

Annexure-II to the Directors' Report

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (FY 2023-24)

SECTION A – General disclosures
SECTION B – Management and process disclosures
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
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 its 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

SECTION A – GENERAL DISCLOSURES

Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L40101DL1989GOI038121
2.	Name of the Company	Power Grid Corporation of India Limited
3.	Year of incorporation	1989
4.	Registered office address	B-9, Qutab Institutional Area, Katwaria Sarai, New Delhi-110016
5.	Corporate address	"Saudamini", Plot No.2, Sector 29, Gurugram, Haryana-122001
6.	E-mail	sustainability@powergrid.in
7.	Telephone	0124-2822999 / 0124-2822000
8.	Website	www.powergrid.in
9.	Financial year for which reporting is being done	FY 2023-24 (April 1,2023 to March 31, 2024)
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange (NSE) and Bombay Stock Exchange (BSE)
11.	Paid-up Capital	₹9,300.60 Crore
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Shri A Nagaraju Executive Director (ESMD & CSR) Email ID: nagaraju1965@powergrid.in

13.	Reporting boundary	All the non-financial aspects of POWERGRID for this reporting period covers the business activities of POWERGRID on a consolidated basis. (ONLY covering the fully owned subsidiaries and excludes the Joint Ventures and Associate Companies for this reporting period) However, the financial performance wherever considered for any calculation/ reporting has been done on a consolidated basis which includes all JVs, Subsidiaries and Associates.
14.	Name of assurance provider	M/s Grant Thornton Bharat LLP
15.	Type of assurance obtained	Reasonable Assurance for BRSR Core and Limited Assurance for BRSR Non Core

Products/Services
16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Transmission of Power	POWERGRID primarily operates in Inter-state and Intra-state transmission of power in the country	97

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Transmission	3510	97

Operations
18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	278 substations*	12	290
International	For International Locations, the Company provides only consultancy services to overseas clients and does not have any plants in international locations.	1	1

*Note The data excludes Pan India network of Telecom present in more than 3000 locations, substations and transmission lines that are presently under construction and temporary offices for consultancy works.

19. Markets served by the entity:
a. Number of locations

Locations	Number
National (No. of States)	Pan India – Across all the States and Union Territories of India
International (No. of Countries)	5 Countries

b. What is the contribution of exports as a percentage of the total turnover of the entity?

0.143%

c. A brief on types of customers

The customers of the Company's Transmission business are Designated Inter State Customers like state DISCOMs, generating companies, bulk consumers, railways etc. In addition, the Company also provides consultancy services to domestic customers (state power utilities, DISCOMs, private entities, CPSEs, etc.) and international customers in more than 23 countries. Company provides telecom services to Telecom Service providers, Govt departments, Public Sector utilities, Internet Service providers, Enterprises, large corporates etc.

Employees

20. Details as of the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	6733	6120	90.90%	613	9.10%
2.	Other than Permanent (E)	274	248	90.51%	26	9.49%
3.	Total employees (D + E)	7007	6368	90.88%	639	9.12%
WORKERS						
4.	Permanent (F)	1583	1498	94.63%	85	5.37%
5.	Other than Permanent (G)	17177	16510	96.12%	667	3.88%
6.	Total workers (F + G)	18760	18008	95.99%	752	4.01%

Note: Permanent employees includes all personnel on rolls of the Company excluding Workmen. 'Other than permanent employees' include those on fixed term contract. Permanent workers include workmen who are on rolls of the Company. 'Other than permanent workers' are engaged through third party contractors.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	180	164	91.11%	16	8.89%
2.	Other than Permanent (E)	4	4	100.00%	0	0.00%
3.	Total differently abled employees (D + E)	184	168	91.30%	16	8.70%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	48	48	100%	0	0.00%
5.	Other than permanent (G)	0	0	NIL	0	NIL
6.	Total differently abled workers (F + G)	48	48	100%	0	0.00%

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	0	0
Key Management Personnel	9	0	0

Note: Key Management Personnel, includes whole-time directors, Company Secretary, Independent Directors as well as Government Nominated Directors

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.22%	5.02%	5.20%	5.20%	3.16%	5.03%	4.98%	3.75%	4.88%
Permanent Workers	3.98%	7.65%	4.19%	6.43%	9.52%	6.61%	4.99%	4.39%	4.95%

Holding, subsidiary and associate companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	POWERGRID Raipur Pool Dhamtari Transmission Limited	Subsidiary	100	Yes
2.	POWERGRID Dharamjaigarh Transmission Limited	Subsidiary	100	Yes
3.	POWERGRID ERWR Power Transmission Limited	Subsidiary	100	Yes
4.	POWERGRID Khavda RE Transmission Limited	Subsidiary	100	Yes
5.	POWERGRID KPS2 Transmission Limited	Subsidiary	100	Yes
6.	POWERGRID KPS3 Transmission Limited	Subsidiary	100	Yes
7.	POWERGRID Khavda II-C Transmission Limited	Subsidiary	100	Yes
8.	POWERGRID Khavda II-B Transmission Limited	Subsidiary	100	Yes
9.	POWERGRID Neemuch Transmission System Limited	Subsidiary	100	Yes
10.	POWERGRID Energy Services Limited	Subsidiary	100	Yes
11.	POWERGRID Teleservices Limited	Subsidiary	100	Yes
12.	POWERGRID ER NER Transmission Limited	Subsidiary	100	Yes
13.	POWERGRID Gomti Yamuna Transmission Limited	Subsidiary	100	Yes
14.	Central Transmission Utility of India Limited	Subsidiary	100	Yes
15.	POWERGRID Ramgarh Transmission Limited	Subsidiary	100	Yes
16.	POWERGRID Sikar Transmission Limited	Subsidiary	100	Yes
17.	POWERGRID Bhadla Transmission Limited	Subsidiary	100	Yes
18.	POWERGRID Aligarh Sikar Transmission Limited	Subsidiary	100	Yes
19.	POWERGRID Narela Transmission Limited	Subsidiary	100	Yes

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
20.	POWERGRID Bhadla Sikar Transmission Limited	Subsidiary	100	Yes
21.	POWERGRID Bikaner Transmission System Limited	Subsidiary	100	Yes
22.	POWERGRID Meerut Simbhavali Transmission Limited	Subsidiary	100	Yes
23.	POWERGRID Rampur Sambhal Transmission Limited	Subsidiary	100	Yes
24.	POWERGRID Ajmer Phagi Transmission Limited	Subsidiary	100	Yes
25.	POWERGRID Khetri Transmission System Limited	Subsidiary	100	Yes
26.	POWERGRID Fatehgarh Transmission Limited	Subsidiary	100	Yes
27.	POWERGRID Bhuj Transmission Limited	Subsidiary	100	Yes
28.	POWERGRID Bhind Guna Transmission Limited	Subsidiary	100	Yes
29.	POWERGRID Jawaharpur Firozabad Transmission Limited	Subsidiary	100	Yes
30.	POWERGRID Varanasi Transmission System Limited	Subsidiary	100	Yes
31.	POWERGRID Mithilanchal Transmission Limited	Subsidiary	100	Yes
32.	POWERGRID Medinipur Jeerat Transmission Limited	Subsidiary	100	Yes
33.	POWERGRID Southern Interconnector Transmission System Limited	Subsidiary	100	Yes
34.	POWERGRID Unchahar Transmission Limited	Subsidiary	100	Yes
35.	POWERGRID NM Transmission Limited	Subsidiary	100	Yes
36.	POWERGRID Vemagiri Transmission Limited	Subsidiary	100	Yes
37.	POWERGRID Himachal Transmission Limited	Subsidiary	100	Yes
38.	POWERGRID Ramgarh II Transmission Limited	Subsidiary	100	Yes
39.	POWERGRID Bhadla III Transmission Limited	Subsidiary	100	Yes
40.	POWERGRID Bikaner Neemrana Transmission Limited	Subsidiary	100	Yes
41.	POWERGRID Koppal Gadag Transmission Limited	Subsidiary	100	Yes
42.	Bidar Transmission Limited	Subsidiary	100	Yes
43.	Sikar Khetri Transmission Limited	Subsidiary	100	Yes
44.	POWERGRID Neemrana Bareilly Transmission Limited	Subsidiary	100	Yes

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
45.	POWERGRID Ananthpuram Kurnool Transmission Limited	Subsidiary	100	Yes
46.	POWERGRID Vataman Transmission Limited	Subsidiary	100	Yes
47.	POWERGRID Beawar Dausa Transmission Limited	Subsidiary	100	Yes
48.	Bihar Grid Company Limited	Joint Venture	50	Yes
49.	RINL Powergrid TLT Pvt. Limited	Joint Venture	50	Yes
50.	Butwal-Gorakhpur Cross Border Power Transmission Limited	Joint Venture	50	Yes
51.	Powerlinks Transmission Limited	Joint Venture	49	Yes
52.	Energy Efficiency Services Limited	Joint Venture	39.25	Yes
53.	Sikkim Power Transmission Ltd.	Joint Venture	30.92	Yes
54.	Torrent POWERGRID Limited	Joint Venture	26	Yes
55.	Parbati Koldam Transmission Company Limited	Joint Venture	26	Yes
56.	North East Transmission Company Limited	Joint Venture	26	Yes
57.	Cross Border Power Transmission Company Limited	Joint Venture	26	Yes
58.	Power Transmission Company Nepal Limited	Joint Venture	26	Yes
59.	National High-Power Test Laboratory Private Limited	Joint Venture	21.63	Yes
60.	POWERGRID Kala Amb Transmission Limited	Associate	26	Yes
61.	POWERGRID Jabalpur Transmission Limited	Associate	26	Yes
62.	POWERGRID Warora Transmission Limited	Associate	26	Yes
63.	POWERGRID Parli Transmission Limited	Associate	26	Yes

CSR Details

24.

