

## Business Responsibility Report

### Section A: General Information about the Company

1. Corporate Identity Number of the Company: L99999MH1929PLC001530
2. Name of the Company: Reliance Infrastructure Limited
3. Registered Address: 'H' Block, 1<sup>st</sup> Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai 400710
4. Website: www.rinfra.com
5. E-mail ID: rinfra.investor@relianceada.com
6. Financial Year reported: 2012-13
7. Sector(s) that the Company is engaged in (industrial activity code-wise):  
The Company is engaged in the business of generation, transmission and distribution of power, as also in the engineering, procurement and construction (EPC) segment of the power sector.

| Industrial Group | Description                                                                 |
|------------------|-----------------------------------------------------------------------------|
| 351              | Generation, transmission, distribution of electric power                    |
| 422              | Engineering, Procurement and Construction (EPC) segment of the power sector |

Note: The above grouping is as per National Industrial Classification of the Ministry of Statistics and Programme Implementation.

8. List three key products / services that the Company manufactures / provides (as in balance sheet):
  - i. Generation and transmission of power
  - ii. Distribution of power
  - iii. Engineering, Procurement and Construction (EPC) and Contracts business
9. Total number of locations where business activity is undertaken by the Company:
  - a. **Number of international locations:** The Company does not carry on business at any international location.
  - b. **Number of national locations:** Distribution of power in Mumbai, generation of power at power stations located at (i) Dahanu (Maharashtra), (ii) Samalkot (Andhra Pradesh), (iii) Zuarinagar (Goa),

(iv) Near Aimangala in Chitradurga District (Karnataka), (v) transmission of power from Dahanu to Mumbai and (vi) execution of EPC contracts at various locations in India.

10. **Markets served by the Company:** The Company generates and distributes power to consumers in the suburbs of Mumbai and to certain consumers in Goa besides supplying to the state grid in Andhra Pradesh.

#### **Section B: Financial Details of the Company**

1. Paid up Capital: Rs. 263 crore
2. Total Turnover: Rs. 14,322 crore
3. Total Profit After Taxes: Rs. 2,000 crore
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) : 0.32%
5. List of activities in which expenditure in Sr.No.4 above has been incurred:
  - a. Education for children from economically weaker section from tribal areas including developing education infrastructure, awarding merit scholarships, providing education kits and uniforms, honouring school teachers for meritorious work, etc.
  - b. Healthcare including conducting medical camps in the neighbourhood of our power stations.
  - c. Conservation and recycling of natural resources.
  - d. Afforestation, protection and promotion of environment.
  - e. Supply of drinking water to surrounding villages and rain water harvesting,

#### **Section C: Other Details**

1. **Does the Company have any Subsidiary Company / Companies?**

Yes. The Company had 34 subsidiary companies as on March 31, 2013.

2. **Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent company?**

The BR initiatives are taken at the group level and the subsidiary companies with material business operations also participate in the initiatives. Our subsidiaries have initiated programmes under major heads of water management, livelihood and agro practices, renewable energy, infrastructure as well as other programmes on health, education and environment.

**3. Does any other entity / entities (suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company?**

Yes, the Company supports and encourages its vendors and suppliers to participate in the Company's Business Responsibility initiatives pertaining to energy conservation as well as environment protection initiatives.

**Section D: Business Responsibility Information**

**1. Details of Director / Directors responsible for BR:**

**a) Details of the Director / Directors responsible for implementation of the BR policy / policies**

The Board of Reliance Infrastructure Limited has constituted an Environment, Health and Safety Committee (EHS) way back in 1998. The scope of the Committee includes addressing and overseeing societal issues concerning environment, health, safety, community development and related matters. The Committee consists of the following members:

|             |   |                                         |
|-------------|---|-----------------------------------------|
| DIN Number  | : | 01625853                                |
| Name        | : | Shri R R Rai, Chairman of the Committee |
| Designation | : | Independent Director                    |

|             |   |                      |
|-------------|---|----------------------|
| DIN Number  | : | 00169907             |
| Name        | : | Shri S S Kohli       |
| Designation | : | Independent Director |

|             |   |                        |
|-------------|---|------------------------|
| DIN Number  | : | 01802454               |
| Name        | : | Dr V K Chaturvedi      |
| Designation | : | Non Executive Director |

|             |   |                      |
|-------------|---|----------------------|
| DIN Number  | : | 00119753             |
| Name        | : | Shri K Ravikumar     |
| Designation | : | Independent Director |

