Business Responsibility and Sustainability Report 2023-2024

INTRODUCTION

India Power Corporation Limited ("IPCL") is one of India's leading smart-holistic-sustainable power utilities, operating in India's only parallel licensee distribution area- Asansol-Raniganj. Established in 1919 during the era of British rule, the company has ingrained sustainability as a core value since obtaining its power distribution license in 1935. Across its 105-year journey, IPCL has weathered significant shifts in political, social, and business landscapes, notably India's independence, transitioning from British management to public sector administration, and finally to private leadership.

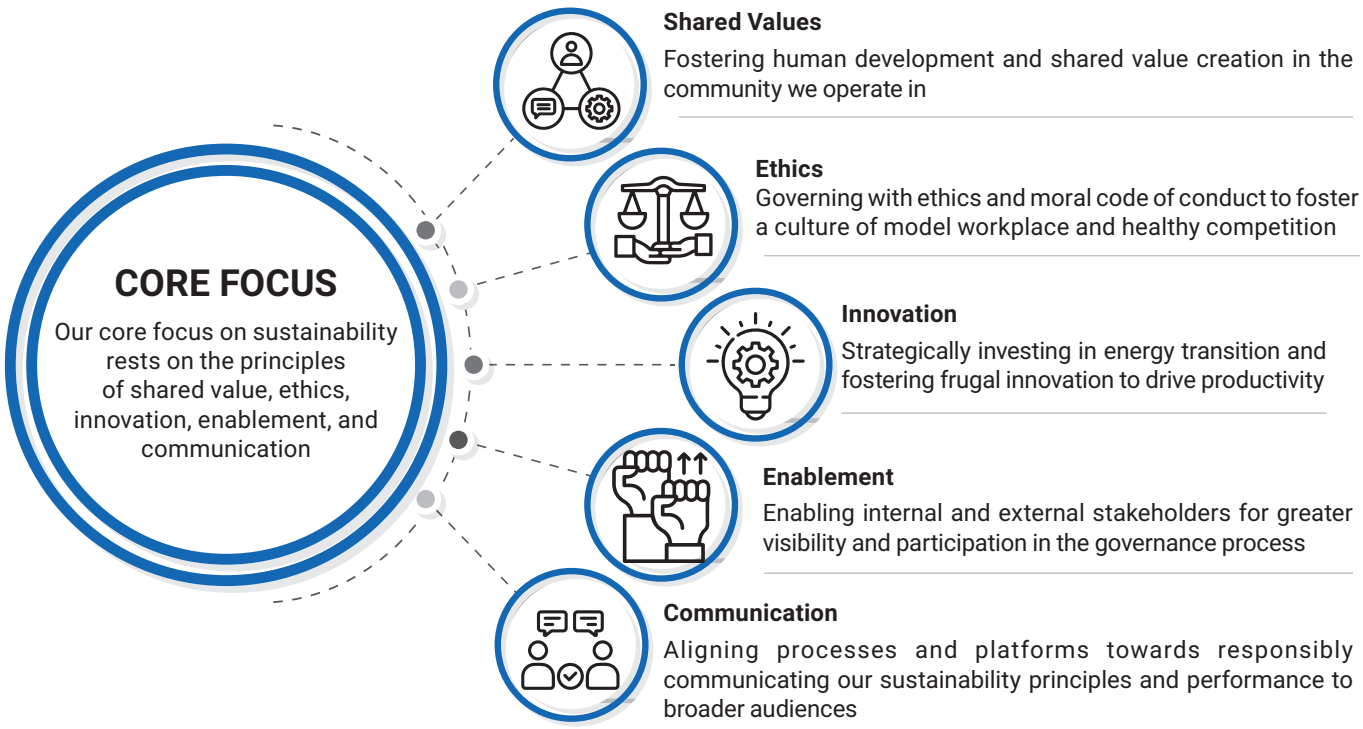
Surviving and thriving for over a century is a testament to IPCL's commitment to business, environmental and social sustainability. Adapting to industry dynamics, the company has expanded its distribution network, embraced disruptive technologies, ventured into green energy and prioritized community development.

Originally focused on coal mines and industries; IPCL's distribution model evolved to serve railways, commercial markets, and eventually the low tension (LT) domestic segment. With a remarkable transmission and distribution loss of only 3%, achieved through continuous technical upgrades, IPCL has emerged as a digital organization, leveraging smart meters, SCADA systems, GIS-equipped substations and more.

Stepping into the future, IPCL embraces green initiatives, with 50% of its power procurement already sourced from renewable energy. IPCL's association with Switzerland-based E2S Power to bring efficient Thermal Energy Storage Systems (TESS) is a testament to its contribution towards India's mission to achieve net zero emission by 2070. The synchronization of the TESS unit with IPCL's power plant at Asansol will help the company achieve its goal of integrating 80% renewable energy into the distribution system by the end of 2024.

Social responsibility is deeply ingrained in IPCL's corporate philosophy, encapsulated by the 3Ds: Discipline, Dedication, and Devotion. Beyond mere business interests, the company actively engages in community development, offering scholarships, recognizing women achievers, promoting cultural heritage, and championing health and environmental initiatives.

IPCL's commitment to social and environmental sustainability is documented in its Business Responsibility & Sustainability Report (BRSR), aligned with national guidelines and regulatory requirements. By adhering to responsible business conduct principles, the company ensures transparency and accountability in its operations, driving holistic growth while serving as a beacon of sustainable development in the power sector.



SECTION A: GENERAL DISCLOSURES

I Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L40105WB1919PLC003263
2	Name of the Listed Entity	India Power Corporation Limited (formerly DPSC Limited)
3	Year of incorporation	1919
4	Registered office address	Plot No. X1-2&3, Block-EP, Sector-V, Salt Lake City, Kolkata-700091
5	Corporate address	Plot No. X1-2&3, Block-EP, Sector-V, Salt Lake City, Kolkata-700091
6	E-mail	corporate@indiapower.com
7	Telephone	+91 33 6609 4300/08/09/10
8	Website	https://www.indiapower.com/
9	Financial year for which reporting is being done	1st April, 2023 to 31st March, 2024
10	Name of the Stock Exchange(s) where shares are listed	NSE & MSEI
11	Paid-up Capital (₹ in lakhs)	9737.90
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. Somesh Dasgupta Designation: Whole-time Director Phone: 033 6609 4308-10 Email: somesh.dasgupta@indiapower.com
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)	Standalone
14	Name of assurance provider	Assurance is not compulsory, hence has not been opted for FY 23-24
15	Type of assurance obtained	Assurance is not compulsory, hence has not been opted for FY 23-24

