783 1058 1816">30</td> <td data-bbox="1058 1783 1447 1816">4</td> </tr> </tbody> </table>	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year	Child labour/forced labour/involuntary labour	0	0	Sexual harassment	2	0	Discriminatory employment	30	4	
Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year												
Child labour/forced labour/involuntary labour	0	0												
Sexual harassment	2	0												
Discriminatory employment	30	4												

8	What safety & skill up-gradation training was provided in the last year?
	<ul style="list-style-type: none"> Permanent Employees (includes women employees and employees with disabilities) Safety Induction Training = 15,323 Man-hours Safety Capability Training = 58,136 Man-hours Technical Training = 20,930 Man-hours Casual/Temporary/Contractual Employees Safety Induction Training = 1,801,526 Man-hours Safety Capability Training = 175,808 Man-hours

Principle 4	
1	<p>Has the company mapped its internal and external stakeholders?</p> <p>Yes, the Company has mapped its internal and external stakeholders. The key stakeholders of the company are its Investors, Employees, Customers and Suppliers, Community, Government and Trade Associations etc.</p> <p>Both formal and informal mechanisms are in place to understand the concerns and expectations of various stakeholders. Individual departments within the Company have defined roles and responsibilities to engage with specific stakeholders.</p>
2	<p>Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?</p> <p>Yes, Tata Power's Affirmative Action (AA) policy is designed to address the socially disadvantaged sections of the society, mainly scheduled castes and scheduled tribes.</p>
3	<p>Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders.</p> <p>To improve the quality of life in the AA communities, the AA programs focus on 5Es - Education, Employability, Employment, Entrepreneurship & Essential amenities. The initiatives are in addition to the initiatives under the 5 thrust areas of CSR program.</p> <p>Some major AA program details are given below:</p> <ul style="list-style-type: none"> Development of residential school for tribal girls covering ~ 800 tribal girls from Class I to XII Skill development of ~ 400 students, with 60% from the tribal community by engaging with Government ITI BPO training for the tribal graduate youth with the objective of building their confidence and making them employable Enhancing women Self-help group by setting up unit for incense stick making, ~50 women are developing this micro enterprise and market linkages Generating livelihood with the help of fly ash brick making unit catering to ~20 SC/ST community persons Science Lab to promote science among SC/ST students Summer camp in tribal schools to promote Co-Curricular Initiatives Night School and Scholarship for promoting education for SC/ST Community

Principle 5	
1	<p>Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?</p> <p>Tata Power respects human rights and has established a Policy on Human Right. This policy is aligned to International Labour Organisation (ILO) fundamental conventions and other fundamental labour principles. The policy details the Company's approach towards human rights and sets the Company's expectations to adhere to principles of human rights.</p> <p>Further, the TCoC and the policy on Responsible Supply Chain Management (RSCM) has clauses relating to Human Rights and all the Supplier and Contractors have to conform to it. It delineates on the prohibition of child, forced labour, non-discrimination etc.</p> <p>The Company has systems in place to ensure protection of human rights not only within the premises but also into its supply chain.</p>
2	<p>How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?</p> <p>No complaints were received during this year.</p>

Principle 6	
1	<p>Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.</p> <p>Tata Power is governed by the Corporate Environment Policy. However, division/joint ventures/suppliers/contractors have their own policies.</p> <p>The environment policy reaffirms the Company's commitment to clean, safe and healthy environment and to minimise the adverse impacts of its operations on the environment. The policy encourages the Company to conserve resources, reduce environmental impact and seeks to enhance the awareness among employees and make business decision aiding sustainability.</p> <p>The Company also has a Responsible Supply Chain Management (RSCM) which has environment protection as one of its criteria applicable to all its vendors, contractors and service providers.</p>
2	<p>Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc</p> <p>Yes, Tata Power has initiatives in place to address global environmental issues such as climate change. The intent to generate power through Non-Carbon Emitting Sources (NCES) like hydros, solar, wind, waste heat recovery etc, is a testimony to this fact. As on 31st March 2014, ~14% of power is being generated from NCES. Further details are available at www.tatapower.com</p>
3	<p>Does the company identify and assess potential environmental risks? Y/N</p> <p>Yes, the corporate environment policy guides the Company's efforts on environmental management. The generating stations are certified for environmental management standard. As compliance to this, aspect-impact registers are in place which identifies potential environmental risks along with appropriate mitigation plans. Further, environment risks are identified in the risk matrix and discussed in the annual review meeting of the Audit Committees of Directors.</p>
4	<p>Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any Environmental Compliance Report is filed?</p> <p>Yes, the Company has Clean Development Mechanism (CDM) projects registered with United Nations Framework Convention on Climate Change (UNFCCC).</p> <p>This year, 20,975 Volume of Carbon Credits (VCUs) were traded in 25 MW solar power generating station at Mithapur, Gujarat. Also, a 50.4 MW wind power project at Gadag, Karnataka is registered with UNFCCC.</p>
5	<p>Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.</p> <p>Tata Power adopts principles of clean production and continually undertakes various initiatives on cleaner production technologies and energy efficiency. Some such initiatives are given below;</p> <p>10 kW micro hydro Turbine project at Bhira, to generate supplementary clean energy to manage its auxiliary loads.</p> <p>12 kW Floating Solar has been designed. The uniqueness of this design is that it will have the capability to float as well as rest on the bed of water bodies. The modular design could meet the requirements of the distributed generation Space in rural community ponds and can also be expanded into large scale MW projects.</p> <p>The Corporate Sustainability Protocol Index (CSPI) and Green Manufacturing Index (GMI) are 2 prominent monitoring tools under which various initiatives are implemented on energy efficiency, resource conservation etc.</p> <p>In-house initiatives such as Greenolution, Conserver at Work, and Club Enerji are in place as a motivational initiative in personal lives, place of work and in schools. These are majorly based on the principles of 3R (Reduce-Reuse-Recycle).</p> <p>For more details, visit www.tatapower.com</p>
6	<p>Are the emissions/wastes generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?</p> <p>Yes, Tata Power is in compliance with the prescribed permissible limits as per CPCB/SPCB for air emissions, effluent quality and discharge, hazardous waste generation and disposal. Reports are being submitted to SPCB as well as Regional office, MoEF regularly, as applicable.</p> <p>The Air Pollution Control Equipment (APCE), as well as emissions monitoring systems are in place at all generating stations to monitor, prevent and mitigate pollution as a part of the environmental management. Emissions from stacks and ambient air quality including noise levels are also monitored. Monitoring is also carried by 3rd party on monthly basis and submitted to respective SPCBs. Wastewater treatment plants are in place to treat the effluent generated before it is discharged.</p>
7	<p>Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.</p> <p>In this financial year, there has been no show cause/legal notices received from CPCB/SPCB.</p>