**b) Details of the BR Head**

|              |                                 |
|--------------|---------------------------------|
| DIN No.      | 0007241                         |
| Name         | Ramesh Shenoy                   |
| Designation  | Company Secretary and Manager   |
| Telephone No | (022) 3009 8181                 |
| email ID     | rinfra.investor@relianceada.com |

**2.1 Principle-wise Business Responsibility Policies, as per National Voluntary Guidelines on Social Environmental and Economic Responsibilities of Business (Reply in Y for Yes / N for No):**

| Sr. No. | Questions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | P                                                                                                                                                                      | P | P | P | P | P | P | P | P |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|---|
|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 1                                                                                                                                                                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 1       | Do you have a policy/policies for:                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Y                                                                                                                                                                      | Y | Y | Y | Y | Y | Y | Y | Y |
| 2       | Has the policy being formulated in consultation with the relevant stakeholders?                                                                                                                                                                                                                                                                                                                                                                                                              | Y                                                                                                                                                                      | Y | Y | Y | Y | Y | Y | Y | Y |
| 3       | Does the policy conform to any national /international standards?<br><br>The policies conform to international standards like SA2000 (Social Accountability System), OHSAS 18001 (Standard for Occupational Health And Safety Management System), ISO 14001 (Environment Management) BS EN 16001:2009 (Standard for Energy Management System), Dahanu Thermal Power Station (DTPS) is also certified for SA 8000:2008 (Social Accountability) and ISO 50001:2011 (Energy Management System). | Y                                                                                                                                                                      | Y | Y | Y | Y | Y | Y | Y | Y |
| 4       | Has the policy being approved by the Board? (Yes, adopted by the Board of Directors of the Company on August 19, 2003)                                                                                                                                                                                                                                                                                                                                                                       | Y                                                                                                                                                                      | Y | Y | Y | Y | Y | Y | Y | Y |
| 5       | Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?                                                                                                                                                                                                                                                                                                                                                                     | Y                                                                                                                                                                      | Y | Y | Y | Y | Y | Y | Y | Y |
| 6       | Indicate the link for the policy to be viewed online?                                                                                                                                                                                                                                                                                                                                                                                                                                        | Policies are available in Corporate Governance section of following link:<br><br><a href="http://www.rinfra.com/ir_index.html">http://www.rinfra.com/ir_index.html</a> |   |   |   |   |   |   |   |   |
| 7       | Has the policy been formally communicated to all relevant internal and external                                                                                                                                                                                                                                                                                                                                                                                                              | The policies have been communicated to key internal                                                                                                                    |   |   |   |   |   |   |   |   |

|    |                                                                                                                                                            |                                                                                                                                                                                                             |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | stakeholders?                                                                                                                                              | stakeholders.                                                                                                                                                                                               |
| 8  | Does the company have in-house structure to implement the policy/ policies?                                                                                | Yes                                                                                                                                                                                                         |
| 9  | Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies? | The grievances are referred to and attended to by the Divisional Heads of respective businesses for redressal and the HR Group monitors redressal of such grievances.                                       |
| 10 | Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?                                 | The Policy relating to Environment, Health and Safety are evaluated by internal as well as external ISO audit agencies. The Whistle Blower Policy is reviewed by the Audit Committee of the Board annually. |

**2.2 If answer to Sr. No.2.1 against any principle is 'No', please explain why: (Tick up to 2 options)**

Not applicable since the response to none of the Principles is in negative.

**3. Governance related to BR**

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

The Chief Executive Officer Shri Lalit Jalan periodically assesses the BR performance of the Company for ensuring the effectiveness and relevance of BR initiatives.

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

The Company shall host the Business Responsibility Report on its website every year.

## Section E: Principle-wise Performance

### Principle 1

#### **1.1 Does the policy relating to ethics, bribery and corruption cover only the company? Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs /Others?**

The Company, as a part of the Reliance Group, has adopted the Group Code of Ethics and Business Policies governing conduct of business of the Company in an ethical manner. The Company encourages its business partners to follow the code.

The Board of the Company has also adopted a Code of Conduct (Code) which applies to the Directors and the senior management of the Company. The Company obtains an annual confirmation affirming compliance with the Code from the Directors and the senior management every year.

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

The Company received 96 complaints from the shareholders during 2012-13, which have been resolved satisfactorily.

