



Business Responsibility Report 2014-15

Reliance Infrastructure Limited

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Business Responsibility Report

Section A: General Information about the Company

1. **Corporate Identity Number of the Company:** L99999MH1929PLC001530
2. **Name of the Company:** Reliance Infrastructure Limited
3. **Registered Address:** 'H' Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai 400710
4. **Website:** www.rinfra.com
5. **E-mail ID:** rinfra.investor@relianceada.com
6. **Financial Year reported:** 2014-15
7. **Sector(s) that the Company is engaged in (industrial activity code-wise):**
The Company is engaged in the business of generation, transmission and distribution of power, as also in the engineering, procurement and construction (EPC) segment of the power sector.

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

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

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

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

Section B: Financial Details of the Company

1. Paid up Capital: Rs. 263.03 crore
2. Total Turnover: Rs.10,535.56 crore
3. Total Profit After Tax: Rs. 1,533.39 crore
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) : 1.65%
5. List of activities in which expenditure in Sr.No.4 above has been incurred:
 - a. Promoting education;
 - b. Enhancing employability with a focus on workforce development;
 - c. Economic empowerment including women empowerment and for differently-abled;
 - d. Promoting livelihood opportunities for communities in the farm and non-farm sectors;
 - e. Environmental sustainability and conservation of natural resources;
 - f. Undertaking endeavours to maintain quality of soil, air and water;
 - g. Healthcare and sanitation;
 - h. Creating platform for promotion of sports;
 - i. Rural development projects;
 - j. Others mandated under schedule VII to the Companies Act, 2013.

water to surrounding villages and rain water harvesting

Section C: Other Company's Details

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

Yes. The Company had 31 subsidiary companies as on March 31, 2015.
2. **Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent company?**

The BR initiatives are taken by the Company and also by the subsidiary companies with material business operations also participate in the initiatives. Our subsidiaries have programmes health, education and environment. and under major heads of water management, livelihood and agro practices, renewable energy, infrastructure.
3. **Does any other entity / entities (suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company?**

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

Section D: Business Responsibility Information

1. Details of Director / Directors responsible for BR:

a. Details of the Director / Directors responsible for implementation of the business responsibility policy / policies

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

DIN : 01802454
 Name : Dr V K Chaturvedi
 Designation : Chairman of the Committee
 Non-executive director

DIN : 01625853
 Name : Shri R R Rai,
 Designation : Non-executive director

DIN : 00116930
 Name : Ms. Ryna Karani
 Designation : Independent Director

b. Details of the business responsibility Head

DIN : 00007241
 Name : Ramesh Shenoy
 Designation : Company Secretary
 Telephone No : (022) 3009 8181
 Email ID : rinfra.investor@relianceada.com

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

Sr. No.	Questions	P	P	P	P	P	P	P	P
		1	2	3	4	5	6	7	8
1	Do you have a policy/policies for:	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national /international standards? The policies conform to international standards like SA2000 (Social Accountability System),	Y	Y	Y	Y	Y	Y	Y	Y

	<p>OHSAS 18001 (Standard for Occupational Health And Safety Management System), ISO 14001 (Environment Management) BS EN 16001:2009 (Standard for Energy Management System).</p> <p>Dahanu Thermal Power Station (DTPS) is also certified for Quality Management System (ISO 9001:2008), SA 8000:2008 (Social Accountability), Information Security Management System (ISO/IEC 27001:2005) and ISO 50001:2011 (Energy Management System). DTPS coal testing laboratory has also been accredited by National Accreditation Board of Laboratories (NABL) for ISO/IEC 17025:2005.</p>								
4	Has the policy being approved by the Board? (Yes, adopted by the Board of Directors of the Company on August 19, 2003)	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	Policies are available in Corporate Governance section of following link: http://www.rinfra.com/ir_index.html							
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders.							
8	Does the company have in-house structure to implement the policy/ policies?	Yes							
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	The grievances are referred to and attended to by the Divisional Heads of respective businesses for redressal and the HR Group monitors redressal of such grievances.							
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The Policy relating to Environment, Health and Safety are evaluated by internal as well as external ISO audit agencies. The Whistle Blower Policy is reviewed by the Audit Committee of the Board annually.							

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

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

3. Governance related to BR

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

The Chief Executive Officer, Shri M S Mehta periodically assesses the BR performance of the Company for ensuring the effectiveness and relevance of BR initiatives.