- i. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- ii. Turnover (in Rs.): 45,843.10 Crore **(Consolidated basis)**
- iii. Net worth (in Rs.): 87,145.11 Crore **(Consolidated basis)**

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 2023-2024			FY 2022-2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Re-remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Re-remarks
Communities	Yes (https://www.powergrid.in/public-complaints-0)	213	0		179	0	
Investors & Shareholders	Yes (https://www.scores.gov.in/scores/Welcome.html) (https://www.powergrid.in/dispute-resolution-mechanism-stock-exchanges)	4581	0		4183	0	
Employees and workers	Yes. Grievance Redressal Mechanism is in place. The policy is only available for access of employees and workers.	66	0		49	0	
Customers	Yes (https://pal.powergrid.in/vms-app)	-	-		-	-	
Value Chain Partners	Yes (https://pal.powergrid.in/vms-app)	7	5		8	0	
Other (Vigilance)	Yes (https://tejas.powergrid.in/vigilance-complaints/)	73	12		71	7	

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate change	Risk	<ul style="list-style-type: none"> Extreme weather events such as enhanced intensity and frequency of Hurricanes, wind, floods and Rainfall caused by Climate Change may adversely impact our physical infrastructure. 	Adaptation: <ul style="list-style-type: none"> Identify climate risks in the Risk Management Framework of the organization. 	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			<ul style="list-style-type: none"> Increasing ambient temperature is likely to reduce the current carrying capacity of conductors. Climate Change leading to dryer weather and increased ambient temperature causes increased incidents of forest fires, which, in turn, poses additional risk to transmission lines passing through Forest area. This phenomena will also have direct or indirect impact on the health of the workforce such as working in extreme climatic conditions would be detrimental to the health and could lead to loss in productivity 	<ul style="list-style-type: none"> Identify and map areas/ locations vulnerable to climate risks. Safeguard our workforce from impacts of extreme climatic change by taking reasonable measures. Mitigation: <ul style="list-style-type: none"> Strengthening of existing infrastructure in vulnerable areas, in line with present climate scenario as well as future climate predictions. Proper consideration and integration of present as well as future climate scenario in planning and design of upcoming transmission projects in Climate Vulnerable area. 	
2	Biodiversity/ Environment Protection	Opportunity	<ul style="list-style-type: none"> Avoidance / minimization of Forest/Biodiversity rich areas result in timely project completion. Avoidance of financial levies such as NPV, CA, Cost of medicinal plantation, payment of part project cost etc by avoiding/minimizing Forest/protected areas. Reduced legal liability. Enhanced public image and Natural Capital 		Positive
3	Water Management	Opportunity	<ul style="list-style-type: none"> Reduced financial liability in the form of cost of water supplied by third party, reduced cost of energy for water extraction and reduced cost of wastewater management. Opportunity to achieve the status of "Net Water Positive" organization by reducing water consumption and water conservation through Rainwater Harvesting and Groundwater recharge. 		Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Energy Management	Opportunity	<ul style="list-style-type: none"> Reduction in Energy consumption will lead to reduced financial liability. Demand side management of energy will also lead to reduction in both Scope-I and Scope-II emissions. On supply side, increased share of renewal energy will further reduce our Scope-II emissions. 		Positive
5	GHG Emissions	Opportunity	<ul style="list-style-type: none"> Achieving net-zero status by 2047 Access to funds and loans at competitive rates Greening of supply chain Better stakeholder relations and public image 		Positive
6	Waste Management	Risk	<ul style="list-style-type: none"> Non-compliance with the applicable regulatory framework may attract penal action from regulatory bodies/Pollution control Boards Failure to manage Hazardous waste properly pose a risk to our own establishment, property, manpower & environment. Increased financial cost towards disposal of both Hazardous and Non-hazardous waste. 	<ul style="list-style-type: none"> Ensuring complete and non-negotiable compliance with all applicable regulations. Utilizing all available opportunities for waste management through the cardinal principles of Reduce, Recycle and Reuse. Training & Sensitization of employees. Ensuring proper identification, segregation, containment and timely disposal of Hazardous waste. 	Negative
7	Freedom of Association & Collective Bargain	Opportunity	POWERGRID exercises Freedom of Association and Collective Bargain which fosters positive employee relations and leads to open and constructive engagement with the management.		Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Employee Benefit Plan	Opportunity	POWERGRID values its employees and provides various employee welfare plans giving them a sense of care and security. These plans instil a feeling of job satisfaction and motivation in our employees. This is demonstrated by low attrition rates of our employees. We believe in investing in and retaining our talent pool hence promoting positive work environment		Positive
9	Occupational Health & Safety	Risk	<ul style="list-style-type: none"> POWERGRID has large number of employees and workers working across several locations of the country. Ensuring safety of our workforce is crucial for our daily operations. In addition to the physical and financial costs, each safety incident can also have a negative impact on the health, well-being, and morale of employees, as well as the Company's reputation. 	<ul style="list-style-type: none"> We take all necessary precautions to ensure a safe and secure workplace. We have a dedicated safety policy which drives our approach to assure safety of our employees. A safety cell is in place which regularly looks after and monitors these issues. Regular safety audits are being done and workforce is given trainings and made aware to ensure self-safety 	Negative
10	Human Rights	Risk	<ul style="list-style-type: none"> Due to constant evolvement of Labour Laws and Relations around the world and the sensitive nature of this issue, Human Rights is an inherent risk to any business 	<ul style="list-style-type: none"> We have adequate policies in place that clearly states that human right violation is a very critical issue and will be dealt with repercussions. 	
			<ul style="list-style-type: none"> While all measures are in place to safeguard our workforce and related parties from any Human Right Violations, we understand that there still can be instances where these rights could be breached in ways not in our control and spectrum. 	<ul style="list-style-type: none"> There are channels provided to stakeholders to report any cases/concerns of any violations. We stay updated with the latest developments in this space and comply with all the regulations 	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
11	Diversity, Non-discrimination & equal opportunity	Opportunity	We believe in giving an equal and fair opportunity to every band of people and hiring talent from diverse backgrounds. Due to a diverse workforce, we bring in different and fresh perspectives to solve our business cases.		Positive
12	Human Capital Development	Opportunity	Investing in upskilling our workforce, increasing knowledge and potential and fostering innovation is a fundamental part in our Company. It leads to employees taking up efficient and modern-day approach to solve our business issues and being an agile workforce.		Positive
13	Ethics & integrity	Opportunity	POWERGRID's organizational culture has ethical behavior ingrained in it. Ethics and values create a trustworthy working environment.		Positive
14	Regulatory Compliance	Opportunity	Timely compliance with the regulatory and statutory requirements ensures that going concern for the business is maintained. Mindful compliance helps us to handle risks associated with legal violations, environmental damage etc.		Positive
15	Sustainable Sourcing	Opportunity	Our sustainable sourcing approach helps us in collaborating with suppliers following sustainable procurement practices. By being environmentally responsible and sourcing resources in a sustainable manner, we can avoid supply chain disruptions caused due to unsustainable practices		Positive
16	Transparency	Opportunity	Our active grievance redressal mechanism, policies around whistleblowing, sexual harassment etc. demonstrates our ability to address the concerns/queries of our stakeholders in an open and transparent way.		Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
17	Technology & Innovation	Opportunity	POWERGRID believes in adopting latest technology in its business operations. With right technology and innovation maintain the role pioneer adopting technology in the power sector		Positive
18	Cybersecurity	Risk	<ul style="list-style-type: none"> Lack of cybersecurity safeguards can lead to cyber-attacks which in turn lead to data breaches, disrupt operations and sometimes lead to legal liability. Cybersecurity breaches can also lead to loss of productivity and can damage the Company's reputation. 	<ul style="list-style-type: none"> Company has formulated Information Security policy and ensured processes in place for Cybersecurity & data privacy. Company complies with ISO27001:2013 and meets all the applicable legal, statutory, regulatory and contractual requirements pertaining to cybersecurity 	Negative
19	Community Relations	Opportunity	POWERGRID believes in giving back to the community and taking care of their rights and needs. As our major business involves acquiring land, we foster good relations with the locals there which ultimately leads to smooth working of our business		Positive

SECTION B – MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies, and processes put in place towards adopting the NGRBC principles and core elements.

S. No.	Principle Description
P1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all their stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Requirements	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
c. Web Link of the Policies, if available	The Policies covering these principles are available on the Company's website under 'Policies' section. (https://www.powergrid.in/index.php/policies)								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	POWERGRID has framed various policies that conform to different applicable statutes/guidelines/rules/policies etc., issued by the Government of India from time to time. Some key certifications / standards adopted widely across the Company are listed below: <ul style="list-style-type: none"> • ISO9001:2015 - Quality Management System • PAS 99:2012 - Integrated Management System • ISO 45001:2018 - Occupational Health & Safety Management System • SA 8000:2014 - Social Accountability Standard • ISO 50001:2018 - Energy Management System • ISO14001:2015 - Environment Management System • ISO 27001:2013 - Information Security Management System • ISO 37001:2016 - Anti-Bribery Management Systems • ISO 55001:2014 - Asset Management Systems 								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	1. 50% of electricity consumption from non-fossil sources by 2025 2. Strive to become a net zero emission Company by 2047. 3. Goal of becoming a Net Water Positive organization by 2030 4. Aspire to achieve and maintain 'A Zero Waste to Landfill Corporate' status by 2030 5. Aim to achieve and maintain "Zero Fatality" status								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Refer to Sustainability Chapter of the Integrated Report and Principle wise section of BRSR.								