II Products / Services

16 Details of business activities (accounting for 90% of the turnover):

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Distribution	The Company is engaged in the business of Power Distribution with a Distribution License spread across 798 sq. kms. in the Asansol – Raniganj area of West Bengal	97.39%
2.	Renewable	The Company has around 24.8 MW of Wind Power Generation	2.61%

17 Products/Services sold by the entity

Sl. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Electric power generation, transmission and distribution	351	100.00 %

III Operations

18. No. of locations where plants and/or operations/ offices of the entity are situated:

Location	No. of plant	No. of offices	Total
National	2 *	2 *	4
International	0	1	1

* Plants includes Solar Power Plant & 12 MW Thermal Power Plant, offices include Central Office at Asansol & Head Office at Kolkata

19 Markets served by the entity

a	No. of Locations	
	Location	Number
	National (No. of States)	2
	International (No. of States)	1
b	What is the contribution of exports as a percentage of the total turnover of the entity?	0%
c	A brief on types of customers	The Company serves B2B and B2C customers meeting their energy requirements across the power value chain.

IV Employees

20 Details as of the end of Financial Year:

a Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
	Permanent (D)	169	152	90%	17	10%
	Other than Permanent (E)	11	11	100%	0	0%
	Total employees (D + E)	**180**	**163**	**91%**	**17**	**9%**
Workers						
	Permanent (F)	209	206	99%	3	1%
	Other than Permanent (G)	159	151	95%	8	5%
	Total workers (F + G)	**368**	**357**	**97%**	**11**	**3%**

b Differently abled Employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently-abled Employees						
	Permanent (D)	2	2	100%	0	0%
	Other than Permanent (E)	0	0	0%	0	0%
	Total employees (D + E)	**2**	**2**	**100%**	**0**	**0%**
Differently-abled Workers						
	Permanent (F)	4	4	100%	0	0%
	Other than Permanent (G)	0	0	0%	0	0%
	Total employees (F + G)	**4**	**4**	**100%**	**0**	**0%**

21 Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.505
Key Management Personnel	5	Nil	Nil

22 Turnover rate for permanent employees and workers

	FY (2023-24) (Turnover rate in current FY)			FY (2022-23) (Turnover rate in previous FY)			FY (2021-22) (Turnover rate in year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	11.84	11.11	11.76	9.94	1.17	11.11	13.37	1.75	15.12
Permanent Workers	7.49	28.57	7.83	5.33	1.33	6.67	10.04	1.26	11.30

Note: All figures are in % in the above table

V Holding, Subsidiary and Associate Companies (including joint ventures)

23 Names of holding / subsidiary / associate companies / joint ventures

Sl. 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	MP Smart Grid Private Limited	Subsidiary as per Companies Act, 2013	100%	No
2	Parmeshi Energy Limited	Subsidiary as per Companies Act, 2013	100%	No
3	India Uniper Power Services Private Limited	Subsidiary as per Companies Act, 2013	50%	No
4	MP Smart Metering Private Limited	Subsidiary as per Companies Act, 2013	100%	No
5	IPCL Pte Limited	Subsidiary as per Companies Act, 2013	100%	No
6	Erstwhile India Power Corporation Limited	Holding	53%	No

VI CSR Details

24	a	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	b	Turnover (in ₹ Lakhs)	62700.53
	c	Net worth (in ₹ Lakhs)	56627.70

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:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		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.indiapower.com/ investor-relation-2/ shareholder information/ grievance redressal-email-id/*	Nil	Nil	-	Nil	Nil	
Investors (other than shareholders)		Nil	Nil	-	Nil	Nil	
Shareholders		1	Nil	The complaint has been resolved in the month of June, 2024	1	1	The complaint has been resolved in the month of April, 2023
Employees and Workers		7	Nil	All complaints have been resolved by the end of FY 2023-24.	Nil	Nil	
Customers		Nil	Nil	-	Nil	Nil	
Value Chain Partners		Nil	Nil	-	Nil	Nil	
Government Bodies		Nil	Nil	-	Nil	Nil	

26 Overview of the entity's material responsible business conduct issues

Sl. 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	GHG Emissions	Risk	Customers may demand commitments to reduce greenhouse gas (GHG) emissions or impose conditions related to emissions for conducting business. Certain investors focused on environmental, social and governance (ESG) criteria may only invest in companies that meet GHG reduction targets. In the power generation sector, companies may be required to implement emission reduction programs due to India's current and potential future climate commitments. The government may also establish stringent targets and is in the process of creating a carbon trading market. Failure to mitigate GHG emissions could lead to the loss of potential customers, disinterest from specific groups of investors, and increased costs to comply with regulatory requirements.	GHG emissions is being mitigated by (1)Conducting energy audits and identifying areas of energy loss reduction (2)Increased sourcing of renewable energy	Negative financial implications could result in the form of capital expenditure or increase of renewable energy procurement and/or purchase of voluntary or mandatory emission offsets (under the proposed CCTS).

Sl. 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)
2	Waste Management	Risk	Improper hazardous waste management by waste management contractors presents risks to land, water bodies, flora and fauna. Non-compliance with regulation and inefficient modus operandi can firstly have direct financial and reputational implications, and secondly impact the environment.	Ensuring that hazardous waste is handled and disposed off by only authorized contractors of the State Pollution Control Board. The resource conservation policy provides guidance to incorporate the principles of circularity in processes and production. Complies with all applicable environmental laws and regulations and takes initiatives to manage and reduce quantities of waste generated.	Negative financial implications could result in the form of capital expenditure for recycling of unwanted scraps.
3	Energy management	Risk	IPCL's energy generation processes require a significant amount of energy, and saving energy not only contributes to our financial performance but also helps us reach our emissions reduction targets.	Conducting energy audits and identifying areas of energy reduction and implementing suitable measures for the same	Negative financial implications could result in the form of capital expenditure for implementation of energy reduction initiatives. Positive implications to the company's business could result from initiatives taken around energy management attracting customers aligned to sustainable businesses.
4	Product Responsibility	Opportunity	IPCL encourages customers to adopt energy conservation techniques, which help reduce overall emissions and promote sustainability. By providing resources and support for efficient energy use, we not only demonstrate our commitment to the environment but also build trust with our customers. This mutual effort leads to cost savings, enhances energy security and fosters a stronger and more responsible community.	IPCL being a member of the World Business Council for Sustainable Development (WBCSD), we are aligning our business model with the Products and Materials transformation pathway to Vision 2050, to ensure resource use is optimized to meet society's needs while the systems that provide resources are allowed to regenerate.	Negative financial implications on the business could arise from reduced energy consumption