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

The Company hosts the Business Responsibility Report on its website every year and viewed on http://rinfra.com/ir_businessresponsibilityreport.html

Section E: Principle-wise Performance

Principle 1 (Business should conduct and govern themselves with Ethics, Transparency and Accountability) –

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

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

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

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

The Company received 96 complaints from the shareholders during 2014-15 and there were no complaints as on March 31, 2015 satisfactorily.

Principle 2 (Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle)

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

Mumbai Distribution:

The Company launched an organization-wide environmental awareness campaign, viz. "Let's turn around". The campaign objective is to sensitize employees and other stakeholders on environment and environmental issues,

encourage them to play their role and to put their act together to turn around what went wrong in the environment. Over 22 environmental management programmes with the primary objective being resource conservation and pollution prevention, and many other sustainability initiatives are being driven under the same umbrella campaign and aims to reduce the organization's carbon foot print, year on year.

RInfra celebrates major environmental events/ days to create wide scale employee and customer sensitization. World Environment Day (June 5th), Let's Turn Around Anniversary (7th October), Energy Conservation Day - Week (14-20th December), World Water Day (22nd March), Earth Hour (4th Saturday of March) were celebrated. RInfra has been very actively using the print and social media to spread the environmental message. Under Let's Turn Around Sustainability Campaign during 2014-15, the Company supported the theme "*Reduce your Carbon Footprint*".

At Dahanu Thermal Power Station (DTPS or Dahanu Power Station), various innovative measures have been taken to mitigate social and environmental risks and concerns involved during the electricity generation process:

- a. State-of-the-art electrostatic precipitator (ESP) having an efficiency of 99.9 per cent for proper removal of fly ash
- b. High utilization of ash generated (current ash utilization – Greater than 100 per cent)
- c. Installation of Flue Gas Desulphurization (FGD) unit for removal of SO_x (Sulphur oxide content)
- d. Monitoring and control of parameters within and beyond fence by Ambient Air Quality Monitoring stations (AAQM).
- e. Increased awareness by display of environment parameters at the plant main gate, colony gate and the administrative building for stakeholders.
- f. 100% recycling of sewage water through Sewage Treatment Plant (STP)

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

Mumbai Distribution:

Being in power distribution business, RInfra is obligated to source part of its annual power consumption from non-conventional sources like wind, solar, small hydro, mini / micro hydro etc., as per the Maharashtra Electricity Regulatory (MERC) (Renewable Purchase Obligation, Its Compliance And Implementation Of REC Framework) Regulations, 2010. This obligation is called as Renewable Purchase Obligation (RPO) which is divided into two major categories, namely, solar and non solar. This percentage of obligation varies year on year based on orders issued by MERC.

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

During 2014-15, the Company purchased 273.65 million units of power from non-conventional sources, amounting to Rs.222.71 crore. This amounts to 3.08 per cent of electricity purchased in 2013-14. In addition to the above, the Company

also purchased 5,44,910 Renewable Energy Certificates (equivalent to 544.91 million units) aggregating to Rs.81.74 crore. The concept of Renewable Energy Certificates (REC) is introduced by the Central Electricity Regulatory Commission to promote sustainable renewable energy generation.

Dahanu Thermal Power Station

Coal and water are two main ingredients for coal based power plant. Dahanu Power Station has a long term coal agreement of 20 years up to 2029 and agreement for 6 years up to 2020 for water. This ensures the continuous wheeling of Dahanu Power Station.

For coal, Fuel Supply Agreement (FSA) is entered into with South Eastern Coal Fields Limited (SECL) in which annual contracted quantity of coal is ensured.

For water, agreement is with Irrigation Department, Government of Maharashtra which is renewed after every six years. Water agreement was renewed in November 20, 2014 and is valid up to October 31, 2020.

Engineering, Procurement and Contract (EPC) Business

This Division of the Company is engaged in EPC business and recognizes that its projects are of advance technology intensive and meet critical needs. Therefore, safety and sustainability are integrated right at design stage.

The sustainable sourcing policies are followed by the Company, including vendor evaluation, vendor selection and quality check mechanisms through our central engineering and procurement group

Mumbai Transmission

The Mumbai Transmission business has undertaken special drive through Small Group Activities (SGA) to reduce the paper consumption with recording and maintenance of data in soft, technology adoption for eliminating paper usage in various processes. Paper waste is recycled and reused.