Disclosure Requirements	P1	P2	P3	P4	P5	P6	P7	P8	P9
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)	<p>I am pleased to announce the publication of POWERGRID's latest Business Responsibility & Sustainability Report (BRSR). This report offers a comprehensive overview of our commitment to environmental stewardship, social responsibility, and good governance practices.</p> <p>At POWERGRID, we understand the critical role we play in building a sustainable future. We are not just a power transmission Company; we are a responsible corporate citizen dedicated to minimizing our environmental footprint and contributing positively to society.</p> <p>This year's BRSR highlights the significant progress we've made in several key areas:</p> <ul style="list-style-type: none"> • Reduced Emissions: Our multi-pronged approach to emission reduction, including SF6 leak detection, exploring greener alternatives, and adopting electric vehicles, is making a tangible difference. • Energy Efficiency Leadership: As a BEE Grade-I ESCO, we are actively promoting energy conservation within our operations and have set an ambitious target of achieving 50% renewable energy consumption by 2025. • Sustainable Practices: We prioritize responsible water management, minimize material consumption, and manage waste responsibly, striving for "Zero Waste to Landfill" by 2030. • Biodiversity Conservation: Through careful route selection, environmental assessments, and collaboration with experts, we minimize the impact of our infrastructure on wildlife and natural habitats. • Green Cover Development: Our extensive afforestation drives have significantly expanded green cover, contributing to carbon sequestration and environmental well-being. • Technological Innovation: We are constantly pioneering innovative technologies like multi-circuit towers and natural ester oil reactors, reducing land use and environmental impact. <p>This report represents just a snapshot of our ongoing efforts. We are committed to achieving Net Zero status by 2047 and remain dedicated to exceeding our ESG goals.</p> <p>We invite you to explore the BRSR in detail and learn more about how POWERGRID is powering a sustainable future. We welcome your feedback and look forward to collaborating with all stakeholders in this critical journey.</p> <p style="text-align: right;">Abhay Choudhary Director (Projects)</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Director (Projects)								
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.	Director (Projects) Email: d.proj@powergrid.in								

10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half Yearly/ Quarterly/ Any other- please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	NA	Y	Y	All reviews are conducted on a need basis								
Compliance with statutory requirements of relevance to the principles and , rectification of any non-compliances	Y	Y	Y	Y	Y	Y	NA	Y	Y	All reviews are conducted on a need basis								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency*	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Y	Y	Y	Y	Y	Y	NA	Y	Y

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

Questions	Principle 7- Responsible public policy advocacy
The entity does not consider the Principles material to its business (Yes/No)	No
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	No
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)	No
It is planned to be done in the next financial year (Yes/No)	No
Any other reason (please specify)	POWERGRID is a member of various industrial and trade bodies and participates in these forums on issues and policy matters that impact its interests. Wherever required, we give our comments on various approach papers, consultation papers, draft regulations/ rules etc. issued by CERC, CEA, MoP, TRAI , MoEFCC and other authorities in a responsible and transparent manner.

SECTION C – PRINCIPLE WISE PERFORMANCE DISCLOSURE

Principle I: Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable

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	1	Familiarization programs covering issues related to Safety, Health and Environment, Strategy/Industry Trends, Ethics & Governance and Legal & Regulatory matters and operations of the Company.	100%
Key Managerial Personnel	1	Familiarization programs covering issues related to Safety, Health and Environment, Strategy/Industry Trends, Ethics & Governance and Legal & Regulatory matters and operations of the Company.	100%
Employees other than BoD and KMPs (excluding Workmen)	474	Technical, Behavioral, Leadership, Wellbeing, Posh Act, Health & Safety etc.	77%
Workers (Workmen Employees)	193	Technical, Behavioral, Leadership, Wellbeing, Posh Act, Health & Safety etc.	84%

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):

The Company has established a robust governance structure to ensure compliance with all the statutory regulations. There have been no fines, penalties or any other form of settlement/ punitive payment made during the year.

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (in INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (in INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil	Nil

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

Case details	Name of the regulatory/enforcement agencies/judicial institutions
NA	NA

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.

POWERGRID is committed to observe transparency and consistency in all its operations. POWERGRID follows a number of policies/rules to strengthen ethical conduct at all levels including the following:

- Code of Business Ethics & Conduct:** POWERGRID has laid down two separate Code of Business Ethics & Conduct – one for Board Members and another for Senior Management Personnel (including those deputed in Subsidiaries/ Joint Ventures) in alignment with Company's Vision & Mission and aims at enhancing ethical and transparent process in managing the affairs of the Company.
- POWERGRID Conduct and Discipline Appeal rules (POWERGRID CDA Rules):** POWERGRID CDA Rules define the desirable and non-desirable acts and conduct for the employees and extend to all employees working with it (including those deputed in Subsidiaries/ Joint Ventures). The aspects of Bribery and Corruption are also covered under CDA rules. There is laid down procedure for actions in the case of non-compliance with the defined terms as well as for any misconduct.
- Whistle Blower and Fraud Prevention Policy:** Whistle Blower and Fraud Prevention policy provides a system for disclosures made by employees or complaint of any fraud or suspected fraud involving employees of POWERGRID (all full time, part-time or employees appointed on adhoc / temporary/contract basis) as well as representative of vendors, suppliers, contractors, service providers or any outside agency(ies) doing any type of business with POWERGRID.
- Anti-Bribery Management System:** POWERGRID is committed to implement Anti-Bribery Management system as per ISO 37001 in all its establishments and business functions to ensure compliance of ethical norms and transparency.

Link for the above policies is <https://www.powergrid.in/code-conductpolicies?title=&page=1>

In addition, several initiatives have been taken / are being taken by POWERGRID to strengthen integrity, transparency and fairness in its business practices which includes the following:

- Well defined "Delegation of Powers" is in place delineating the powers of the top executives and below for carrying out work in systematic manner.
- "Works & Procurement Policy and Procedure (WPPP) for Pre-award and Post award Stages" (as amended from time to time) with a view to make the policies and procedures more systematic, transparent and easy to administer uniformly throughout its business operations with major thrust on expeditious and decentralized decision making coupled with accountability and responsibility.
- "Integrity Pact Program" has been implemented which is considered as a useful tool in ensuring transparency in the procurement process. Contracts above ₹100 Crore are also monitored by a panel of "Independent External Monitors (IEMs)". Further, Standard Operating Procedures (SOPs) pertaining to Integrity Pact Program (IPP) have been reviewed by CVC and a revised SOP (SOP 2021) has been formulated for adoption. POWERGRID has implemented the revised SOP in its business context. As per the revised SOP, the Contractor shall also sign the Integrity pact with its subcontractors before employing under the Contract.
- POWERGRID, majorly, focuses on preventive, pro-active vigilance aiming at better transparency and to inculcate good governance within the organization

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

	FY 2023-24	FY 2022-23
Directors	0 (NIL)	0 (NIL)
KMPs	0 (NIL)	0 (NIL)
Employees	0 (NIL)	1
Workers	0 (NIL)	0 (NIL)

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

No complaints were received with regard to conflict of interest against Directors/ KMPs in FY23 and FY22.

	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	0 (NIL)		0 (NIL)	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0 (NIL)		0 (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.

None.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-24	FY 2022-23
Number of days account payable	34.44	30.87

9. Openness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchase from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from	Not Applicable	Not Applicable
	c. Purchase from top 10 trading houses as % of total purchases from trading house	Not Applicable	Not Applicable
Concentration of Sales	a. Sales to dealers / distributors as % of the total sales	Not Applicable	Not Applicable
	b. Number of dealers/distributors to whom sales are made	Not Applicable	Not Applicable
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Not Applicable	Not Applicable
Share of RPTs in	a. Purchase (Purchases with related parties / Total Purchases)	0.22%	0.06%
	b. Sales (Sales to related parties/Total Sales)	0.08%	0.07%
	c. Loans and advances (Loans & advances given to related parties / Total loans & advances)	3.67%	0.00%
	d. Investments (Investments in related parties / Total investments made)	81.21%	97.28%

* As per Consolidated Financial statements (i.e after elimination)

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

1. **Percentage of R&D and capital expenditure (CAPEX) investments in specific technologies to improve product and processes' environmental and social impacts to total R&D and capex investments made by the entity, respectively.**

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	45.90%	-	<p>1. STATCOM's in RE Pooling Stations viz. Bhadla-II, Bikaner-II, Fatehgarh-II</p> <p>A STATCOM is a device that helps maintain stability in the power grid by managing voltage fluctuations. It works much faster than traditional methods and is particularly useful for integrating renewable energy sources like solar and wind, which can be unpredictable. STATCOMs were first used in India at solar power plants in Rajasthan to improve grid stability and reliability.</p> <p>2. ERS up to 400kV Twin Moose transmission lines through indigenous vendor development:</p> <p>POWERGRID relies on Emergency Restoration Systems (ERS) to swiftly repair damaged power lines. Previously, these ERS components, like mast sections and insulated crossarms, were entirely imported. To promote Indian manufacturing, POWERGRID launched a program to develop domestic suppliers for high-voltage ERS (up to 400 kV), aiming to create a self-sufficient supply chain for future repairs.</p> <p>3. 400kV Twin Mono Poles at Mohanlalganj</p> <p>To strengthen the power grid in a congested urban area, a unique solution using twin monopoles was implemented. Traditional towers wouldn't fit, and extending existing ones wasn't feasible. This design uses two steel monopoles connected horizontally for increased stability and load capacity. This approach reduced the footprint, improved aesthetics, and simplified construction and maintenance.</p>
CAPEX	45.04%	34.95%	POWERGRID is involved in building the infrastructure to evacuate renewable energy. These projects involve building new substations and transmission lines, particularly in areas where there is high concentration of solar and wind farms. This will strengthen the grid and allow for the smooth integration of more renewable energy into the national grid.

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

POWERGRID follows a set of pre-defined processes and procedures towards sustainable sourcing for its various procurement needs. These processes and procedures are designed to ensure that POWERGRID's procurement activities are environmentally and socially responsible and that they comply with all relevant statutory requirements.