Sl. 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)
5	Occupational Health and Safety	Risk	It directly affects individuals and the local community and has the potential to cause disruptions in operations. Failure to ensure health and safety could result in increased cost of litigation, reduced availability of manpower, reduced employee morale, or even threaten the viability of operations in worst case scenarios.	IPCL has taken various measures to mitigate occupational health and safety risks including: 1.Implementing safety and occupational health standards. 2.Automation and mechanization plan to eliminate high risk manual activities 3.Identifying, understanding, controlling and eliminating the risks associated with hazards at the workplace.	Negative financial implications could arise from impacts on business reputation. Employee morale and performance could also be impacted and attributed to negative business performance.
6	Diversity, Equity, Inclusion	Opportunity	This is a key facet of an equal opportunity employer, which would lead to a more inclusive and equitable workplace, strengthen employee engagement, improve customer satisfaction, and build a positive brand reputation.	We provide the right work culture through policies and processes which encourage diversity in the workforce.	Positive financial implications.
7	Transparency & Disclosure	Risk/ Opportunity	Risks related to transparency and disclosure present in timely communication of regulatory and stakeholder-oriented disclosures. Failure to disclose IPCL's financial and ESG related information in a transparent manner could lead to reputational risks and negative perceptions from stakeholders. Opportunities are present in factually correct, transparent and timely disclosures. Increase in publishing climate related disclosures presents an opportunity for IPCL to build trust and reputation with all stakeholders.	To mitigate risks related to transparency and disclosure, regular and open dialogue with all stakeholders are conducted. Disclosures for increased transparency are also improved.	Both positive and negative financial implications arising from the brand reputation of the company.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Our operations are guided by our fundamental focus to the strong governance framework, backed by our policies and processes that fully aligns with the guidelines of the National Guidelines on Responsible Business Conduct (NGRBC) and references to other internationally recognised responsible business standards.

The following principles are at the core focus of our sustainability management framework:

THE NGRBC PRINCIPLES IN FOCUS



Principle 1
Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.



Principle 2
Businesses should provide goods and services in a manner that is sustainable and safe.



Principle 3
Businesses should respect and promote the well-being of all employees, including those in their value chains.



Principle 4
Businesses should respect the interests of and be responsive to all their stakeholders.



Principle 5
Businesses should respect and promote human rights.



Principle 6
Businesses should respect and make efforts to protect and restore the environment.



Principle 7
Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.



Principle 8
Businesses should promote inclusive growth and equitable development.



Principle 9
Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1	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
	Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Web Link of the Policies, if available	*https://indiapower.com/#/investorrelations/corporatecodespoliciepage*								
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)	No	No	No	No	No	No	No	No	No
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.	P1: Our Code of Conduct Policy and Whistleblower Policy provide the guidance and support we need to conduct our business ethically and transparently, ensuring compliance with legal standards and fostering a culture of accountability and integrity. P2: As part of the Quality Management System, we have adopted ISO 9001 standards to ensure consistent quality, enhance customer satisfaction P3: We have several policies, such as the Global Code of Conduct, Human Rights Policy, and Remuneration Policy, to uphold ethical standards, promote respect for human rights, and ensure fair compensation. P4 : The Global Code of Conduct policy creates awareness among stakeholders about sustainability pursuing business operations, respecting the interests of and being responsive to all its stakeholders. P5: Our Human Rights Policy lays forth guiding principles for safeguarding and protecting human rights throughout our operations. P6 : We are an ISO 14001 certified organization. P7: Our Code of Conduct Policy emphasizes the importance of ethical and responsible behavior when dealing with the company's public image, finances, and products. P8: We have a Corporate Social Responsibility Policy that guides our commitment to sustainable practices, community engagement, and ethical decision-making, ensuring a positive impact on society and the environment. P9 : Our Business Responsibility & Sustainability Policy and corporate Code of Conduct sets the basis for communicating and engaging with our customers in a responsible manner								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	No	No	No	No	No	No	No	No	No
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	No	No	No	No	No	No	No	No	No

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)**	Refer to the Managing Director's statement in the Annual Report.
8	**Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).**	Implementation of the relevant policies of the Company is overseen by the specified committee of the Board/ Director/ Officials, presided by the Managing Director, Mr Raghav Raj Kanoria. The Company has a Business Responsibility Committee constituted by the Board of Directors.
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 Business Responsibility Committee constituted by the Board of Directors has the authority for decision making on sustainability related issues.

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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Annual								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Annual								

11	**Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.**	No
12	**If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated, as below:**	
	The entity does not consider the Principles material to its business (Yes/ No)	Not Applicable
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	Not Applicable
	The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not Applicable
	It is planned to be done in the next financial year (Yes/No)	Not Applicable
	Any other reason (please specify)	Not Applicable

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

Principle 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

We adhere to an ethical and transparent framework, with a focus on cultivating trust and fostering pride among employees through our engagements with stakeholders. Our governance is driven by a commitment to honesty, fairness, and responsibility, aimed at nurturing trust with stakeholders and promoting sustainable business practices that mutually benefit the company and society.

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	Nil	Nil	Nil
Key Managerial Personnel	Nil	Nil	Nil
Employees other than BoD and KMPs	Nil	Nil	Nil
Workers	Nil	Nil	Nil

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

Category	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil				
Settlement	Nil				
Compounding fee	Nil				

Category	Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil				
Punishment	Nil				

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
Nil	Nil

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.

Yes, *https://indiapower.com/#/aboutus/antibriberypolicydetailspage*.

According to the Anti-Bribery Policy of the company: 'Adherence to good Corporate Governance and managing its affairs in a fair, honest, ethical, transparent and legal manner is an integral part of the philosophy of the Company.

Further to its philosophy the Company formulates this Anti-Bribery Policy to ensure that no employee of the Company indulges in and associates with any act of bribery, extortion or corruption with any government official (Public Official) or any person for or on behalf of the Company.

The Anti-Bribery Policy of the Company is based on the law of Prevention of Corruption Act, 1988 of India and other similar applicable anti-bribery and anti-corruption Laws of India.'

5 Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption

Category	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6 Details of complaints with regard to conflict of interest

Category	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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.

There were no registered cases related to corruption and conflict of interest

8

	FY 2023-24	FY 2022-23
Number of days of accounts payables [(Accounts payable *365) / Cost of goods/services procured] in	156	103

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:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Nil	Nil
	b. Number of dealers / distributors to whom sales are made	Nil	Nil
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Nil	Nil
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties / Total Sales)	Nil	Nil
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	27.19%	16.82%
	d. Investments (Investments in related parties / Total Investments made)	24.52%	15.60%

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	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
Nil	Nil	Nil

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.