### Principle 2

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

The sustainable environmental initiatives of the Company are being driven under the organisation-wide sustainability drive called “Let’s Turn Around” with an objective of achieving “Carbon Neutrality” in its business operations.

At our power stations, various innovative measures have been taken to mitigate social and environmental risks and concerns involved during the electricity generation process:

- a. State-of-the-art electrostatic precipitator (ESP) having an efficiency of 99.9 per cent for proper removal of fly ash

- b. High utilization of ash generated (current ash utilization – 92 per cent)
- c. Installation of Flue Gas Desulphurization (FGD) unit for removal of SO<sub>x</sub> (Sulphur oxide content)
- d. Monitoring and control of parameters within and beyond fence by Ambient Air Quality Monitoring stations (AAQM).
- e. Increased awareness by display of environment parameters at the main gate and the administrative building for stakeholders.

**2.2 Does the company have procedures in place for sustainable sourcing (including transportation) ? If yes, what percentage of your inputs was sourced sustainably ? Also, provide details thereof, in about 50 words or so.**

Being in power distribution business, RInfra also purchases power generated from non-conventional sources like wind, solar, etc., in fulfilment of its Renewal Power Purchase Obligation (RPO).

For meeting non-Solar RPO, RInfra has contracted wind generation, biomass power and small hydro power and is exploring other possible options to procure Renewable Energy for fulfilling its RPO obligation. For meeting Solar RPO, RInfra has contracted 40 MW solar PV Power from a solar power unit from Rajasthan.

During 2012-13, the Company purchased 196.22 million units of power generated from non-conventional sources, aggregating to Rs. 163.48 crore. This amounts to 2.5 per cent of electricity purchased in 2012-13. In addition to the above, the Company also purchased 5,04,750 Renewable Energy Certificates (equivalent to 504.75 MUs) aggregating to Rs. 90.81 crore.

Coal and water are two main ingredients for coal based power plant. DTPS has a long term agreement for water and coal for 20 years up to 2029. This ensures the continuous wheeling of DTPS.

For coal, Fuel Supply Agreement (FSA) is entered into with South Eastern Coal Fields Limited (SECL) in which annual contracted quantity of coal is ensured and for water agreement is signed with Irrigation Department, Government of Maharashtra.

**2.3 Has the company taken any steps to procure goods and services from local and 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?**

Yes, the Company procures goods and services from local and small producers including communities surrounding their place of work.

During the purchase process, DTPS our business units give preference to the local vendors and suppliers. Vendors and suppliers are also included in the discussions of sharing best practices during vendor meets carried out periodically. DTPS also facilitates bargaining power of contracting agencies through Social Accountability SA 8000:2008. Most of the contracts are awarded to local people. DTPS regularly carries out audits of their manufacturing and operating process under Social Accountability SA 8000:2008 and ensures continual improvement.

**2.4 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%).**

Yes, the Company has established a mechanism to recycle the products and waste generated in the course of its operations.

Continuous efforts to conserve resources, minimize and recycle wastes and reuse waste through both conventional and non-conventional waste management practices are an integral part of business operations of our power stations.

System for super cleaning of lube oils has increased the recycling and life of lubricants in plant machinery.

Current total ash utilization of DTPS is to the tune of 92 per cent.

Hazardous wastes are disposed through authorized government approved vendors. Efforts to reduce paper consumption have been made through various measures.

The waste effluent water from de-mineralization plant is neutralized in effluent holding tanks and reused for ash disposal. Domestic effluent generated from power plant and township area is treated through diffused aeration based activated sludge process treatment system and fully reused for irrigation of green belt plantation. The bio wastes from colony

and plant canteen are decomposed and used as organic fertilizers. Rain water harvesting is done through artificial ponds, ground water is charged through bore wells within and beyond the fence.

### Principle 3

**3.1 Total number of employees:** 8,388 as on March 31, 2013.

**3.2 Total number of employees hired on temporary/contractual/casual basis:** 5,471 as on March 31, 2013.

**3.3 The number of permanent women employees:** 643 as on March 31, 2013.

**3.4 The number of permanent employees with disabilities:** 22 as on March 31, 2013.

**3.5 Do you have an employee association that is recognized by management?**

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

**3.6 What percentage of your permanent employees is members of this recognized employee association?**

48% of the permanent employees are members of the recognised employee associations.