Some of the key elements of POWERGRID's sustainable procurement practices include:

- **Compliance with statutory requirements:** POWERGRID requires all contractors to comply with all relevant laws and regulations related to pollution prevention, labor standards and occupational health and safety like The Environment (Protection) Act, 1986, The Air (Prevention and Control of Pollution) Act, 1981, The Water (Prevention and Control of Pollution) Act, 1974, Contract Labor (Regulation & Abolition) Act 1970, Employee's Compensation Act 1923, Equal Remuneration Act 1979, Minimum Wages Act 1948, Child Labor (Prohibition & Regulation) Act 1986 etc.

- **Development of an environmental management plan:** Contractors that are awarded contracts for supply-cum-installation packages are required to develop and implement an environmental management plan. This plan must identify and assess the environmental impacts of the project and it must outline the measures that will be taken to mitigate these impacts.
- **Adoption of an Integrity Pact Program:** POWERGRID has adopted an Integrity Pact Program, which is a legally binding agreement between POWERGRID and its contractors. The Integrity Pact commits the contractor to observe the highest standards of business ethics and it prohibits the contractor from engaging in corrupt or fraudulent practices.
- **Adherence to strict safety norms:** POWERGRID places a great emphasis on adoption of a safe work culture to prioritize occupational health & safety of the personnel involved and to prevent/mitigate any loss of life/property. To this effect, Fatal accident(s) in any ongoing contract(s) results in non-responsiveness of bids based on pre-defined criteria specified in the bidding documents.
- **Compliance to Social Accountability norms:** The Contractor is also required to comply with all requirements of Social Accountability Standards SA 8000 which inter-alia measures the performance of companies in eight areas important to social accountability in the workplace: child labour, forced labour, health and safety, free association and collective bargaining, discrimination, disciplinary practices, working hours and compensation.

Besides above, considering the nature of procurement for large & complex technical transmission projects required for enhancing and maintaining the seamless power transmission, each procurement under the respective project in POWERGRID is critical in nature. Therefore, each supplier undergoes various level of scrutiny for capacity & capability analysis such as package-wise qualifying requirement, pre-defined events etc.

The procurement process of POWERGRID follows sound business principles and complies to various environmental, social, and governance norms thus ensuring sustainability in its entire procurement chain.

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

The above information outlines a defined procedure for sustainable sourcing, including supplier codes of conduct for environmental standards, child labor and fundamental human rights. All contractors are required to comply with these codes, as well as with specific standards such as SA8000 and the Integrity Pact.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

The Company derives its guidance from Waste Management Policy. The Company's waste management practices are centered towards Inventorization of the waste generated, segregation of waste generated in different categories; reduction of waste, calculation of the intensity of waste generation, recycling of the waste materials and reuse of the waste, wherever possible, for economic and environmental benefits; and at last disposal of the residual waste in the most environment-friendly manner.

Waste type	Waste management procedure in place
Plastic (including packaging)	POWERGRID, categorized as an Institutional Waste Generator, is responsible for sorting and returning packaging materials and multi-layered plastics to producers, importers, or brand owners as needed.
E-waste	POWERGRID has proper procedure for E-waste management, which includes the waste to be directed to authorized collection centers, registered dismantlers, or recyclers and the e-waste is also returned through pick-up or take-back services facilitated by the producer, ensuring responsible handling and recycling of electronic products. POWERGRID manages its battery waste by transferring it to either the battery producers or their authorized agents for proper disposal.

Waste type	Waste management procedure in place
Hazardous waste	Transformer oil, classified as hazardous according to the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016, is seldom replaced and in exceptional cases, where it turns out to be unsuitable for further use, the used oil is collected separately, labeled according to Form-8, and stored without commingling with other waste streams. Within 90 days of generation, it is either sold or sent to registered recyclers, with an annual return filed per Form-4 to the relevant State Pollution Control Board (SPCB). Empty drums previously containing fresh Transformer oil are disposed of through online auctions hosted on the website of Metal Scrap Trading Corporation Ltd (MSTCL).
Other waste (wastepaper and paper products)	Paper wastes are managed by sending it through government authorized recyclers, as applicable.

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 EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable

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

ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Nos. (B)	% (B / A)	Nos. (C)	% (C / A)	Nos. (D)	% (D / A)	Nos. (E)	% (E / A)	Nos. (F)	% (F / A)
Permanent employees											
Male	6120	6120	100%	6120	100%	NA	NA	6120	100%*	691	11.29%
Female	613	613	100%	613	100%	613	100%*	NA	NA	95	15.50%
Total	6733	6733	100%	6733	100%	613	100%*	6120	100%*	786	11.67%
Other than Permanent employees											
Male	248	248	100%	248	100%	NA	NA	0	NIL	2	0.81%
Female	26	26	100%	26	100%	26	100%	NA	NA	0	NIL
Total	274	274	100%	274	100%	26	100%	0	NIL	2	0.73%

* 100% of eligible employees.

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Nos. (B)	% (B / A)	Nos. (C)	% (C / A)	Nos. (D)	% (D / A)	Nos. (E)	% (E / A)	Nos. (F)	% (F / A)
Permanent workers											
Male	1498	1498	100%	1498	100%	NA	NA	1498	100%*	54	3.60%
Female	85	85	100%	85	100%	85	100%*	NA	NA	13	15.30%

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Nos. (B)	% (B / A)	Nos. (C)	% (C / A)	Nos. (D)	% (D / A)	Nos. (E)	% (E / A)	Nos. (F)	% (F / A)
Total	1583	1583	100%	1583	100%	85	100%*	1498	100%*	67	4.23%
Other than Permanent workers											
Male	16510	16510	100%	16510	100%	NA	NA	NA	NA	NA	NA
Female	667	667	100%	667	100%	667	100%*	NA	NA	NA	NA
Total	17177	17177	100%	17177	100%	667	100%*	NA	NA	NA	NA

* 100% of eligible employees.

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the Company	0.63%	0.60%

2. Details of retirement benefits.

We consider our human resources as our most crucial assets. We strive to provide them with an array of perks and benefits which include but are not limited to retirement benefits provided for all regular employees, provident fund, pension, gratuity, post-retirement medical benefits, etc.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	NA	100%	100%	NA
ESI	NIL*	100% of eligible workers	Y (wherever applicable)	NIL*	100% of eligible workers	Y (wherever applicable)
Medical facilities & Accident Insurance	100% of Permanent employees are provided medical facilities from the Company.	100% of Permanent workers are provided medical facilities from the Company.	NA	100% of Permanent employees are provided medical facilities from the Company.	100% of Permanent workers are provided medical facilities from the Company.	NA
	100% of Other than permanent employees are provided Group Personal Accident Insurance and Health Insurance.	100% of Other than permanent workers who are not covered under ESI are provided Employee Compensation Insurance and Health Insurance.		100% of Other than permanent employees are provided Group Personal Accident Insurance and Health Insurance.	100% of Other than permanent workers who are not covered under ESI are provided Employee Compensation Insurance and Health Insurance.	

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
Pension	100% of permanent employees	100% of permanent workers	Y	100% of permanent employees	100% of permanent workers	Y
Post-retirement medical benefits	100% of permanent employees	100% of permanent workers	NA	100% of permanent employees	100% of permanent workers	NA

* None of the employees (permanent or other than permanent) are eligible for ESI by virtue of their salary/ wages being over the prescribed wage limit for coverage.

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, POWERGRID fosters an inclusive culture throughout the organization and takes special care to make its workplaces accessible. All the establishments of the Company are accessible to differently abled employees and workers and are compliant with the requirements of the Rights of Persons with Disabilities Act, 2016.

The Company further concretizes its commitment following an "Equal Opportunity Policy" framework including the aspects related to providing a conducive, barrier-free environment and systems for supporting differently employees and workers. We are also committed to conforming to the standards under Accessible India Campaign/ Sugamya Bharat Abhiyaan and thus have the facilities of ramp, disabled friendly elevators, accessible parking, accessible toilets, screen reading access on our website, etc. for *divyangjan*.

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, POWERGRID has an Equal Opportunity policy (with the requirements of the Rights of Persons with Disabilities Act, 2016), which shows the Company's commitment to promote diversity and inclusion among the workforce, aiming to create a harmonious workplace for all, regardless of their gender, nativity, community, religious beliefs or person with physical and/or mental disability, such that all employees can achieve their full potential.

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? If yes, give details of the mechanism in brief.

Grievance redressal has been one of the key priorities of our business setup. The Company has adhered to its commitment, where it has always promptly redressed the grievances of its employees and other relevant stakeholders within the broad parameters of guidelines enumerated by the Government of India (and its agencies) and policy framework.

	(If Yes, then give details of the mechanism in brief)
Permanent workers	POWERGRID has a well-laid-out Grievance Redressal Mechanism for addressing the concerns of its permanent workers. A detailed procedure/ mechanism is in place for time bound redressal of worker grievance and to promote fair and equitable employee relations. Since FY 2020-21, we have shifted the employee grievances procedure online through the Employee Self-Service (ESS) Portal of the Company.
Other than permanent workers	In respect of other than permanent workers, they may raise their grievances in writing/ through e-mail to the concerned authority. Further, the Company believes in an open-door policy towards the redressal of employee grievances, including those of other than permanent workers.
Permanent employees	The entity has a well-laid-out Grievance Redressal Mechanism for addressing the concerns of its permanent employees. A detailed procedure/ mechanism is in place for time-bound redressal of employee grievances and to promote fair and equitable employee relations. Starting from FY 2020-21, employee grievances procedure has been moved online through Employee Self-Service (ESS) Portal of the Company.
Other than permanent employees	In respect of other than permanent employees, they may raise their grievances in written/ through e-mail to the concerned authority. Moreover, the Company believes in an open-door policy towards redressal of employee grievance, including those of other than permanent employees.