Every Director of the Company is to disclose their interest or concern in other entities on an annual basis or during any charge therein. A Board Meeting for the perusal of Board Members are held, wherein the said disclosures are placed.

Principle 2 Businesses should provide goods and services in a manner that is sustainable and safe

We are dedicated to making significant investments in innovation and sustainable products such as smart grids and smart meters to meet the needs of our customers. Our commitment extends to supporting our value chain partners in line with our strategic goals and fostering economic prosperity.

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.

Category	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Nil
CapEx	Nil	Nil	Nil

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

Yes,

The entity has procedures in place for sustainable sourcing. About 39.91% of inputs were sourced sustainably from all sources including captive generation. The Company lays down the requirements on various facets of sustainability comprising Ethics, Compliance, Human Rights, Health, Safety and Environment Protection. Almost all inputs have been sourced sustainably and the Company has sourced 3,76,254 MWh from renewable sources.

We are also procuring Hybrid power from Solar Energy Corporation of India (SECI) from the third quarter of 2023-24.

3 Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for:

Plastics (including packaging)	Since we distribute electricity, the reclamation of product is not applicable in our case.
E-waste	
Hazardous waste	
Other waste	

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.

No

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?

Sl. No.	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.
Due to the nature of our operations, we do not need to conduct Life Cycle Perspective / Assessments (LCA).						

2 If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product / Service	Description of the risk / concern	Action Taken
Not Applicable, Refer response to Question 1 above under Leadership indicators		

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 reused input material to total material	
	FY 2023-24	FY 2022-23
Indicate product category	Not Applicable	Not Applicable

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:

Category	FY 2023-24			FY 2022-23		
	Reused	Recycled	Safely Disposed	Reused	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
NA	NA

Principle 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

We prioritize the well-being of every employee and those within our value chains, promoting a workplace culture that upholds their dignity, safety, and fulfilment.

ESSENTIAL INDICATORS

1 a Details of measures for the well-being of employees:

Category	Total (A)*	% of employees covered by									
		Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Benefits	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	152	152	100%	152	100%	0	0%	152	100%	152	100%
Female	17	17	100%	17	100%	17	100%	0	0%	17	100%
Total	**169**	**169**	**100%**	**169**	**100%**	**17**	**10%**	**152**	**90%**	**169**	**100%**
Other than Permanent Employees											
Male	11	11	100%	11	100%	0	0%	11	100%	11	100%
Female	0	0	-	0	-	0	0	0	-	0	-
Total	**11**	**11**	**100%**	**11**	**100%**	**0**	**0%**	**11**	**100%**	**11**	**100%**

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

Category	Total (A)*	% of employees covered by									
		Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Benefits	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	206	206	100%	206	100%	0	0	206	100%	206	100%
Female	3	3	100%	3	100%	3	100%	0	0	3	100%
Total	**209**	**209**	**100%**	**209**	**100%**	**3**	**1%**	**206**	**99%**	**209**	**100%**
Other than Permanent Workers											
Male	151	151	100%	151	100%	0	0	151	100%	151	100%
Female	8	8	100%	8	100%	8	100%	0	0	8	100%
Total	**159**	**159**	**100%**	**159**	**100%**	**8**	**5%**	**151**	**95%**	**159**	**100%**

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.18%	0.18%

2 Details of retirement benefits, for Current and Previous FY

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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 worker	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	100%	100%	Y	100%	100%	Y
Others	Not Applicable			Not Applicable		

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

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.

Yes, *https://indiapower.com/#/aboutus/equalopportunityemployerdetailspage*

5 Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

6 Is there a mechanism available to receive and redress grievances for the following categories of employees and workers?

Category	Yes/No
Permanent Workers	Yes
Other than Permanent Workers	Yes
Permanent Employees	Yes
Other than Permanent Employees	Yes

Details of the mechanism in brief

- Addressing work related issues: The company follows a process driven approach, with the goal to prevent any adverse consequences due to pending Employee grievances /complaints. Lag Indicators and KPIs such as Employee Productivity, Grievances, Safety and Employee Attrition rates are used to gauge employee support climate. The company is engaged in initiatives to proactively reach out to team members, managers and the HODs.
- Maintenance of HRMS: Employee Grievances are captured online through HRMS and offline through various other open forums. Data retrieved from such sources are thoroughly collated, analysed and necessary corrective actions are initiated and executed effectively.
- Application of HR Indicators: Analysis of the reasons behind voluntary exits of employees are analysed to measure employee dissatisfaction. Even though absenteeism is negligible, it is tracked. Data on HR indicators are used to assess and improve employee engagement.
- Initiatives Undertaken: Furthermore, corrective steps taken are like counselling the reporting managers, facilitation in providing better infrastructure and support etc. For our workmen Grievance register is maintained at Asansol. There are regular meetings Leadership Team wherein the issues and grievances are addressed by the team. Union Management meetings happen periodically and grievances of workman and union are resolved jointly by the Union Leaders and the Management representatives.

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	169	0	0%	171	0	0%
Male	152	0	0%	152	Nil	Nil
Female	17	0	0%	19	Nil	Nil
Total Permanent Workers	209	177	85%	225	193	86%
Male	206	175	85%	221	190	85.97%
Female	3	2	67%	4	3	75%

8 Details of training given to employees and workers:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	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	152	81	53%	139	91%	152	94	61.84%	129	84.87%
Female	17	3	18%	2	12%	19	3	15.79%	17	89.47%
Total	**169**	**84**	**50%**	**141**	**83%**	**171**	**97**	**56.73%**	**146**	**85.38%**
Workers										
Male	206	125	61%	58	28%	221	170	76.92%	67	30.32%
Female	3	0	0%	0	0	4	4	100%	4	100.00%
Total	**209**	**125**	**60%**	**58**	**28%**	**225**	**174**	**77.33%**	**71**	**31.56%**

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	163	163	100%	164	164	100%
Female	17	17	100%	19	19	100%
Total	**180**	**180**	**100%**	**183**	**183**	**100%**
Workers						
Male	357	357	100%	221	221	100%
Female	11	11	100%	4	4	100%
Total	**368**	**368**	**100%**	**225**	**225**	**100%**