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

| Sr. No | Category                                   | No of complaints filed during the financial year | No of complaints pending as on end of the financial year |
|--------|--------------------------------------------|--------------------------------------------------|----------------------------------------------------------|
| 1      | Child Labour / forced Labour / involuntary | The Company does not employ such labour          | Not applicable                                           |
| 2      | Sexual                                     | 4                                                | 0                                                        |

|   |                           |     |     |
|---|---------------------------|-----|-----|
|   | harassment                |     |     |
| 3 | Discriminatory employment | Nil | Nil |

**3.8 What percentage of your under mentioned employees were given safety and skill upgradation training in the last year?**

1. Permanent Employees - 69.95 per cent
2. Permanent Women Employees - 61.43 per cent
3. Casual/Temporary/Contractual Employees - 17.97 per cent
4. Employees with Disabilities - 36.36 per cent

**Principle 4**

**4.1 Has the Company mapped its internal and external stakeholders?**

Yes, the Company has mapped the stakeholders i.e. customers, Shareholders, Employees, Suppliers, Banks and financial institutions, Government and regulatory bodies and the local community.

**4.2 Out of the above, has the Company identified the disadvantaged, vulnerable and marginalized stakeholders?**

Yes. The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.

**4.3 Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.**

Dahanu Taluka is predominately populated by tribal people (nearly 65 per cent). There are limited employment opportunities. This Taluka has poor economic status which is coupled with poor rural literacy rate of 51.6 per cent (Male- 64.28 per cent and Female – 39.09 per cent).

The power station of Company being a major corporate citizen in Dahanu, the Company strongly believes that the disadvantaged, vulnerable and marginalized section of the society can be benefited by undertaking projects in the areas of education and healthcare.

- a. In keeping with the corporate belief that education and training are primary enablers for the society, DTPS has actively contributed

towards imparting quality education available in the vicinity of the Company's operations. An annual programme is in place since 1995, under which children are given stationery and educational material free of cost.

Every year, DTPS provides educational kits (which contain school bag, note books, compass, slate, colour box, drawing books, etc.) to the primary school children. During 2012-13, more than 80 schools and 9,000 students benefited from this initiative. This has directly reduced the dropout rate of students by motivating them and instilling in them a liking towards education.

Every Department in DTPS actively contributes in improving the quality of education by voluntarily providing classes in villages and schools from time to time on environment and technical subjects.

- b. Dahanu Thermal Power Station celebrates Teacher's day (on 5<sup>th</sup> September every year) by honouring 4 to 5 teachers in Dahanu Taluka by presenting the DTPS Best Teacher Awards. This event is organized jointly with a local non-government organisation for the past 17 years.
- c. DTPS awards scholarships to meritorious and economically weaker section of students. These scholarships are being paid for the entire period of the courses.
- d. Every year DTPS distributes uniforms to Anganwadi children in the rural areas. The stitching jobs are awarded to local youths belonging to tribal community from the village area, thus providing employment opportunities for the tribal people.
- e. DTPS along with a local NGO supplies note books to students from economically weaker section of the society in Dahanu Taluka at a very concessional rate at the beginning of every academic year. This initiative has been followed since 1995.
- f. DTPS has taken keen interest to render free medical/health services for surrounding village community. A mobile medical unit was set up, which has a fixed schedule to visit each and every village in the neighbourhood of the power station. Focus was not only curing of diseases, but also on prevention of diseases.

## **Principle 5**

### **5.1 Does the policy of the Company on human rights cover only the Company or extend to the Group/ Joint Ventures /Suppliers / Contractors / NGOs / Others?**

The Company is committed to promoting human rights principles. The HR group of the Company ensures that there is no abuse of human rights such as employment of child labour, forced labour and compulsory labour.

One of the Company's power plants has been certified with Social Accountability 8000 standard and complies with all national and international human rights like forced labour, child labour, gender equality, etc. and the concerned ILO conventions of the International Labour organisation. Further, all suppliers are encouraged to comply to the SA8000 standard and regular supplier premises (supply chain) are audited by the commercial and user departments for compliance with the human rights as per the standard.

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

The Company has not received any stakeholder complaint pertaining to human rights during 2012-13.