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

Category	FY 2023-24			FY 2022-23		
	Total employees/ workers in the respective category (A)	No. of employees/ workers in the respective category, who are part of the association(s) or Union (B)	% (B/ A)	Total employees/ workers in the respective category (C)	No. of employees/ workers in the respective category, who are part of the association(s) or Union (D)	% (D/C)
Total permanent employees	6733	1001	14.87%	6618	1036	16%
Male	6120	952	15.56%	6036	986	16%
Female	613	49	7.99%	582	50	9%
Total permanent workers	1583	1583	100%	1724	1724	100%
Male	1498	1498	100%	1626	1626	100%
Female	85	85	100%	98	98	100%

Note: In addition to the above, employees belonging to SC/ ST/ OBC communities are also represented by various associations.

8. Details of training given to employees and workers:

POWERGRID regularly conducts training on various aspects of health and safety, including safety in the construction of transmission lines and substations, operation and maintenance of transmission lines and substations, stress and health management, fire safety and first aid.

POWERGRID has incorporated training on health and safety as part of all our contract documents. Contractors must comply with all health and safety-related guidelines for training. Safety training for contract workers is provided by POWERGRID's Corporate and Regional Safety Departments and external faculties to familiarize them with safety aspects.

Category	FY 2023-24					FY 2022-23				
	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	6120	4980	81.37	4742	77	6036	5306	87.90	5384	89.19
Female	613	534	87.11	480	78	582	501	86.08	540	92.78
Total	6733	5514	81.89	5222	78	6618	5807	87.74	5924	89.51
Workers*										
Male	1498	1239	82.71	1269	85	1626	1355	83.33	1510	92.86
Female	85	72	84.70	68	80	98	69	70.4	93	94.89
Total	1583	1311	82.82	1337	84	1724	1424	82.59	1603	92.98

* Data is for Permanent Employees and Permanent Workers

- Total of 1875 nos. of safety trainings (employees including workers) conducted in FY2023-24
- Total of 5842 nos. of safety training conducted for construction agency workers/staff. in FY2023-24
- Total of 1207 nos. of safety trainings (employees including workers) conducted in FY2022-23
- Total of 5374 nos. of safety training conducted for construction agency workers/staff. In FY2022-23

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees*						
Male	6120	6120	100%	6036	6036	100%
Female	613	613	100%	582	582	100%
Total	6733	6733	100%	6618	6618	100%
Workers*						
Male	1498	1498	100%	1626	1626	100%
Female	85	85	100%	98	98	100%
Total	1583	1583	100%	1724	1724	100%

* Data is for Permanent Employees and Permanent Workers

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, what is the coverage of such a system?

POWERGRID is committed to the safety and well-being of its employees. The Company is certified under ISO 45001:2018, an internationally recognized Occupational Health & Safety Management System. This certification demonstrates POWERGRID's commitment to creating a safe and healthy workplace for all employees.

POWERGRID adheres to established norms and regulations on occupational health and safety. This includes implementing a comprehensive safety management system that covers all aspects of workplace safety, from hazard identification and risk assessment to training and emergency response. POWERGRID's commitment to safety extends beyond its own employees. The Company also requires its contractors to adhere to the same safety standards. This ensures that all workers associated with POWERGRID are protected in a safe and healthy work environment.

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

POWERGRID takes hazard identification and risk assessment (HIRA) very seriously as part of its proactive approach to occupational health and safety. The Company conducts comprehensive surveys of the workplace to identify potential hazards that could pose a threat. This evaluation enables POWERGRID to assess the potential harm that could arise from exposure to these hazards. This information is then used to determine the specific personal protective gear and equipment necessary for each worker, as well as to prioritize the implementation of control measures.

POWERGRID employs a wide range of control measures to effectively mitigate risks associated with identified hazards. These measures include eliminating or substituting hazardous elements, implementing cutting-edge engineering controls, enforcing robust administrative controls and providing high-quality personal protective equipment.

To ensure ongoing compliance and constant improvement, POWERGRID conducts routine and surprise visits. Diligent inspectors meticulously evaluate the implementation of all safety procedures. This unwavering commitment to monitoring and assessment ensures that any potential unidentified work-related hazards are promptly detected. In such instances, immediate action is taken to address and mitigate these risks, ensuring that the well-being of every employee remains safeguarded within POWERGRID's dynamic work environment.

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

Yes, the most common type of work-related hazards for the workers working on Company projects is Electrocutation and working at height. To deal with both work-related hazards regular system-related confirmations/ permissions are obtained. The Company strictly adheres to all the safety protocols in its operational activities. These procedures are followed both locally as well as on the worksites. We also follow 100% supervision policy for all our transmission projects where safety officers and supervisors are present.

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

Yes, POWERGRID has provided all its sites with access to non-occupational medical and healthcare services, either through on-site or through tie-ups with top hospitals, with best-in-class medical facilities. To ensure prompt response to a sudden medical emergency, in various establishments/townships, the Company engages with various medical consultants that are available for certain time of the day.

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

Safety incident/number	Category*	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Employees	0	0.10
	Workers	0.03	0.11
Total recordable work-related injuries	Employees	0	2
	Workers	4	10
No. of fatalities	Employees	0	0
	Workers	2	7
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	1
	Workers	0	4

* Employees include all personnel on the payroll of POWERGRID. Workers include third party contractors. This definition is applicable to this table only.

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

- Safety cell: Monitors and reviews safety performance and promotes all safety measures for accident prevention in transmission lines and substations.
- Safety Audits and Training: Regular safety audits, inspections, safety briefings and mock drills carried out for all contract workers and employees at various O&M and construction sites. Safety trainings are organized on various safety aspects such as fire safety, stress and health management and first aid. Mock drills are also organized at sites to prepare for any untoward incident, urgency, or emergency.

- Daily briefing: Regularly conducted discuss safety guidelines, accident preventive measures and committee recommendation to help educate the workers on the possible hazards associated with their work and its mitigation measures.
- Safety week involving events to raise awareness among employees and family members.
- Precautions, such as, fire safety measures, including alarms and drills, are implemented at all the Company's establishments.

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

	FY 2023-24			FY 2022-23		
	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	2	0		0	0	
Health & safety	0	0		0	0	

14. Assessments for the year:

POWERGRID is certified under SA8000:2014, a globally recognized social accountability standard. The certification is awarded by third-party auditors who assess the Company's compliance with international standards set forth by the International Labor Organization (ILO). These standards address issues such as child labor, forced labor, discrimination, sexual harassment and remuneration. POWERGRID is also ISO 45001 (Occupational health and safety management system) certified, thereby upholding its legal and ethical obligations to ensure the safety of its transmission lines, substations, and personnel, as well as the community.

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working conditions	100

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.

The Company has adhered to all health and safety practices outlined in its policies and statutory requirements. Any dangerous occurrences are investigated by an accident enquiry committee, which analyzes the reasons for the occurrence and suggests preventive measures to avoid future incidents.

The recommendations of the accident enquiry committee are widely circulated at all sites for implementation and learning. Additionally, all dangerous occurrences and safety aspects are reviewed by the Standing Safety Management Committee and the Company's Apex Safety Board, which includes representatives from all regional offices and board level representatives of construction agencies. The committee discusses safety augmentations for implementation.

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

ESSENTIAL INDICATORS

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

At POWERGRID, fostering strong collaborative relationships with stakeholders is regarded as a cornerstone of its organizational philosophy. Recognizing the significance of understanding stakeholder needs and concerns, the Company actively engages in cooperative efforts aimed at reducing risks, upholding social legitimacy, enhancing credibility and earning stakeholders' unwavering confidence.

POWERGRID's stakeholder community encompasses a diverse range of key actors, including dedicated employees, trusted suppliers, valued customers, reliable business partners, vigilant regulatory agencies and the local communities situated around the operational sites. Within these local communities, POWERGRID diligently identifies and prioritizes support for disadvantaged, vulnerable and marginalized sections, ensuring that no one is left behind in their pursuit of sustainable development.

Internally, POWERGRID places special emphasis on internal stakeholders, such as employees belonging to diverse backgrounds, including persons with disabilities (PWD), individuals from Scheduled Castes (SC), Scheduled Tribes (ST) and women. The Company recognizes the immense value and potential

these stakeholders bring, nurturing an inclusive work environment that promotes equal opportunities and encourages their active participation.

Externally, POWERGRID diligently identifies and supports project-affected persons/families (PAPs/PAFs) within the local communities. Their focus extends to particularly vulnerable groups, including widow women-headed families, individuals from SC/ST communities and persons with disabilities (PWD). By addressing their unique challenges and empowering these external stakeholders, POWERGRID strives to ensure equitable development and foster sustainable progress within the communities they serve.

Through this comprehensive and compassionate approach to stakeholder engagement, POWERGRID establishes itself as a responsible corporate entity committed to making a positive impact on the lives of those directly or indirectly affected by its operations. By actively involving stakeholders, POWERGRID not only enhances their own organizational effectiveness but also contributes to the broader goal of societal well-being and inclusive growth.