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 a system?	Yes. The Safety Management system framework covers all the business objectives of the Company for Generation, Transmission & Distribution with consideration of safety as core value. This covers 100 % employees and the same are aligned with West Bengal Factory Rules 1958, Central Electricity authority Regulations 2010 as well the requirement of ISO: 45001: 2018 and yearly certification after surveillance audit.
b	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	The company is dedicated to prevention of work-related hazards. The Safety Management System of the Company covers the following processes on safety to identify the hazards and assess the level of risk associated to the work in order to take corrective actions, helping to minimise such on routine and non-routine basis: • Accountability and leadership with an occupational health and safety objective plan. • Hazard Identification and Risk assessment with risk management. • Emergency arrangements & management plan. • Standard Operating Procedures of various electrical operations, Constructions and HSE, Electric Shock charts etc. at all substations. • Permit to work process. • Awareness, Job specific trainings and consultation

10 Health and safety management system: (contd)

		• Inspection of workplace, Periodical and random checks, compliances on observations, recording of near misses and incidents, investigations, learnings, corrective and preventive actions. • Safety Committee meetings with participation of an equal number of management and workers representatives. • Contractor Safety management. • Use of protective devices. • Internal and external audits for review and monitor. • Mock drills on regular intervals • Fire detection and protection system.
c	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	Yes
d	Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes

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

Safety Incident / Number	Category	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0.12
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	3
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	1	1

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

- Hazard Identification and risk assessment process is to evaluate hazards, then remove that hazard or minimise the level of its risk by adding control measures, as necessary.
- Standard Operating Procedures of various electrical operations, Constructions and HSE, Electric Shock charts etc. at substations.
- Before issuing the Permit to work ensure for proper isolation and ensure for the hazards control measures.
- Periodical and random site auditing of the operational and maintenance activity to ensure practicing of the guidelines as per the SOP.
- Access control to all substations to restrict unauthorized entry.
- Graphics safety messages.
- Identification marking- Terminal pole naming, pole numbering, panel name marking from front and back, fixing of Danger boards over the isolated panels and switchgears to avoid being operated by mistake by someone.
- Status and condition monitoring to maintain healthiness of the system.

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	7	Nil	-	Nil	Nil	-

14 Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health & 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.

All safety related incidents/accidents has been investigated by the Investigation Committee leading to implementation of corrective and preventive actions in the systems on the basis of the findings report:

- Frequent visit of supplementary audit of the workplace to ensure all the control measures are in place during the course of work.
- A thorough audit of the maintenance contractor's safety management arrangement has been carried out to check the gaps.

Prepared End-to-End SLD of feeders starting from Source substation bus with Pole number, Section Points, Isolating arrangements (knife switch, GOAB, Jumper etc.)

LEADERSHIP INDICATORS

1 Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes

Note: The Company has obtained Group Term Life Insurance Policy for all the employees of the Companies.

2 Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners

A contract comprising terms and conditions pertinent to required statutory obligations to be complied with and the SOPs to be followed during executing the contract, is signed at the time of engagement with the value chain partners.

- At the time of executing the contract/s, all supporting documents related to compliance of statutory dues are validated by the user department.
- An internal audit team is in place, which further does detailed auditing of the statutory documents before processing the commercials.
- The user departments interact with the value chain partners on a regular basis to ensure that any change in the statutory guidelines are abided and adhered to.

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	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	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	0	Nil	0	Nil
Workers	1	1	0	1

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)

No

5 Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health & Safety Practices	100%
Working Conditions	100%

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.

Coverage of all the work and arrangement part of the value chain partners for ISO: 45001- 2018 certification

Principle 4 Businesses should respect the interests of and be responsive to all its stakeholders

Our important stakeholders, such as government regulators, shareholders, consumers, suppliers, investors, and communities, value transparency in our sustainability efforts. We prioritize detailed quantitative and qualitative sustainability metrics to address important concerns. Working closely with stakeholders is crucial to achieving our sustainability goals, aligning our actions with expectations, and managing risks while taking advantage of opportunities.

ESSENTIAL INDICATORS

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

The Company has mapped its internal and external stakeholders as per the Stakeholder Engagement Policy of the Company.

2 List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Sl. No.	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
1	Employee	No	E-mails, Corporate Communication, Notice Boards, Meets	Annual / Periodic	NA
2	Supplier	No	E-mail, Vendor meets		NA
3	Customer/ Client	No	Customer Meets, Email, SMS, Advertisement, Website, Social Media, Call Centre		NA
4	Investors (Other than shareholders)	No	Investor Meets		NA

Sl. No.	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
5	Other-Community	Yes (Affirmative Action)	On site community meetings	Annual / Periodic	We work with local communities on CSR projects. Understanding their needs and objectives is crucial for us, so we can create project ideas that truly align with their goals.

Principle 5 Businesses should respect and promote human rights

Our organization is dedicated to maintaining a healthy, safe, and inclusive workplace. We extend our human rights policies and benefits to both employees and partners. By systematically integrating human rights considerations into our operations, we aim to foster decent working conditions, safeguard stakeholders' rights, and promote diversity and inclusion.

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	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	169	132	78%	171	138	80.70%
Other than permanent	11	0	0	12	0	Nil
Total	**180**	**132**	**73%**	**183**	**138**	**75.41%**
Workers						
Permanent	209	168	80%	225	177	78.67%
Other than permanent	159	79	50%	170	87	51.18%
Total	**368**	**247**	**67%**	**395**	**264**	**66.84%**

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

Category	FY 2023-24					FY 2022-23				
	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	169	0	0%	169	100%					
Male	152	0	0%	152	100%	152	Nil	N/A	152	100%
Female	17	0	0%	17	100%	19	Nil	N/A	19	100%
Other than permanent	11	0	0%	11	100%					
Male	11	0	0%	11	100%	12	Nil	N/A	12	100%
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	N/A	Nil	N/A
Workers										
Permanent	209	0	0%	209	100%	225	0	0%	225	100%
Male	206	0	0%	206	100%	221	0	0%	221	100%
Female	3	0	0%	3	100%	4	0	0%	4	100%
Other than permanent	159	0	0%	159	100%	170	0	0%	170	100%
Male	151	0	0%	151	100%	164	0	0%	164	100%
Female	8	0	0%	8	100%	6	0	0%	6	100%

3 a Details of remuneration/salary/wages, in the following format:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹)	Number	Median remuneration/ salary/ wages of respective category (₹)
Board of Directors (BoD)*	3	6651506	Nil	Nil
Key Managerial Personnel	2	5818630	Nil	Nil
Employees other than BoD and KMP	158	1007324	17	800005
Workers	357	526488	11	174000

* Note - Only whole time directors are considered here. Remuneration reported is actual gross payout.

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	4.37%	4.30%

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)

Yes

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

The HR department is responsible to reach out to all employees, including Managers, and the HODs proactively. A process driven approach is followed to prevent any adverse consequences to the complainant in discrimination and harassment cases.