## **Principle 6**

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

RInfra is committed to achieving excellence in environmental performance, preservation and promotion of clean environment. These are the fundamental concern in all our businesses. RInfra also actively encourages group companies, joint ventures as well as the business partners like suppliers, contractors, etc. to preserve and promote

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

Yes. At Rlnfra, preservation and promotion of environment is of fundamental concern in all its business activities. The Company is committed to delivering reliable and quality products and services to its consumers at competitive costs and is conscious of its responsibility towards creating, conserving and ascertaining safe and clean environment for sustainable development. The sustainable environmental initiatives of the Company are being driven under the organisation-wide sustainability drive called “Let’s Turn Around” with an objective of achieving “Carbon Neutrality” in its business operations.

Towards this end, the Company has formulated Environment Policy aimed at adopting appropriate technologies and practices to minimize environmental impact of its activities, continually improving its environmental performance, conserving the natural resources, promoting afforestation and skill upgradation of employees for effective implementation of the Policy.

The Dahanu Power Station is certified for Environment Management System ISO 14001:2004, and Energy management system ISO 50001:2011 besides Social Accountability SA 8000:2008, Quality Management system ISO 9001:2008, Information Security management System ISO 27001:2005 and Occupational Health and Safety Assessment studies OHSAS 18001:2007. As a strategy to address the critical issue of global warming, the Power Station regularly monitors CO<sub>2</sub> emissions at micro level for Green House Gas (GHG) inventorization. Moreover, the Power Station maintains environmental parameters within the norms set by the Pollution Control Board by means of continuous monitoring and operational control.

In addition to the emission reduction through efficiency improvement measures in the power plant, the Company has taken initiatives for carbon sequestration also to mitigate the climate change. The Power Station has voluntarily demonstrated its commitment by massive plantation of mangroves on either bank of creeks. The land on which the Power Station is established was completely barren due to high salinity. Now there is a sprawling green cover because of plantation of forest species, mangroves and fruit bearing species. The affected high salinity land, has been reclaimed and planted with chiku (*Achras sapota*), mango and various other forests plant species.

**6.3 Does the company identify and assess potential environmental risks?**

The Power Station identifies, maintains and assesses potential environmental risks through aspect register, which is one of the main requirements of the Power Station policy commensurate to ISO 14001:2004. Hazards are analyzed, evaluated and adequate control measures are implemented to reduce impact on environment and human.

**6.4 Does the company have any project related to Clean Development Mechanism?**

The Company regularly initiates various CDM projects which are part of the continual improvement process.

**6.5 Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. If yes, please give hyperlink for web page etc.**

The Company has installed wind farm at Aimangala in Chitradurga District of Karnataka with a capacity of 9.39 MW which is connected to the state grid of Karnataka. The Company is also highly focused on energy conservation and environmental protection. The Dahanu Power Station is the first utility in the world certified for ISO 50001:2011 Standard. The Power Station has undertaken several projects on clean technology, energy efficiency, renewable energy etc. Some of the projects are listed below:

- a. Energy conservation through magna-drive coupling for conveyers
- b. Installation of Variable Frequency Drive in Auxiliary Cooling Water pumps. Optimization of 4th cooling water pump running hours
- c. Optimization of Soot blower optimization
- d. Replacement of conventional lighting system by latest energy efficient technologies like CFL, LED, HPSV etc.
- e. Energy Deviation report to monitor and control energy consumption of equipments and buildings
- f. Installation of coarse ash grinding unit to enhance ash utilization
- g. R & D project on use of coarse ash as an alternative to sand was initiated in collaboration with Indian Institute of Technology, Mumbai.
- h. Refurbishment of HP module to improve heat rate and thereby reduce coal consumption (In Process)
- i. Renovation of Boiler Feed Pump cartridges

- j. Purchase of New SO<sub>2</sub>, NO<sub>x</sub> and Ozone analyser for Ambient Air Quality Monitoring Station
- k. Up-gradation of ESP Rapper Controllers
- l. Modernization and automation of greenbelt at DTPS e.g. procurement of auto sweeper machine, weed cutter, etc.
- m. Construction of rainwater percolation wells
- n. Composting of dry grass, garbage and canteen waste
- o. Renovation and Upgradation of analyzers for monitoring and control of flue gases
- p. Renovation of existing dust extraction and dust suppression system

**6.6 Are the Emissions/Waste generated by the Company within the permissible limits given by Central Pollution Control Board (CPCB) / State Pollution Control Board (SPCB) for the financial year being reported?**

Yes. Dahanu Power Station being a ISO 14001 certified organization is responsible for complying with the environmental emission norms set by the Maharashtra Pollution Control Board (MPCB) and CPCB.