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

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
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<For the detailed table. Please refer to the Stakeholder Engagement and Materiality Assessment Chapter of this Integrated Report at Page 52-55. >

Principle 5: Businesses should respect and promote human rights

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	6733	6733	100%	6618	6618	100%
Other than permanent	274	274	100%	368	368	100%
Total employees	7007	7007	100%	6986	6986	100%
Workers						
Permanent	1583	1583	100%	1724	1724	100%
Other than permanent	17177	17177	100%	14290	14290	100%
Total workers	18760	18760	100%	16014	16014	100%

2. Details of minimum wages paid to employees and workers.

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										
Male	6120	0	0%	6120	100%	6036	0	0%	6036	100%

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)
Female	613	0	0%	613	100%	582	0	0%	582	100%
Other than permanent										
Male	248	0	0%	248	100%	330	0	0%	330	100%
Female	26	0	0%	26	100%	38	0	0%	38	100%
Total employees	7007	0	0%	7007	100%	6986	0	0%	6986	100%
Workers										
Permanent										
Male	1498	0	0%	1498	100%	1626	0	0	1626	100%
Female	85	0	0%	85	100%	98	0	0	98	100%
Other than permanent										
Male	16510	16510	100%	0	0%	13603	13603	100%	0	NIL
Female	667	667	100%	0	0%	687	687	100%	0	NIL
Total workers	18760	18760	100%	0	0%	16014	14290	89.23%	1724	10.77%

3. Details of remuneration/salary/wages.

a. Median remuneration / wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	8,888,345	0	0
Key managerial personnel	7	8,832,338	0	0
Employees other than BoD and KMP	6701	2,293,428	658	2,169,108
Workers	1668	1,412,334	102	1,472,866

*Data is for Permanent Employee and Permanent Workers.

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	8.04	7.50

*Data is for Permanent Employees and Permanent Workers as on 31.03.2024.

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)

POWERGRID believes that growth and success of business multiplies when human rights and values are respected and protected. The Company has formulated its Human Rights policy to express & institutionalize its commitment to embrace practices that support human rights in every geography where it operates. Compliance to the human rights policy is ensured at the Offices/ Projects/ Stations/ Regions by the respective heads and at the Corporate Centre by Executive Director (HR). Executive Director (HR) is also the nodal officer for receipt of complaints/ grievances regarding human rights violation.

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

At POWERGRID, the reverence for the dignity and untapped potential of every individual lies at the core of their

values. Recognizing that a steadfast commitment to human rights policy is paramount for both the growth and success of the business, POWERGRID aims to achieve the following objectives:

- Upholding the Social and Economic Dignity:** Ensuring that all employees are treated with respect, fairness and equality, regardless of gender, race, status or religion.
- Commitment to Human Rights and Labor Standards:** Adhering to Indian laws and International Human Rights Agreements, safeguarding every worker's/employee's fundamental rights.

To reinforce its commitment to human rights, POWERGRID has implemented a robust internal framework. The Executive Director (HR) serves as the nodal officer for human rights complaints and grievances. Additionally, liaison officers address discrimination-related complaints, nodal officers manage issues under the Whistle Blower & Fraud Prevention Policy, and the Internal Complaints Committee (ICC) handles sexual harassment complaints. These specialized avenues ensure individuals can voice concerns and seek resolution. Complementing these efforts, the Vigilance and HR Departments address code of conduct violations. Through this comprehensive approach, POWERGRID maintains an environment of integrity, accountability, and respect for human rights.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed During the year	Pending resolution at the end of year	Remarks
Sexual harassment	3	0	--	1	0	
Discrimination at workplace	0	0		8	0	
Child labour	0	0		0	0	
Forced labour/ Involuntary labour	0	0		0	0	
Wages	15	0		0	0	
Other human rights-related issues	0	0		0	0	

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

	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)	3	1
Complaints on PoSH as a % of female employees/ workers	0.43	0.14
Complaints on PoSH upheld	3	0

*Data is for Permanent Employees and Permanent Workers

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

For discrimination cases, liaison officers for different categories of employees i.e., SC/ ST/ OBC/ PwD have been identified to record and resolve their complaints as per laid down procedures. For prevention of sexual harassment at workplace, Internal Complaints Committee (ICC) has been formed at Corporate as well as regional level with responsibility of resolving harassment related complaints as well as prevent any kind of victimization of the complainant. Further, the Company ensures implementation of these mechanisms under its broad set of policies on Human rights, Equal Opportunity, Prevention of Sexual Harassment, etc. as well as government guidelines. There is zero tolerance towards discrimination of any kind.

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

Yes, the Company understands its larger responsibility towards its value chain partners with respect to Human

rights related aspects and ensures that provisions related to it such as prohibition of child labor, prevention of forced and compulsory labor, payment of wages and other compliances related to labor laws are built into contracts with its value chain partners.

10. Assessments of the year

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	The Company is certified under SA8000:2014, a globally recognized social accountability standard. The standard covers a range of workplace practices, including child labor, forced or compulsory labor, health and safety, discrimination and remuneration. Audits for compliance with the standard are conducted by third-party auditors on a sampling basis.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

We had a clean reporting year with no instances of misconduct or discrimination and we maintained our commitment to upholding moral working practices by complying with all applicable standards.

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

ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity:

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A) GJ	36,190	30,841
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C) GJ	36,190	30,841
From non-renewable sources		
Total electricity consumption (D) GJ	13,61,928	12,09,701
Total fuel consumption (E) GJ	1,51,250	1,69,622
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	15,13,178	13,79,323
Total energy consumed (A+B+C+D+E+F)	15,49,368	14,10,164
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations) GJ/Rs Crore	33.79	30.92
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (Total energy consumed/Revenue from operations adjusted for PPP) GJ/Rs Crore	683.38	625.25
Energy intensity in terms of physical output	Not Applicable	Not Applicable
Energy intensity (optional) – the relevant metric may be selected by the entity GJ/MVA	2.94	2.78

Revenue from Operations (Rs Crore) : FY 2023-24: 45,843.10 and FY 2022-23: 45,603.11

PPP Adjusted Revenue from Operations (Rs Crore): FY 2023-24: 2267.22 and FY 2022-23: 2255.35

(Source for PPP – <https://data.worldbank.org/indicator/PA.NUS.PPP?skipRedirection=true&view=map>)

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, M/s Grant Thornton Bharat LLP

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.

Not Applicable. Power Transmission projects/systems are not covered under PAT schemes of Government of India.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	68,707	71,034
(ii) Groundwater	23,91,200	23,60,841
(iii) Third-party water (municipal water supplies)	4,03,524	3,45,793
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	28,63,430	27,77,668
Total volume of water consumption (in kilolitres)	28,63,430	27,77,668
Water intensity per rupee of turnover (water consumed / turnover) KL/Rs Crore	62.46	60.91
Water intensity per rupee of Turnover adjusted for Purchasing Power Parity (PPP) (Total Water consumption/ Revenue from operations adjusted for PPP) KL/Rs Crore	1,262.97	1,231.59
Water intensity in terms of physical output	Not Applicable	Not Applicable
Water intensity (optional) – the relevant metric may be selected by the entity KL/MVA	5.43	5.47

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, M/s Grant Thornton Bharat LLP

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)		
(i) To Surface water	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	10,98,808	

Parameter	FY 2023-24	FY 2022-23
- No treatment	Nil	
- With treatment – please specify level of treatment	100% wastewater discharged to Ground Water is treated through Soak pits.	
(iii) To Seawater	Nil	
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	1,38,997	
- No treatment	1,38,997 is sent to municipal sewage	
- With treatment – please specify level of treatment	1,29,835	
(v) Others	Wastewater treated through STPs and reused within the campus	
- No treatment		
- With treatment – please specify level of treatment	Sewage treated through STPs.	
Total water discharged (in kilolitres)	13,67,639	

It may be noted that in POWERGRID establishments, water is mainly used for domestic purpose (except for a small quantity of water which is used as a makeup water for cooling purpose). There is no use of water for industrial purpose resulting in no generation of industrial effluents. At the same time, no products are produced in our business activities. Hence, there is no product embedded water in our business activities. The wastewater generated in our establishments is essentially domestic sewage consisting of black water and grey water, which is turn, is treated with either Soak pits or Sewage Treatment Plants (STPs) and only a small quantity of this domestic sewage generated from the establishments located in urban areas is discharged into municipal sewerage system. Hence, in order to bring the required clarity, water consumption has been taken as water withdrawal, while providing the details of wastewater generated, its treatment and disposal.

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, M/s Grant Thornton Bharat LLP

5. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation.

Yes, POWERGRID has a mechanism in place to ensure Zero Liquid discharge, in spite of the fact that no industrial effluents are generated in our substations. The only wastewater generated in our campuses is domestic sewage (a mixture of Black and Grey Water) from offices and residential campuses, which is treated either by soak pits or Sewage Treatment Plants (STP) and reused in the campus itself. Only a small quantity of domestic sewage generated in a few offices located in urban areas is discharged in municipal sewerage system.

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

Parameter	Unit	FY 2023-24	FY 2022-23
NOx	Not Applicable.		
Sox	It is pertinent to mention that in electric power substations, no chemical processes are involved, resulting in non-generation of any air pollutants in our operations/establishments. The only sources of air pollution in our substations is Diesel Generators, which are used only as a backup arrangement and occasionally run mainly for testing purpose for very short duration, as our substations have two very stable source of auxiliary power i.e. Dedicated feeder from Discoms and a separate reliable power source from Grid Transformers.		
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – ozone-depleting substances (HCFC – 22 or R-22)			

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, M/s Grant Thornton Bharat LLP

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	73,497	1,23,830
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2,70,872	2,39,561
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes CO ₂ Eq/Rs Crore	7.51	7.97
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO ₂ Eq/ Rs Crore	151.89	161.12
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	Metric tonnes of CO ₂ Eq/ MVA	0.65	0.72

Value of CF/EF obtained from CEA User Guide (Version 19) IPCC AR-6, CII datasets and step analysis

Slight variations in values of Scope-1 for FY 2022-23 being reported here from those reported for FY 2022-23 is due to the use of updated CF/EF.