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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	Nil	Nil	Nil	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

The HR department is responsible to reach out to all employees, including Managers, and the HODs proactively. A process driven approach is followed to prevent any adverse consequences to the complainant in discrimination and harassment cases.

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

Yes

10 Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

11 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Till now, we have not found any obligations. If there is a need for corrective action, we have a mechanism to address it.

LEADERSHIP INDICATORS

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

As a socially responsible corporate entity, our organization prioritizes the protection of human rights for both our employees and the communities surrounding our operations. We have established corporate practices to ensure compliance with local human rights legislation in all areas where we operate. Additionally, our policies, programs, and grievance redressal mechanisms are designed to condemn any instances of human rights abuses. By fostering a working environment where human rights take precedence over business gains, we strive to create a culture that values and upholds these fundamental principles.

2 Details of the scope and coverage of any Human rights due-diligence conducted

The Company adheres to the highest standards human right principle through the below practices –

- Anti –Discrimination
- Promoting The Well –Being of All employees
- Freely Chosen Employment
- Fair Working Hours
- Fair Remuneration
- Safe and Healthy Working Conditions
- No Harsh or Inhuman Treatment
- Respect to Human Rights Law

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

4 Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
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.

We received no complaints about sexual harassment, discrimination, improper wages, child labour or forced labour in the financial year 2023-24. We actively educate our value chain partners on workplace human rights, ensuring we can promptly address and prevent issues, fostering a culture of safety and well being.

Principle 6 Businesses should respect and make efforts to protect and restore the environment

Our organization is dedicated to maintaining a healthy, safe, and inclusive workplace. We extend our human rights policies and benefits to both employees and partners. By systematically integrating human rights considerations into our operations, we aim to foster decent working conditions, safeguard stakeholders' rights, and promote diversity and inclusion.

ESSENTIAL INDICATORS

1 Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	Units	FY 2023-24	FY 2022-23*
From renewable sources			
Total electricity consumption (A) (in GJ)	GJ	36329.10	27044.07
Total fuel consumption (B) (in GJ)	GJ	0.00	0.00
Energy consumption through other sources (C)	GJ	0.00	0.00
Total energy consumption (A+B+C) (in GJ)	GJ	36329.10	27044.07
From non-renewable sources			
Total electricity consumption (D)	GJ	53094.894	72992.09
Total fuel consumption (E)	GJ	722948.70	642991.75
Energy consumption through other sources (F)	GJ	0.00	0.00
Total energy consumed from non renewable sources (D+E+F)	GJ	776043.60	715983.84
Total energy consumed (A+B+C+D+E+F)	GJ	812372.695	743027.901
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) (GJ /)	GJ/₹	0.000130	0.000124
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	GJ/USD	0.002965	0.002837
Energy intensity (optional) – per tonne of production (GJ/T)		Not Applicable	Not Applicable
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		No	No

*We have recalculated and restated the value of total energy consumption renewable & non renewable), energy intensity wherever applicable due to certain re-classification and change in methodology of computation in order to maintain a consistent approach.

*Note - Turnover adjusted for purchasing power parity (PPP) has been calculated using the latest available OECD conversion factor of ₹ 22.882/USD for 2022. Refer:. https://data.oecd.org/conversion/purchasing-power-parities-ppp.htm

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. The entire Power Distribution Network of the Company within the Licensed Area is designated under the PAT Scheme of Government of India.

In the "Baseline Energy Consumptions norms and standards in the percentage of Transmission and Distribution losses for baseline year 2019-20 or as per para 1.4. of schedule 1 of aforesaid Rules" for the Company is 3.46%. Hence, the Target Energy Consumption Norms and Standards in the percentage of Transmission and Distribution loss for target year 2024-25 is 3.46%. Provisional data for the year 2023-24 suggests T&D would be about 2.47%.

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

Sl. No.	Parameter	Units	FY 2023-24	FY 2022-23*
Water withdrawal by source (in kilolitres)				
i	Surface water	KL	0	0.00
ii	Groundwater	KL	0	0.00
iii	Third party water	KL	570807.165	350676.921
iv	Seawater / desalinated water	KL		0.00
v	Other	KL		0.00
	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	KL	570807.165	350676.921
	Total volume of water consumption (in kilolitres)	KL	570807.165	350676.921
	Water intensity per rupee of turnover (Water consumed / Revenue from operations adjusted for PPP)	KL/₹	0.000091	0.000059
	Water intensity (optional) – per tonne of production (KL/T)		Not Applicable	Not Applicable

Note: Independent Assurance/Assessment/Evaluation by external agencies of the above parameters are optional and hence has not been opted for.

* We have recalculated and restated the value of water withdrawal for the fiscal year 2022-23. This was done to ensure consistency due to changes in computation methodology and reclassification.

* Note - Turnover adjusted for Purchasing Power Parity ('PPP') has been calculated using the latest available OECD conversion factor of INR 22.882/USD for 2022. Refer: https://data.oecd.org/conversion/purchasing-power-parities-ppp.htm

*Note: Third party water data only available for the Kolkata office & 12 MW Power Plant

4 Provide the following details related to water discharged

Parameter		FY 2023-24	FY 2022-23*
	Water discharge by destination and level of treatment (in kilolitres)		
To Surface water	No treatment	0	0
	With treatment – please specify level of treatment		
To Groundwater	No treatment	0	0
	With treatment – please specify level of treatment		
To Seawater	No treatment	0	0
	With treatment – please specify level of treatment		
Sent to third-parties	No treatment	7.165	6.921
	With treatment – please specify level of treatment		
Others	No treatment	0	0
	With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		7.165	6.921

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.

No

5 Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes.

The 12 MW Power Plant is equipped with an Effluent Treatment Plant. All discharge from the boiler, turbine, DM Plant, Raw Water Plant, and their auxiliary system discharges are collected through gravity. Collected discharges are neutralized and sent back to the cooling tower as makeup water. Water sampling is carried out on a quarterly basis by the State Pollution Control Board. In addition to that, water quality testing is also carried out annually through the Public Health Engineering Department (Govt. of WB).

*Note: Water discharge not available for Asansol Central Office and all Sub-stations. 12 MW Power plant has ZLD. Discharge data shown is of Head Office only and is equal to the amount consumed.

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	Mg/Nm3	135.96	126.67
SOx	Mg/Nm3	238.76	254.89
Particulate Matter (PM)	Mg/Nm3	43.24	43.54
Persistent organic pollutants (POP)	N/A	N/A	N/A
Volatile organic compounds (VOC)	N/A	N/A	N/A
Hazardous air pollutants (HAP)	N/A	N/A	N/A
Others – please specify	N/A	N/A	N/A

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.