| Sr. No.                                                                                                                                                             | Parameters                                              | M P C B* Limits/Norms | 2010-11 | 2011-12 | 2012-13 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-----------------------|---------|---------|---------|
| 1. Stack                                                                                                                                                            |                                                         |                       |         |         |         |
|                                                                                                                                                                     | Total Particulate Matter (TPM) mg/Nm <sup>3</sup>       | 150                   | 42.3    | 43.9    | 44.6    |
|                                                                                                                                                                     | Sulphur Dioxide (SO <sub>2</sub> ) TPD                  | 8.04                  | 4.1     | 4.1     | 3.9     |
|                                                                                                                                                                     | NO <sub>x</sub> (ppm at 15 per cent excess oxygen v/v)  | 150                   | 75.9    | 71.8    | 69.0    |
| 2. Ambient Air Outside Plant Premises                                                                                                                               |                                                         |                       |         |         |         |
|                                                                                                                                                                     | Particulate Matter < 10 µg/M <sup>3</sup>               | 100                   | #       | #       | 30.8    |
|                                                                                                                                                                     | Particulate Matter < 2.5 µg/M <sup>3</sup>              | 60                    | #       | #       | 13.9    |
|                                                                                                                                                                     | Sulphur Dioxide (SO <sub>2</sub> ) µg/M <sup>3</sup>    | 30                    | 3.9     | 4.0     | 3.3     |
|                                                                                                                                                                     | Oxides of Nitrogen (NO <sub>x</sub> ) µg/M <sup>3</sup> | 30                    | 12.6    | 12.7    | 13.4    |
| * Maharashtra Pollution Control Board<br># Particulate Matter < 10 µg/M <sup>3</sup> and < 2.5 µg/M <sup>3</sup> were measured from 2012-13, as per new regulations |                                                         |                       |         |         |         |

### Samalkot Power Station

The average levels of emission recorded at the power station during the year 2012-13 were much below the limits stipulated by the Andhra Pradesh Pollution Control Board (APPCB). The station is certified for ISO 14001 and OHSAS 18001. The power station also carries out regular mock drills on disaster management. “Zero Discharges of Industrial Effluents” for the past 80 months in a row is one of the major milestones of the power station which is achieved by using “Reduce, Recycle and Reuse” concepts.

#### Emission Parameters at Samalkot Power Station

| Sr. No. | Parameters                                        | Unit of Measure ment   | APPCB Limits | 2010-11 | 2011-12 | 2012-13 |
|---------|---------------------------------------------------|------------------------|--------------|---------|---------|---------|
| 1.      | Particulate Matter 10 $\mu$                       | $\mu$ g/m <sup>3</sup> | 100          | 42.10   | 63.26   | 58.78   |
| 2.      | Particulate Matter 2.5 $\mu$                      | $\mu$ g/m <sup>3</sup> | 60           | 15.64   | 18.27   | 15.40   |
| 3.      | Sulphur Dioxide (SO <sub>2</sub> ) in ambient air | $\mu$ g/m <sup>3</sup> | 80           | 11.98   | 13.23   | 13.41   |
| 4.      | Nitrogen Oxide (Stack)                            | PPM                    | 75           | 44.52   | 31.39   | 35.60   |

### Goa Power Station

The Station has taken up several initiatives towards conservation of resources and improving environmental performance. Improvement of Cycle of Concentration (COC) and average water consumption were achieved. An area of about 1.6 hectares is covered under forestation in and around the plant premises maintaining the tree density.

The Goa Power Station had maintained a ‘Zero Reportable Accident’ record since its inception. Steps undertaken to ensure safety of men and machine included internal and external safety audits, hazard identifications and risk assessment, periodic inspection of plant areas by safety teams and daily unsafe observation records. The power station also carried out

mock drills on disaster management in which experts from neighbouring industries were invited as observers. The Goa Power Station has undertaken several measures and improvement actions for strengthening its safety mechanism.

**Emission Parameters at Goa Power Station**

| <b>Sr. No.</b> | <b>Parameters</b>                                 | <b>Limits</b> | <b>2010-11</b> | <b>2011-12</b> | <b>2012-13</b> |
|----------------|---------------------------------------------------|---------------|----------------|----------------|----------------|
| 1.             | Nitrogen Oxide (Stack)                            | 188 mg/Nm3    | 39.44          | 39.87          | 39.37          |
| 2.             | Sulphur Dioxide (SO <sub>2</sub> ) in ambient air | 50 mg/Nm3     | 26.58          | 27.59          | 27.28          |

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

None. The Company has not received any show cause notice or legal notice from CPCB/SPCB during 2012-13.