- 2.3 Has the company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?**

Mumbai Distribution:

We have developed vendors for requirements for earthing, shorting clamps, street light junction boxes, meter cabins, preventive maintenance activities from local and small manufacturers.

Technical support, process audit and quality assurance of the manufacturing process is carried out to improve the products and services.

Dahanu Thermal Power Station

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

During the purchase process, Dahanu Power Station gives preference to the local vendors and suppliers. Because of this, vendors have been able to expand

their businesses. Vendors and suppliers are also included in the discussions of sharing best practices during vendor meets carried out periodically. Dahanu Power Station also facilitates bargaining power of contracting agencies through Social Accountability SA 8000:2008. Most of the contracts are awarded to local people. Dahanu Power Station regularly carries out audits of their manufacturing and operating process under Social Accountability SA 8000:2008 and ensures continual improvement.

EPC Business

The efforts are put in to encourage small and local vendors from near project sites to procure goods and services which also helps to expedite the work. Also, support service contracts like transport, housekeeping, miscellaneous construction, maintenance works and others are also given to local service provider.

2.4 Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5 per cent, 5-10 per cent, >10 per cent).

Mumbai Distribution:

At RInfra Mumbai Power Distribution Division, a special initiative is being taken to recycle all wastes.

Resource Savings achieved in 2014-15 -

- Paper Waste Recycling : 19.7 metric ton
- Electricity Saving : 1.5 lakh units (estimated per annum)
- Fuel savings : 5,900 litre (during 2013-14)

Hazardous Waste recycled/ disposal through CHWTSDF:

- 162.2 metric ton of e-Waste has been recycled through authorized recyclers.
- 101.4 metric ton HW disposal through M/s Trans Thane Creek Waste Management Association, a MPCB authorised Common Hazardous Waste Treatment and Safe Disposal Firm.

Dahanu Thermal Power Station

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

A special initiative is taken to reduce paper consumption and recycling of all waste papers. It has achieved a reduction of 10 per cent in its paper consumption compared to the previous financial year 2013-14 through various process automations and paper conservation practices.

System for super cleaning of lube oils has increased the recycling and life of lubricants in plant machinery. About 80 per cent of lube oil is recycled and re-used.

Current total ash utilisation of Dahanu Power Station is greater than 100 per cent, as a portion of the ash generated in the past was also utilised. The ash is used for cement mix, bricks, tiles, blocks, etc.

Initiatives taken for improving ash collection like construction of additional 300 metric ton silo for dry ash utilization, installation of coarse Ash Grinding unit .

Hazardous wastes are disposed through authorized government approved vendors.

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

Refurbishment of Sewage Treatment Plant (STP) was undertaken this year to ensure reliability. Separate ammonia storage shed is constructed for proper storage and handling of cylinders, with water spray system and neutralization pit. The bio wastes from colony and plant canteen are decomposed and used as organic fertilizers. Rain water harvesting is done through artificial ponds, ground water is charged through bore wells within and beyond the fence.

The EPC Business

Being an engineering and construction division of the Company and owing to the nature of its services, the scope for direct product recycling is limited. However, through Environment Management System ISO 14001, we take steps to increase our waste efficiency. The fly Ash bricks are used to reduce carbon foot prints. Also, use of fly ash in ready mix concrete (batching plant) helps in protection of environment by partly replacing cement, production of which entails energy consumption and CO₂ emissions.

The EPC Division recycled materials amount to less than 5 per cent of its total material consumption.

Principle 3 (Businesses should promote the well being of all employees)

- 3.1 Total number of employees: 7,755**
- 3.2 Total number of employees hired on temporary/contractual/casual basis: 6,893.**
- 3.3 The number of permanent women employees: 545**
- 3.4 The number of permanent employees with disabilities: 20**
- 3.5 Do you have an employee association that is recognized by management?
Yes**
- 3.6 What percentage of your permanent employees is members of this recognized employee association? – 51%**

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

Sr. No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1	Child Labour / forced Labour / involuntary	The Company does not employ such labour	Not applicable
2	Sexual harassment	Nil	Nil
3	Discriminatory employment	Nil	Nil

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

- a. Permanent Employees – 70 per cent
- b. Permanent Women Employees – 60 per cent
- c. Casual/Temporary/Contractual Employees – 65 per cent
- d. Employees with Disabilities – 50 per cent

Mumbai Transmission Business

All the permanent, casual, temporary, contractors and contractual employees have undergone on-site Environment, Health and Safety awareness training. All security guards are certified First aider and fire fighter. A team of competent first aider is created with special training and refresher trainings. Behaviour base safety trainings are also imparted to employees.