Yes: Evaluation is done by the State Pollution Control Board. It was also evaluated from an External Agency. Name of the Agency: Eco Care

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions	$MtCO_2e$	66,006.65	58,703.75
Total Scope 2 emissions	$MtCO_2e$	10559.98	14497.04
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	$MTCO_2e$/₹	0.000012	0.000012
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)	$MTCO_2e$/USD	0.000279	0.000280
Total Scope 1 and Scope 2 emission intensity in terms of physical output		Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		Not Applicable	Not Applicable

Note: Independent Assurance /Assessment/Evaluation by external agencies of the above parameters are optional and hence has not been opted for.

Note - Turnover adjusted for purchasing power parity (PPP) has been calculated using the latest available OECD conversion factor of ₹ 22.882/USD for 2022. Refer:. https://data.oecd.org/conversion/purchasing-power-parities-ppp.htm

8 Does the entity have any project related to reducing Greenhouse Gas emissions? If Yes, then provide details.

No

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

	Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23* (Previous Financial Year)
	Total Waste generated (in metric tonnes)		
	Plastic waste (A)	Nil	Nil
	E-waste (B)	5.39 MT	Nil
	Bio-medical waste (C)	Nil	Nil
	Construction and demolition waste (D)	Nil	Nil
	Battery waste (E)	Nil	Nil
	Radioactive waste (F)	Nil	Nil
	Other Hazardous waste. Please specify, if any. (G)	Nil	Nil
	Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Fly Ash: 22726.89 MT Bottom Ash: 2859.19 MT	Ash Fly Ash: 3339.8MT Bottom Ash: 20773.34MT
	Total (A+B + C + D + E + F + G + H)	**25591.47 MT**	**24113.14 MT**

	Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23* (Previous Financial Year)
	Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000004 (MT/₹)	0.000004 (MT/₹)
	Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.000093 (MT/USD)	0.000092 (MT/USD)
	Waste intensity in terms of physical output	Not applicable	Not applicable
	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	Nil	Nil
ii.	Reused	Nil	Nil
iii.	Other recovery operations	Nil	Nil
	Total	**Nil**	**Nil**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)			
	Category of waste		
i.	Incineration	Nil	Nil
ii.	Landfill	Nil	Nil
iii.	Other disposal methods	25591.47	24113.14
	Total	**25591.47**	**24113.14**

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 - No.

* We have recalculated and restated the waste generated and other relevant disclosures for the fiscal year 2022-23. This was done to ensure consistency due to changes in computation methodology and reclassification.

*Note - Turnover adjusted for purchasing power parity (PPP) has been calculated using the latest available OECD conversion factor of ₹ 22.882/USD for 2022. Refer:. https://data.oecd.org/conversion/purchasing-power-parities-ppp.htm

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.

In the Power Generation Sector- Hazardous and toxic chemicals are Sulphuric Acid and Caustic Soda, used for treatment of water for boiler uses. The Company has been able to keep hazardous and toxic chemicals minimum since the time it has adopted Zero Discharge Plant. For Distribution: Only transformer oil is used for transformers and the same is being filtrated regularly. Once their life cycle gets completed, it is disposed through authorised vendors for recycling purposes.

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:

Sl. 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.
Not Applicable (No environmentally sensitive areas within 10km radius of the plant)			

12 Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Sl. No.	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
Not Applicable (No environmentally sensitive areas within 10km radius of the plant)						

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:

Sl. 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
	N/A	N/A	N/A	N/A

* Note: The Company complies 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	Not applicable
ii	Nature of operations	Not applicable
iii	Water withdrawal, consumption and discharge in the following format:	

Parameter		FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)			
To Surface water		N/A	N/A
To Groundwater		N/A	N/A
To Seawater		N/A	N/A
Sent to third-parties		N/A	N/A
Others		N/A	N/A
Total volume of water withdrawal (in kilolitres)		N/A	N/A
Total volume of water consumption (in kilolitres)		N/A	N/A
Water intensity per rupee of turnover (Water consumed / turnover)		N/A	N/A
Water intensity (optional) – the relevant metric may be selected by the entity		N/A	N/A
Water discharge by destination and level of treatment (in kilolitres)		N/A	N/A
Into Surface water	No treatment	N/A	N/A
	With treatment – please specify level of treatment	N/A	N/A
Into Groundwater	No treatment	N/A	N/A
	With treatment – please specify level of treatment	N/A	N/A
Into Seawater	No treatment	N/A	N/A
	With treatment – please specify level of treatment	N/A	N/A
Sent to third-parties	No treatment	N/A	N/A
	With treatment – please specify level of treatment	N/A	N/A
Others	No treatment	N/A	N/A
	With treatment - plaese specify level of treatment	N/A	N/A
Total water discharged (in kilolitres)		N/A	N/A

Note: Independent Assurance/Assessment/Evaluation by external agencies of the above parameters are optional and hence has not been opted for.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO_2 equivalent	N/A	N/A
Total Scope 3 emissions per rupee of turnover		N/A	N/A
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		N/A	N/A

Note: Independent Assurance/Assessment/Evaluation by external agencies of the above parameters are optional and hence has not been opted for.

3 With respect to the ecologically sensitive areas reported at Question 10 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

Not Applicable

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:

Sl. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Not Applicable			

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

The Company is having a Disaster Management Plan for its 12 MW generation plant, that decides the actions needed to shut down plant, evacuate personnel, carry out emergency repair works, arrange supplies of equipment, personnel etc. Carry out atmosphere tests, provide catering facilities, liaison with police, inform relative of the victims (if any), press media announcements etc. Chief Incident Controller and Works Incident Controller assisted by two support teams shall be in-charge of disaster management.

Evaluation of Functioning of Disaster Plan: In order to evaluate the functioning and effectiveness of procedures laid in Disaster Management Plan, regular mock drills are conducted. The Mock drills are carried out step by step as stated below:

First Step Second Step Third Step Fourth Step Fifth Step

Test the effectiveness of communication systems.

Test the speed of mobilisation of the Plant emergency teams.

Test the effectiveness of search, rescue and treatment of casualties.

Test Emergency isolation and shut down and remedial measures taken on the system. Conduct a full rehearsal of all the actions to be taken during an emergency.

There are two types of mock drills carried out – Full Mock Drill (conducted at least once in 6 months) and Disaster Management Efficacy Drill (conducted at least once in 3 months).

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.

No. The Company is dealing with power distribution as a licensed authority and Generating capacity is only 3-4 % of total energy sale.