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, M/s Grant Thornton Bharat LLP

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

Considering the catastrophic impacts of climate change, there is broad consensus among various stakeholders including Policy makers, Investors, Financial Institutions, Industries and citizens that every possible efforts should be made to control and mitigate this possibly the greatest threat to the existence of Earth. POWERGRID as a responsible organization comprehensively shares this sense of urgency of taking effective measures to combat climate crisis, the world is facing today. Guided by our ambitious Goal of becoming a Net Zero Emission organization as mandated by our Board approved ESG Policy, we have started many initiatives towards reducing our Green House Gas emission:

- **Management of SF₆:** SF₆ gas, which is a highly potent Green Huse gas forms the bulk of our Scope-1 emissions. Due to a tight inventory management and leakage management system being practiced in POWERGRID, the leakage rate of SF₆ remains well below the acceptable limits (1% for AIS and 0.5% for GIS). In FY 2023-24, our SF₆ leakage has reduced by almost 44.65%. However, POWERGRID is also seriously considering replacing it with other technically feasible and economically viable alternatives. With the fast-paced technological developments around SF₆, we are hopeful about staggered phase out of the same. In fact, we have started the process of replacing SF₆ in two of our substations located at Imphal and Badarpur on a pilot basis. Depending upon the results of these trials as well as availability of suitable technology in the form of viable alternatives, we will plan SF₆ phase out at higher voltage level substations.
- **Reducing dependence on Grid Electricity by adopting Renewable sources of Energy:** Our Scape-2 emissions, which results from purchase of Grid electricity forms around 66% of our total emissions. POWERGRID is committed to derive 50% of its power requirements from Non fossil sources by 2025. Accordingly, we are taking every effort to enhance our Solar PV capacity. Currently, at our various locations, the total solar

PV installed is around 10.2 MW, which is fulfilling around 2.6% of our total electricity requirements. Further, 85 MW of dedicated solar plant is under installation at Nagda (MP), which is expected to significantly enhance the percentage of renewables in our power consumption mix, thus substantially reducing our Scope-2 emissions. Additionally, around 80 MW of dedicated solar plants are in the planning stage.

- Focus on developing Green Cover:** POWERGRID is aware that trees/Forests play an important role in fighting climate change by absorbing atmospheric Carbon Dioxide apart from providing several other benefits such as preventing soil erosion, flooding and urban heat island phenomena. Accordingly, we have set an ambitious target for ourselves of developing a green cover at our premises. During FY 2023-24, 53885 trees were planted in addition to already existing trees, resulting in a green cover consisting of total number of standing trees at 7,53,153 in our premises located across the length and breadth of the country. Additionally, during last 10 years 73,549 trees were planted under our CSR initiatives. In total the Green cover developed by us is responsible for an offset of 5.23% of our total emissions. Furthermore, POWERGRID has planned to participate in Green Credit Program of Government of India, which focuses on rejuvenation of degraded forest land of the country.

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

Parameter	FY 23-24	FY 22-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	10.088	38.556
E-waste (B)	9.766	41.001
Bio-medical waste (C)	Nil	Nil
Construction and demolition waste (D)	2391.369	1425.974
Battery waste (E)	145.717	269.584
Radioactive waste (F)	Not Applicable	Not Applicable
Other Hazardous waste. Please specify, if any. (G)	139.439 (Used Transformer oil & STP sludge)	421.586 (Used Transformer Oil & STP Sludge)
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	6609.137 Breakup of above figure: Steel Scrap - 2490.194 Aluminium Scrap - 750.166 Insulator Waste - 3221.087 Waste Wood Material - 146.940 Empty Gas Cylinders - 0.750	9,131.31 Breakup of above figure: Steel Scrap - 2977.073 Aluminium Scrap - 1357.401 Insulator Waste - 4562.290 Waste Wood Material - 234.546
Total (A+B + C + D + E + F + G + H)	9305.516	11328.011
Waste intensity per rupee of Turnover (Total Waste generated/Revenue from operations) Metric tons/Rs Crore	0.203	0.248
Waste intensity per rupee of Turnover adjusted for Purchasing Power Parity (PPP) (Total Waste generated/ Revenue from operations adjusted for PPP) Metric tons/Rs Crore	4.10	5.02
Waste intensity in terms of physical output	Not Applicable	Not Applicable
Waste intensity (optional) – the relevant metric may be selected by the entity Metric tons/MVA	0.017	0.022
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		

Parameter	FY 23-24	FY 22-23
Category of waste	Plastic Waste, E-Waste, Battery Waste, Other Hazardous Waste (Except STP Sludge), Metal Scrap & Insulator Waste	
(i) Recycled	6,692.457	9,659.911
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
Total	6692.457	9,659.911
Category of waste	Construction & Demolition Waste and Waste Wooden Material	
(i) Recycled	Nil	Nil
(ii) Re-used	2,539.059	1,660.52
(iii) Other recovery operations	Nil	Nil
Total	2,539.059	1,660.52
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	STP Sludge	
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	74 (Handed over to Authorized agencies for Environmentally sound disposal)	7.58 (Handed over to Authorized agencies for Environmentally sound disposal)
Total	74	7.58

Note: As mentioned in earlier section, POWERGRID's activities don't involve any chemical process. As such, no process wastes are generated in its establishments. Most of the industrial wastes consist of C&D Wastes and Scrap materials generated after their useful life during Operation & Maintenance activities. Accordingly, no clear trend in the quantity of different kinds of waste produced would be possible. 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, M/s Grant Thornton Bharat LLP

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce the usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

POWERGRID's waste management practices are guided by the principles of Reduce, Recycle and Reuse, as defined in its "Waste Management Policy", which in turn is duly approved by its Board. Accordingly, POWERGRID ensures proper recycling and reuse of the waste material generated in its establishment either in house or through M/s MSTCL, A Miniratna Public Sector Enterprise or by returning the waste material to producer in line with newly introduced principle of Extended Producer Responsibility (EPR), while fully complying with all applicable regulations. A small quantity of Hazardous waste consisting of STP Sludge is handed over to Authorized Agencies for Environmentally sound disposal. Another, important feature of our approach towards waste management is responsible consumption of resources, which not only results in preservation of precious natural resources, but also helps in reducing the quantity of waste materials generated.

POWERGRID's Waste Management Policy can be accessed at: <https://www.powergrid.in/policies>

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones, etc.) where environmental approvals/clearances are required, please specify details in the following format:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	765 kV D/c Fatehpur-Agra line involving 4.6535 Ha. of forest in the State of Uttar Pradesh	Transmission Lines	Yes
2	400 kV D/c Bikaner-Khetri line involving 1.7066 Ha. of forest in the state of Rajasthan	Transmission Lines	Yes
3	400 kV D/c Ramgarh-Jaisalmer line involving 0.092 Ha. of forest in the state of Rajasthan	Transmission Lines	Yes
4	400 kV D/c Khetri-Bhiwadi line involving 4.3654 Ha. of forest in the state of Haryana	Transmission Lines	Yes
5	Construction of 400 kV D/C Quad Bikaner(PG) - Bikaner II (PS) Transmission line involving 0.8142 Ha. of forest in the state of Rajasthan	Transmission Lines	Yes
6	400 kV D/c Bikaner-Khetri line involving 1.7425 Ha. of forest in the state of Rajasthan	Transmission Lines	Yes
7	765 kV D/c Khetri-Jhatikara line involving 2.2401 Ha. of forest in the state of Rajasthan	Transmission Lines	Yes
8	400 kV D/c Khetri-Sikar line involving 1.3706 Ha. of forest in the state of Rajasthan	Transmission Lines	Yes
9	765 kV D/c Sikar-Aligarh line involving 15.0147 Ha. of forest in the state of Haryana	Transmission Lines	Yes
10	400 kV D/c Khetri-Bhiwadi line involving 1.6238 Ha. of forest in the state of Rajasthan	Transmission Lines	Yes
11	765 kV D/c Khetri-Jhatikara line involving 4.89 Ha. of forest in the state of Delhi	Transmission Lines	Yes
12	Diversion of 400 kV M/C Vindhyachal -Satna 1,2,3,4 & 400 kV D/C Vindhyachal Sasan Rewa transmission line involving 84.617 Ha. of forest in the state of Madhya Pradesh	Transmission Lines	Yes
13	765 kV S/c Fatehpur-Agra line involving 3.8602 Ha. of forest in the state of Uttar Pradesh	Transmission Lines	Yes
14	LILO of Sarojini Nagar (400kV) - Unnao (765kV) 400kV S/C Line @ 400KV GIS Sub Station Mohanlalganj and LILO of 400kV S/C Lucknow-Sultanpur Transmission Line at 400 KV Sub Station Mohanlalganj line involving 3.1142 Ha. of forest in the state of Uttar Pradesh	Transmission Lines	Yes

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
15	400 kV D/c Sikar-Neemrana line involving 0.483 Ha. of forest in the state of Haryana	Transmission Lines	Yes
16	LILO of 400 kV Bamnawali-Jhatikara at Dwarka line involving 10.9736 Ha. of forest in the state of Delhi	Transmission Lines	Yes
17	400 kV DC Neemuch - Mandsaur line involving 72.4802 Ha. of forest in the state of Madhya Pradesh	Transmission Lines	Yes
18	400 kV M/c Navasari - Magarwada line involving 2.5694 Ha. of forest in the state of Gujarat	Transmission Lines	Yes
19	Diversion (due to Bullet Train) of 400 kV D/c Tarapur-Boisar, 400 kV D/c Tarapur-Padghe, LILO of 400 kV Gandhar-Padghe, 220 kV Tarapur-Boisar & 400 kV M/c Navasari-Boisar line involving 22.6944 Ha. of forest in the state of Maharashtra	Transmission Lines	Yes
20	765 kV D/c Khetri-Narela line involving 16.0591 Ha. of forest in the state of Haryana	Transmission Lines	Yes
21	Diversion of 132KV S/C Gohpur-Nirjuli line involving 19.791 Ha. of forest in the state of Assam	Transmission Lines	Yes
22	400 kV D/c Neemuch-Chittorgarh line involving 19.46 Ha. of forest in the state of Madhya Pradesh	Transmission Lines	Yes
23	400 kV D/c Neemuch-Chittorgarh line involving 50.1952 Ha. of forest in the state of Rajasthan	Transmission Lines	Yes
24	400 kV D/c Neemuch-Mandsaur line involving 19.46 Ha. of forest in the state of Rajasthan	Transmission Lines	Yes

Note: It may kindly be noted that avoidance of ecologically sensitive areas such National Parks, Wildlife Sanctuaries, Forest etc form the most important part of our route/site selection criteria. Accordingly, a mandatory Environmental and Social assessment is conducted for each of our project in line with our Corporate Environment and Social Policy & Procedure (ESPP) by studying at least three possible alternative routes/sites and the most optimum route/site having the least Environment & Social impacts is selected as Final route/site. However, in few cases, wherein, complete avoidance of forest/wildlife areas is not possible in our Transmission Lines, due to peculiarity of terrain and geographical constraint, Forest/Wildlife clearance is obtained as per the provisions of applicable regulations. The details of such transmission Lines are provided above..

12. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not Applicable.

Transmission Projects are not covered under the purview of the EIA Notifications of 1994 and 2006. Accordingly, Environmental Impact Assessment Study is not conducted for any of our projects. However, POWERGRID mandatorily conducts Environmental & Social Assessment of its Transmission Projects as mentioned in the previous section.

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 there under (Y/N). If not, provide details of all such non-compliances:

POWERGRID is in compliance with all applicable laws/Regulations/guidelines pertaining to the Environment and Forest.

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

ESSENTIAL INDICATORS

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

We have a total of 11 affiliations with trade and industry chambers and associations during the reporting period.

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations	About the chambers
1	Federation of Indian Chambers of Commerce and Industry (FICCI)	National	A non-government, not-for-profit organization, FICCI is the voice of India's business and industry. It serves its members from the Indian private and public corporate sectors and multinational companies. FICCI provides a platform for networking and consensus building within and across sectors and is the first port of call for Indian industry, policy makers and the international business community.
2	Confederation of Indian Industry (CII)	National	CII is a non-government, not-for-profit, industry-led and industry-managed organization, with around 9000 members from the private as well as public sectors, including SMEs and MNCs. The Confederation of Indian Industry (CII) works to create and sustain an environment conducive to the development of India, partnering Industry, Government and civil society, through advisory and consultative processes.
3	CII PSE Council	National	Part of CII as mentioned above.
4	The Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National	ASSOCHAM works as a conduit between industry and the Government. With more than 100 national and regional sector councils, It is an impactful representative of the Indian industry. It is driving four strategic priorities - Sustainability, Empowerment, Entrepreneurship and Digitisation.
5	PHD Chamber of Commerce & Industry (PHDCCI)	National	PHD Chamber of Commerce and Industry (PHDCCI) has been working as a catalyst for the promotion of Indian industry, trade and entrepreneurship for the past 117 years.
6	Central Board of Irrigation & Power (CBIP)	National	CBIP has been rendering dedicated services to the professional organization, engineers and individuals in the country related to Power, Water Resources and Renewable Energy Sectors for the last 90 years.
7	World Energy Council (WEC) India	National	A country member of World Energy Council (WEC), a global and inclusive body for thought leadership and tangible engagement in the pursuit of sustainable supply and use of energy.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations	About the chambers
8	India Infrastructure Forum (IIF)	National	The India Infrastructure Forum is an initiative from India Infrastructure Publishing, a leading provider of information, analysis and insight on infrastructure sectors in India. The sectors we cover include energy, transportation, urban infrastructure and communications.
9	Power Foundation	National	The Foundation aims to be a credible think-tank and a leading policy advocacy body in the power sector and undertake pioneering efforts in commissioning independent and evidence-based studies in power sector.
10	South Asia Forum for Infrastructure Regulation (SAFIR)	International	SAFIR was established in May 1999 with the aim to provide high quality capacity building and training on infrastructure regulation and related topics in South Asia. The forum provides a platform for experience sharing amongst the regulators of the region and build regulatory decision-making and response capacity in South Asia.
11	South Asia Forum on Energy Investment (SAFEI)	International	USAID through its SAREP program has institutionalized a facilitating forum (SAFEI) for creating an investor friendly ecosystem for development of regional energy projects and enhancing private sector participation in the region.

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.

No such issues regarding anti-competitive conduct by the entity were reported during the year.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS

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

During the reporting period, none of POWERGRID's project required SIA as no land was acquired involuntarily invoking provisions of 'Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement (RFCTLARR) Act, 2013'. It may be noted that in the reporting period POWERGRID has either selected barren government land for constructing its substation or secured land through direct purchase on "Willing Buyer Willing Seller" basis at market/negotiated rate, as per provisions under Section-46 of RFCTLARR Act, 2013.

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
Refer to Annexure -X to Directors' Report (Annual Report on CSR Activities for FY 2023-24) for complete list of SIA carried out					

2. Provide information on the project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

During the reporting period, POWERGRID reiterated its commitment to responsible land acquisition practices. Whether it be securing government-owned land for its substations or voluntarily engaging in direct land purchases on a "Willing Buyer Willing Seller" basis at fair market or negotiated rates, the Company ensures that all land acquisitions are carried out with utmost transparency and mutual consent. It is important to note that there have been no instances of involuntary land acquisition, thereby eliminating the presence of Project Affected Persons (PAP) or Project Displaced Persons (PDP). Consequently, the need for extensive Resettlement and Rehabilitation (R&R) activities has not arisen.

However, POWERGRID's dedication to social progress extends beyond land acquisition. Through its robust Corporate Social Responsibility (CSR) initiatives, the Company proactively supports the broader community. These initiatives focus on uplifting the well-being and prosperity of the local communities, promoting

sustainable development and fostering positive social impact. By engaging in meaningful and impactful CSR endeavors, POWERGRID contributes to the holistic growth and welfare of the communities it operates in, establishing itself as a catalyst for positive change.

In summary, POWERGRID's land acquisition practices demonstrate its unwavering commitment to ethical and voluntary approaches. While ensuring the absence of involuntary displacement, the Company extends its support to the community at large through impactful CSR initiatives, solidifying their role as a responsible corporate citizen dedicated to creating a sustainable and inclusive future.

S No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
Not Applicable						

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

In accordance with the broad principles of the policy framework and the parameters of the Government of India's stated guidelines, grievance redressal is always given top priority in the Company. We have created an online interface through which employees may file grievances.

For systematic and fast settlement of grievances within predetermined time periods, the Company has established nodal officials at corporate and regional offices. To comply with GOI guidelines on reservation concerns for SC/ ST/ OBC/ Ex-servicemen/ PWD, a Reservation Cell has been established at both the corporate and regional levels.

The Company has also developed a Citizen's Charter that outlines its Vision, Mission and Objectives in a clear and precise manner. This also includes the Company's principles, commitments, expectations from citizens, integrated management policy, services offered, values and standards of services, access to information and grievance redressal.

To further smoothen the relationship with community, we have developed an effective Grievance Redress Mechanism (GRM) to resolve any grievance of community/public. The GRM has two tiers, the first being Project/Substation level Grievance Redress Committee (GRC) and the second being the Corporate Level GRC chaired by the Director (Projects) of the Company. All written and verbal complaints received by Project level GRC are to be resolved within 20 days of receipt of complaint. If the complainant is not satisfied with the outcome of the project level GRC, he/she can approach the Corporate Level GRC, which in turn, has to resolve the complaint/grievance within 45 days. Notice regarding Corporate Level GRC is publicly available and can be accessed at:

<https://www.powergrid.in/sites/default/files/inline-files/Notice-regarding-Corporate-Level-GRC.pdf>

Moreover, members of public can also directly raise their queries/questions/concerns with POWERGRID at: <https://www.powergrid.in/public-complaints-0>

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers *	57.52%	53.34%
Directly from within India	100%	100%

*Of the Total Eligible Procurement

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	47.54%	47.09%
Semi-Urban	8.07%	8.04%
Urban	30.16%	30.30%
Metropolitan	13.91%	14.23%

(Places categorized as per RBI Classification System – rural / semi-urban / urban / metropolitan)

* Data is for permanent employees and permanent workers. Wages paid to persons employed outside India has been taken in account to calculate total wage cost.

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

ESSENTIAL INDICATORS

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

The Company has set up Unified Compliant Portal as one-stop solution for all consumer complaints. It receives and categorizes the complaints based on the departments/ locations concerned and expedites resolution.

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

	As a % to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

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

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Receive during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0		0	0	
Advertising	NA	NA		NA	NA	
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	NA	NA
Forced recalls	NA	NA

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 to the policy.

Yes, we have an Information Security Policy publicly available in our website, which focuses on protecting critical information and infrastructure from unauthorized access, use, disclosure, modification, and disposal, whether intentional or unintentional. It maintains the confidentiality, integrity, and availability of information related to the organization's critical processes and systems, along with sensitive/personal information of employees and other related third parties. The entity ensures business continuity through the systemic reduction of information security risks in all spheres of its business operations. Additionally, the Company is ISO 27001 Information Security Management Systems certified, which means POWERGRID complies and meets with all applicable legal, statutory, regulatory, and contractual requirements, thereby fulfilling the requirements of internal and external auditing of the system.

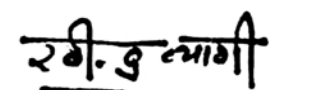
6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on the safety of products/services.

No such instances have been reported during FY 2023-24.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches – NIL
- Percentage of data breaches involving personally identifiable information of customers – NIL
- Impact, if any, of the data breaches – NIL

For and on behalf of the Board of Directors



(Ravindra Kumar Tyagi)
Chairman & Managing Director
DIN: 09632316

Date: 31st July, 2024
Place: Gurugram