92.44 per cent of permanent employees (including all women employees) have been given an average of five man days training. The training calendar consists of both technical as well as behavioural trainings for overall employee development. Technical competencies are built through training on latest technology like 220kV GIS, PSCAD, etc. Also, leadership skills are enhanced through focused group initiatives for various cadres of employees.

Principle 4 (Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized)

4.1 Has the Company mapped its internal and external stakeholders?

Yes, the Company has mapped the stakeholders i.e. customers, shareholders, employees, suppliers, banks and financial institutions, government and regulatory bodies and the local community.

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

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

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

Mumbai Distribution:

Under the "Project Prasar Jyoti", special training-cum-counselling workshops are conducted by qualified counselling psychologists, for underprivileged students from Municipal Schools, for improving memory and dealing with examination fear and stress. Nearly 450 students benefit from these sessions every year.

Under the "Surakshit Raho Khush Raho" initiative, awareness was conducted on safety and related issues, for over 8,000+ students from 50 Municipal schools.

Quality old clothes collection drive was conducted and distributed, in the underprivileged Adivasi talukas of Maharashtra, such as Wada, Mokhada and Javhar. Over 2,000 persons benefit from this initiative.

A lecture by experts on "Domestic Violence" was conducted for over 600 women living in slum areas in Andheri and Jogeshwari, with an objective to create awareness on issues related to woman empowerment and upliftment.

Dahanu Thermal Power Station

Dahanu Taluka is predominately populated by tribal people (67.69 per cent). There are limited employment opportunities. This Taluka has poor economic status which is coupled with poor rural literacy rate (Male-53 per cent and Female-28 per cent).

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

- a. In keeping with the corporate belief that education and training are primary enablers for the society, Dahanu Power Station has actively contributed towards imparting quality education available in the vicinity of the Company's operations. An annual programme is in place since 1995, under which children are given stationery and educational material free of cost.
 - i. Every year, DTPS provides educational kits (which contain school bag, note books, compass, slate, colour box, drawing books, etc.) to the primary school children. During 2014-15, 84 schools and 7,212 students benefited from this initiative. This has directly reduced the dropout rate of students by motivating them and instilling in them a liking towards education.
 - ii. Every Department in DTPS actively contributes in improving the quality of education by voluntarily providing classes in villages, schools and colleges from time to time on environment and technical subjects.
 - iii. 40th Taluka level Science Exhibition was held at Chandra Nagar, Dahanu. Prizes and certificated were sponsored by DTPS.

- b. Dahanu Power Station celebrates Teacher's day on 5th September every year by honouring 4 to 5 teachers in Dahanu Taluka by presenting the DTSPS Best Teacher Awards. This event is organized jointly with a local non-government organisation for the past 18 years. Till date, 98 teachers have been felicitated.
- c. DTSPS awards scholarships to meritorious and economically weaker section of students. These scholarships are being paid for the entire period of the courses.
- d. Every year DTSPS distributes uniforms to Anganwadi children in the rural areas. The stitching jobs are awarded to local youths belonging to tribal community from the village area, thus providing employment opportunities for the tribal people.
- e. DTSPS along with a local NGO supplies note books to students from economically weaker section of the society in Dahanu Taluka at a very concessional rate at the beginning of every academic year. This initiative has been followed since 1995.
- f. DTSPS has taken keen interest to render free medical/health services for surrounding village community. A mobile medical unit was set up, which has a fixed schedule to visit each and every village in the neighbourhood of the power station. Focus was not only curing of diseases, but also on prevention of diseases. In FY 14-15, 4,267 patients were checked and treated by Mobile medical Unit.
- g. A Human Immunodeficiency Virus (HIV) testing machine (ELISA washer and reader) was donated to the Dahanu based, Charitable trust Chheda blood bank
- h. Diabetes Screening Camp at 12 different locations in Dahanu, benefitting more than 1,000 people on World diabetes day – 14th November 2014
- i. Organization of Haemoglobin check up camp for teenagers
- j. Logistics support is provided for organization of Mega Medical camp held at Cottage Hospital, Dahanu.
- k. Organization of Blood donation camp wherein more than 150 people donated blood.
- l. The power station shares knowledge on technical innovations, modern equipment and technical up gradation with school / college students and visitors on a regular basis. More than 9,000 students visited DTSPS last year.
- m. Students from prestigious engineering colleges including institutions like Indian Institutes of Technology (IITs) and National Institute of Information Technology (NIIT) prefer to undertake their internship at DTSPS. Last year, around 204 students from Engineering colleges, Management Institutes have undergone training at DTSPS.