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

Nil

Principle 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

We are committed to expanding our engagement with diverse audiences. Our efforts focus on public policy advocacy, raising awareness, mobilizing our staff, and gaining support from stakeholders. We prioritize gender equality and inclusivity by upholding ethical practices. We utilize technology and research to achieve our goals.

ESSENTIAL INDICATORS

1 a Number of affiliations with trade and industry chambers/ associations.

10

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, in the following format

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	ASSOCHAM	National
2	Federation of Indian Chambers of Commerce (FICCI)	National
3	Confederation of Indian Industry (CII)	National
4	Indian Chamber of Commerce (ICC)	National
5	Bengal Chamber of Commerce & Industry (BCC&I)	State
6	Bharat Chamber of Commerce	National
7	World Business Council for Sustainable Development	International
8	Indo-German Chamber of Commerce	National
9	Calcutta Management Association	State
10	Indo-American Chamber of Commerce	National

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

Sl. No.	Name of authority	Brief of the case	Corrective action taken
	Nil	Nil	Nil

*Note: There are no actions taken or underway against IPCL on any issues related to anti-competitive conduct.

LEADERSHIP INDICATORS

1 Details of public policy positions advocated by the entity:

Sl. 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
	Recasting of Renewable Energy Certificates (RECs) Mechanism	The advocacy is done through chambers of commerce	No	Annually	No
	Reformation of Green Tariff	The advocacy is done through chambers of commerce	No	Annually	No

Principle 8 Businesses should promote inclusive growth and equitable development

Globalization and technological progress have led to rapid economic expansion, but the benefits have not been shared evenly. Our goal is to address this imbalance by addressing the increased economic and social instability, as well as global challenges. We are focused on integrating inclusive growth into key business decisions to create a framework that benefits both our company and our investors.

ESSENTIAL INDICATORS

1 Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Sl. No.	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
No Social Impact Assessment (SIA) is applicable for the projects undertaken by IPCL. However, all projects undertaken by IPCL are monitored and evaluated by the company to review the effectiveness of the initiatives and outcome generated.						

2 Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format

Sl. 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 ₹)
Not Applicable						

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

Not Available

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

Category	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Directly sourced from MSMEs/ small producers	Nil*	Nil*
Sourced directly from within the district and neighbouring districts	100%*	100%*

*Note: Only coal and power has been accounted in the input material.

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

Location	FY 2023-24	FY 2022-23
Rural	1.26%	1.26%
Semi-urban	Nil	Nil
Urban	49.09%	49.11%
Metropolitan	49.59%	49.63%

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):

Sl. No.	Details of negative social impact identified	Corrective action taken
1.	Societal taboo regarding menstruation	Menstrual awareness camp organized to generate awareness among adolescent girls regarding menstrual health & hygiene and sustainable practices along with distribution of reusable cloth pads
2.	Prevention of children marriage and astray towards drug addiction	Bridge-course programme to ensure education and lifestyle training of 150 slum children of RK Dangal, Asansol. The parents work long hours in collieries, vendor shops or as domestic help, leaving children susceptible to indulge in substance abuse and eloping.

2 Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies

Sl. No.	State	Aspirational District	Amount spent (In ₹)
1.	West Bengal	West Burdwan	53,53,483
2.	West Bengal	Kolkata	1,00,000

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

No. Raw materials used by the Company are not produced by local and small vendors. They are procured from qualified vendors. However, for the service part, the Company has engaged local authorised contractors to necessitate the process.

From which marginalized /vulnerable groups do you procure?	Company has engaged local authorised contractors for all Electrical engineering, procurement and construction projects for granting new connections, O&M of lines and substations including 132KV OH power receiving station related work and erection of equipment holding lattice structures
What percentage of total procurement (by value) does it constitute?	NIL

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:

Sl. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
	Not Applicable	NA	NA	NA

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.

Sl. No.	Name of authority	Brief of the Case	Corrective action taken
	Not Applicable	NA	NA

6 Details of beneficiaries of CSR Projects:

Sl. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Women Empowerment	100	100%
2.	Education	3293	100%
3.	Health and Hygiene	4130	100%
4	Skill Development	100	100%
5	Promotion of Cultural Heritage	250	100%
6	Rural and Infrastructural Development	400000	50%
7	Support to Nationally Acclaimed Sports	350	100%
8	Relief and Care	NA	NA

Principle 9 Businesses should engage with and provide value to their consumers in a responsible manner

We promote responsible engagement with consumers by emphasizing the delivery of value through our products and services. Our objective is to establish meaningful connections with customers by addressing their needs while upholding high ethical standards. Through the prioritization of responsible practices, we strive to foster trust and loyalty. This approach ensures that every interaction with our brand enhances the lives of our customers and contributes to sustainable business growth.

ESSENTIAL INDICATORS

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

We have a dedicated 24x7 consumer helpdesk toll-free number (18001023783) as well as a dedicated email ID (ccasansol@indiapower.com) to receive and track consumer complaints and feedback.

Apart from the above channel, we have incorporated a dedicated customer portal through our website (*https://mycare.indiapower.com/#/*) where the consumers can login and track the status of their complaints as well as provide feedback.

Once a complaint or a feedback is received through the above channels, a dedicated resolution desk verifies and validates the complaints and forwards the same to the corresponding technical managers for resolution. The complaints are tracked centrally and resolutions are offered through a time-bound response plan.

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

State	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	Not Applicable

3 Number of consumer complaints in respect of the following:

Category	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	0	0	-	0	0	-

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

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

Note: This indicator is not applicable as the company doesn't have any physical product to recall.

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
(*https://indiapower.com/#/privacypolicydetailspage*)

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.

The Company circulates posts on Social Media warning our Consumers about Fake messages, as noted below. "Dear Consumer, please beware of any FAKE SMS regarding disconnection of electricity or power supply. India Power Corporation Ltd does not ask for any bank details or card details from Consumers. Our SMS has IPCLCO in the sender name. In case of any confusion call our Customer Care".

7 Provide the following information relating to data breaches:

a	Number of instances of data breaches	0
b	Percentage of data breaches involving personally identifiable information of customers	0
b	Impact, if any, of the data breaches	0

LEADERSHIP INDICATORS

1	**Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**	This information is available on IPCL's website - *https://mycare.indiapower.com/#/*
2	**Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**	Periodic circulation of Do's and Don'ts is circulated for electrical appliances usage as per "West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010" and subsequent amendments thereof.
3	**Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**	Consumers are sent SMS for any interruption of service as per "West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010" and subsequent amendments thereof.
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.**	Not Applicable
	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)	Yes