**Principle 7**

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

The Company is a member of various trade and industry associations. Some of them are (a) Bombay Chamber of Commerce and Industry, (b) Indian Merchants' Chamber, (c) All India Association of Industries and (d) Engineering and Export Promotion Council.

**7.2 Have you advocated/lobbied through above associations for the advancement or improvement of public good? If yes specify the broad areas.**

The Company periodically takes up matters concerning statutory and regulatory issues as also policies and reforms in the power and infrastructure sectors through associations and chambers of commerce.

## **Principle 8**

### **8.1 Does the Company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8?**

Yes, the Company has specified programmes/initiatives/projects for pursuing its Corporate Social Responsibility (CSR) policy.

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

While the Company undertakes most of the CSR projects and initiatives through its own team, some of the projects are conducted in association with external organisations on need basis.

### **8.3 Have you done any impact assessment of your initiative?**

With a view to enhancing the effectiveness of the CSR projects and initiatives, feedback is obtained on regular basis from the concerned stakeholders, including the target beneficiaries of the CSR projects. Feedback is collated and appropriately analysed for refining future CSR projects.

Also, impact analysis of each and every CSR activity is carried out on a regular basis.

In educational kit distribution programme, the attendance and academic progress of school children are monitored on a regular basis. It was observed that this initiative motivated the students to attend school on a regular basis.

Similarly, under the project 'Drinking water to all', duly filled feedback forms were collected from the villagers after the installation of borewells,.

### **8.4 What is your company's direct contribution to community development projects.**

The details of such programmes/initiatives/projects are furnished hereunder.

### **Dahanu Power Station**

- Dahanu Taluka faces severe water shortage both for agriculture and drinking purposes for major part of the year. Due to typical geographical condition of the Taluka which comprises hilly areas and steep slopes, rain water flows directly to sea through small streams, instead of percolating to the ground. Hence, ground water levels are usually very low. In view of the consequent hardships faced by the tribals, the Company has taken the initiative for implementation of rain water harvesting under its CSR programme. This initiative is carried out every year for the past three years. The Company has developed its own model for rain water harvesting and it is being implemented in Dahanu Taluka, with the consent of local bodies and their cooperation during project execution. Currently, the programme is being implemented at public utility buildings such as Gram Panchayat office, school buildings and Anganwadi buildings. Rain water from roof and surface water is directed to recharge the ground water level.
- Mini water supply scheme - To provide easy access to drinking water for the villagers, the Company has provided water tanks at several places in Agwan Village of Dahanu Taluka. These tanks are connected to the borewells. This scheme enables supply of drinking water to the doorstep of local residents.
- Under the project 'Drinking water to all', the Company has installed more than 500 borewells in and around Dahanu Taluka.
- During the Energy Week from 14th -21st December every year, the Company creates awareness on energy conservation through Marathi and English video CDs, distributing posters and involving in discussions with students of local schools.
- The Company's Power Station at Dahanu facilitates free water and soil testing and renders advice to the local farmers.

### **Samalkot Power Station**

- Laying of cement concrete roads at Schedule Cast Peta of Hussain Puram.

- Construction of boundary wall at Mandal Parishad Primary School of Vetlapalem.

#### **Goa Power Station**

- Organised health awareness programmes by external specialist / physicians.
- Promoted better educational facilities by sponsoring educational aids in the surrounding schools.
- Encouraged health and sports through sponsorship for the development of Sports Ground at
- Blessed Joseph Vaz School, Sancoale.
- Promoted art and culture through sponsorship for various events in Goa.

#### **Kochi Power Station**

- Contributed to the Eloor drinking water scheme.
- Donation to Anganwadi for hiring its building premises.
- Donation towards maintenance of school bus of a nearby Government-run school.
- Donated rainwear to the Eloor police station staff.
- Energy conservation painting competition for children of near-by school.
- Green belt development and beautification of 350 meter factory frontage completed.
- Provided street lights for the road in front of the Company's compound wall.