Principle 5 (Businesses should respect and promote human rights)

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

a. Dahanu Thermal Power Station

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

b. Mumbai Power Distribution Division:

Mumbai distribution business division voluntarily follows human rights principles. The Division does not employ any forced labour and child labour and is committed to promoting the general equality among the employees. The business of the division is mainly labour oriented and IT has the employee strength of 6,480, of which the officers (2,561 i.e. 40 per cent) and staff and labour (3,919 i.e. 60 per cent) account. In keeping with the consistent policy to promote gender equality, the Division has 494 female employees representing 8 per cent of its employee strength.

c. EPC Business

The EPC Division of the Company is committed to delivering reliable, quality products and services to all its customers with proper systems and processes, thereby creating superior value for our stakeholders in Generation, Transmission, Distribution and Infrastructure projects in the power sector. To achieve excellences in our Business Operations, we are committed to improve our environment, health and safety systems for our employees as well as other stakeholders.

d. Group / JV / Suppliers / Contractors / NGOs / Others

Though the Company has not been certified with Social Accountability 8000 Standards, the Company on its own initiatives is committed to comply with all human rights, practices across all group companies, JVs and other stakeholders associated with the Company. In the first phase, the group companies and JV companies have been directed to implement the policy and in the next phase, the Company would approach contracts, non-governmental organisations and other associated with Company's business.

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

The Company has not received any stakeholder complaint pertaining to human rights during the financial year 201-15.

Principle 6 – (Business should respect, protect and make efforts to restore the environment)

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

Mumbai Distribution:

Rlnfra is committed to achieving an excellence in environmental performance, preservation and promotion of clean environment. Rlnfra Mumbai Distribution Division also actively encourages business partners like suppliers, contractors, etc. to preserve and promote environment.

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

Mumbai Distribution:

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

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

Let's Turn Around initiative: Under this programme, following key initiatives are included:

Fuel Consumption Initiative :

Transport department has implemented Close Control and Monitoring of fuel through Smart card implementation for Two-wheelers which has resulted in fuel savings of 5,900 litres as compared to 2013-14.

Food waste Reduction and Reuse:

The Company has set-up a Food Waste Monitoring, Review and Corrective measure mechanism. For mass scale employee awareness, the Company has used an electronic media (Wallpaper, Pop ups), print media (posters) and a display board mechanism with

- a. Social messaging/ appeal,
- b. Everyday menu displayed in two languages English and local language-Marathi,
- c. Daily food waste quantum displayed.

The Company has also made the necessary infrastructural changes at the food serving counters, conducted Contractors Training and Awareness to ensure optimal food serving practices with the ultimate objective to minimize food waste. As a result of all these measures and employee sensitization, the Company has achieved an estimated 16 per cent savings over 2013-14.

Energy Conservation Day / Week Celebrations:

Every year, on the occasion of an Energy Conservation Day (14th December) and Energy Conservation Week (14th to 21st December), this awareness campaign is further strengthened. Besides, the seminars and workshops on Energy Efficiency and Energy Conservation (EE&EC), various other programmes and schemes like “Save and Save” (Discount) offer on EE appliances in tie-up with the vendors, competitions for employees and their wards, consumer meets, Audio-visual shows, symbolic walk, etc. are organized seeking maximum participation of the Company’s Employees as well as general public. The Company does conduct various competitions like poetry, slogan, drawing, etc. and try to reach internal stakeholders. Seminar Series on “Energy Efficiency and Energy Conservation Practices” was arranged for industrial and commercial consumers at Reliance Energy Management Institute (REMI). Sessions focused on various DSM Scheme of RInfra - Detailed Energy Audit, Reactive Power Management and Automation in Air Conditioning, which was appreciated by about 180 consumers.

Earth Hour Celebrations:

Supported by the World Wide Fund for Nature (WWF), Earth Hour is held every year in March on the last Saturday of the month. Like every year, RInfra supports Earth Hour, by circulating mail amongst all its employees as well as consumers and appealing them to participate in this event by switching off their lights and non-essential appliances on March 29, 2015 at 8:30 p.m. (IST) for one hour and send a global message that *‘We care about our living planet’*. The Company observed about 8 MW reduction in system demand by about 8 MW during the Earth Hour.