Principle 7	
1	<p>Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with</p> <p>The Company is a member of various trade and chamber associations. The major ones are:</p> <ul style="list-style-type: none"> • Confederation of India Industries (CII) • Association of Power Producers (APP) • Indian Electrical and Electronics Manufacturers’ Association (IEEMA) • Bombay Chamber of Commerce and Industry (BCCI)
2	<p>Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, others)</p> <p>While lobbying activities in any form are discouraged in the Company. However, TCoC and the Advocacy policy are in place to help in enhancing competitiveness, effectiveness and positively contributes to the development of the sector for public good.</p>

Principle 8	
1	<p>Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.</p> <p>Yes, Inclusive growth is at the core of the Company’s Sustainability integrated framework. Other policies which support inclusive growth are Sustainability, Environment and Community Relations (CSR) policies.</p> <p>However, the concept of inclusive growth is majorly embedded from a CSR perspective under the 5 thrust areas and one of the thrust area focus is Nurturing Sustainability for Inclusive Growth. Affirmative Action (AA) interventions are in place which focus on disadvantaged, vulnerable and marginalized communities (SC/ST).</p> <p>Further, initiatives are also in place for off grid locations by providing solar energy solutions to villages in the vicinity of Tata Power operations.</p>
2	<p>Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?</p> <p>The Company has a CR division at the Corporate level and at each station level dedicated CR teams are in place to plan, implement, monitor and review various community development initiatives/programs. Further, energy and water projects are implemented through Tata Power Community Development Trust (TPCDT), a registered trust.</p> <p>Also, the Company believes in a participatory approach towards implementing CSR initiatives and collaborates with NGOs/ cooperative societies/governmental agencies to deliver the programs and projects.</p>
3	<p>Have you done any impact assessment of your initiative?</p> <p>Yes, the Company uses tools to assess the impact of the various community interventions. Regular impact assessments are conducted.</p>
4	<p>What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?</p> <p>As on 31st March 2014, the Company has spent ₹ 15.20 crore on various community development projects under 5 thrust areas.</p>
5	<p>Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.</p> <p>Yes, the CSR initiatives of the Company are implemented based on a collaborative and participatory approach. Interaction with local community is carried out on a regular basis during the various stages of the project implementation to ascertain and identify the needs and accordingly plans are prepared to address those needs.</p>

Principle 9									
1	<p>What percentage of customer complaints/consumer cases are pending as on the end of financial year.</p> <p>As on 31st March 2014, 1.28 % of the customer complaints/consumer cases are pending</p>								
2	<p>Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/ No/N.A./ Remarks(additional information)</p> <p>The Company is in the business of generating, transmitting and distributing of electricity. Relevant information is placed for customer safety at prominent places as well as through print media. These are also well covered in the Sustainability Report FY 13-14.</p>								
3	<p>Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so</p> <p>As on 31st March, 2014, there are no cases pending with regard to unfair trade practices, irresponsible advertising and/or anti-competitive behavior.</p>								
4	<p>Did your company carry out any consumer survey/ consumer satisfaction trends?</p> <p>Yes, in Tata Power, Customer Satisfaction Survey is conducted every quarter for Tata Power - Distribution (Mumbai Operations). Results of the FY14 survey are appended below:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Customer</th> <th style="text-align: center;">Satisfaction</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Residential</td> <td style="text-align: center;">82%</td> </tr> <tr> <td style="text-align: center;">Industrial</td> <td style="text-align: center;">86%</td> </tr> <tr> <td style="text-align: center;">Commercial</td> <td style="text-align: center;">85%</td> </tr> </tbody> </table>	Customer	Satisfaction	Residential	82%	Industrial	86%	Commercial	85%
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