#### **Mumbai distribution division**

- **Beautification and maintenance of Public Gardens**

The Company provided support to the Municipal Corporation of Greater Mumbai (MCGM) and the Mumbai Metropolitan Region Development Authority (MMRDA) in its endeavour to maintain traffic islands and gardens in Mumbai distribution area. The Company plants various types of ornamental plants and maintains nine gardens. The Company provides soil, manure, water and labour for maintenance of gardens. The Company paints the compound wall and associated structure periodically. The Company provides for round the clock security of the gardens. We have provided and are maintaining water fountain also in a few gardens.

- **Young Energy Saver**

Young Energy Saver (YES) is an initiative of the Mumbai Power Distribution Division to sensitise the young kids about energy conservation. This was done by reaching out to children from second to ninth standard across various types of schools in the Mumbai suburbs and spreading the message of energy conservation in a playful, interactive and interesting manner. This Year, energy conservation workshops under the YES programme were conducted at 25 additional schools covering 25,000 children. The 'Run to Save' runathon was also conducted successfully where 1,500 kids along with their parents ran for the cause of energy conservation. Under the initiative "YES", the Company entered the Guinness Book of World's Records in the category – "Largest gathering of people dressed as trees". In the past four years, YES programme covered 169 schools with over 1,25,000 children participating in this initiative.

- **Project Dignity**

The Company provided support to the Brihanmumbai Municipal Corporation (BMC) in its endeavour to upgrade crematoria in Mumbai under the "Project Dignity". In the first phase, four crematoria in Mumbai i.e. Daulat Nagar (Borivali East), Marve (Malad West), Teachers Colony (Bandra East) and Bail Bazar (Kurla) were upgraded. In the second phase, the Company upgraded additional four crematoria at Chunnabatti, Deonar, Borivali West and Dahanukarwadi. In the third phase, the Company upgraded additional six crematoria, namely Wadala, Malad (West), Vikhroli, Khar Danda, Versova and Deonar Pada crematoria. In total, the Company has upgraded 14 crematoria under the Project Dignity initiative.

- **Blood Donation drive**

Besides active contribution to community welfare in education, healthcare, the power stations and business units of the Reliance group companies organised blood donation camps to commemorate birth and death anniversaries of our founder Shri Dhirubhai Ambani.

## 8.5 **Have you taken steps to ensure that this community development initiative is successfully adopted by the community?**

The Company undertakes various CSR projects and initiatives after carefully studying the needs and priorities of the target community. At the design stage of the CSR project, inputs are obtained from the concerned community leaders for ensuring success of the project. The target community is actively involved in the decision making process to evolve a

sense of ownership for the projects. Also, verification of the projects is carried out for sustainability of the project. Feedback of the target community is collated and suitably analysed for refining future CSR projects.

Some of the CSR initiatives taken by our Dahanu Power Station which are successfully adopted by the community are:

- a. Merit scholarships given to meritorious and economically weak students
- b. Award to best teachers of Dahanu Taluka
- c. Installation of more than 500 borewells in and around the Dahanu Taluka under the project 'Drinking water to all'
- d. Rain water harvesting in various schools & Gram panchayat buildings to re-charge ground water and to improve its quality
- e. Mobile Medical van which visits various villages according to its daily schedule and attends to the affected populations
- f. Educational kits distribution and energy conservation awareness programs and exhibitions

## **Principle 9**

### **9.1 What percentage of customer complaints / consumer cases are pending as on the end of financial year?**

As on the end of financial year, none of the complaints was pending, beyond the norms, specified in the 'Standards of Performance' (SOP), document laid down by the Maharashtra Electricity Regulatory Commission.

### **9.2 Does the company display product information on the product label, over and above what is mandated as per local laws?**

While the Company does not deal in any specific branded product, every effort is made to provide value added information to the customers of the Power Distribution Division business of the Company on the services rendered to our customers.

The Company provides an informative electricity bill with higher visibility of key contents for quick reference and also provides a mode of communication, carrying customer education tips, personalized

messages, past consumption trends, etc. Bills are offered to the customers in the language of their choice - English, Hindi, Marathi and Gujarati. For the visually challenged customers, the Company offers Braille Bills. The bills also contain information about modes of payment available to the customers.

**9.3 Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year.**

No complaint has been filed against the Company regarding unfair trade practice, irresponsible advertising or anti-competitive behaviour during the last five financial years and pending at the end of the financial year.

**9.4 Did your Company carry out any consumer survey/ consumer satisfaction trends?**

The Company carries out surveys to judge the satisfaction levels of its customers, across different touch points. There has been a steady improvement in the survey satisfaction scores, across these touch points.