Dahanu Thermal Power Station

- The Dahanu Power Station is certified for Environment Management System ISO 14001:2004, and Energy management system ISO 50001:2011 besides Social Accountability SA 8000:2008, Quality Management system ISO 9001:2008, Information Security management System ISO 27001:2005 and Occupational Health and Safety Assessment studies OHSAS 18001:2007 and National Accreditation Board of Laboratories (NABL) accreditation for DTPS coal testing laboratory, ISO/IEC 17025:2005. DTPS uses beneficiated Indian coal and blends with high calorific value imported coal which ensures low consumption of coal to generate per unit of power. This helps to reduce CO₂ emissions. As a strategy to address the critical issue of global warming, the Power Station regularly monitors CO₂ emissions at micro level for Green House Gas (GHG) inventorization. Moreover, the Power Station maintains environmental parameters within the norms set by the Pollution Control Board by means of continuous monitoring and operational control as also monitors and controls parameters within and beyond fence by Ambient Air Quality Monitoring stations (AAQM).

- Regular maintenance and refurbishment of equipments is being carried out to improve efficiency, which ensure low coal consumption and reduction in CO₂ emission. In addition to the emission reduction through efficiency improvement measures in the power plant, the Company has taken initiatives for carbon sequestration also to mitigate the climate change. The Power Station has voluntarily demonstrated its commitment by massive plantation of mangroves on either bank of creeks. More than two crore mangroves have been planted till date. The land on which the Power Station is established was completely barren due to high salinity. Now there is a sprawling green cover because of plantation of forest species, mangroves and fruit bearing species. The affected high salinity land, has been reclaimed and planted with chiku (Achras sapota), high quality mango, unique variety guava, Apple Ber and various other forests plant species. More than 43.5 tons of Mangoes was produced, Apple Ber plantation over 4.5 acres was done in the last year. Fruiting of Apple Ber is resulted within six months of plantation. During the year, 600 plants of six new varieties of flowers were done). DTPS has its own dairy which has produced 26,221 litres of milk this year.

Mumbai Transmission Business

The Mumbai Transmission Business Division is certified for Environment Management System ISO 14001:2004 and the Division has in place procedures and processes to conduct the business in environmentally responsible manner. Special management programmes are designed to reduce any kind of environmental impact of the business on environment. Rain water harvesting at all location of business and use of energy efficient lighting are few initiatives implemented by the Division and many other are under implementation stages.

6.3 Does the company identify and assess potential environmental risks?

Mumbai Distribution:

Rlnfra Mumbai distribution identifies, maintains and assesses potential environmental risks through aspect register, which is one of the main requirements of the Environmental policy. Hazards are analysed, evaluated and adequate control measures are implemented to reduce impact on environment and human.

Dahanu Thermal Power Station

The Power Station identifies, maintains and assesses potential environmental risks through aspect register, which is one of the main requirements of the Power Station policy commensurate to ISO 14001:2004. Every year, aspect register is reviewed and aspects are added or deleted based on the process change. Hazards are analyzed, evaluated and adequate control measures are implemented to reduce impact on environment and human and periodical audit is conducted by external agency.

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

Dahanu Thermal Power Station

The Company regularly initiates various Clean Development Mechanism (CDM) projects which are part of the continual improvement process. DTPS is

continuously identifying various projects for reduction of CO₂ emission. Various projects have been initiated to improve efficiency and auxiliary power consumption. In DTSP, Operation and Maintenance practices are tuned to improve equipment heat rate. Operation and Maintenance (O&M) practices are tuned to work on energy based maintenance philosophy.

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

6.5.1 Mumbai Distribution:

The Company has undertaken several projects on clean technology, energy efficiency, energy conservation, renewable energy, etc. not only within the company but also at its consumer premises. Some of the projects are listed below:

I. Energy Conservation measures taken at Distribution Division and Offices

- i. Installation of LED Tube lights (16W) and 2x2 LED fixtures (36W) in place of conventional Tube lights and PL Lights that leads to 50 to 60 per cent energy savings;
- ii. Installation of Motion / Occupancy Sensors across all Divisional offices in washrooms, conference rooms and passage ways that leads to 15 to 20 per cent energy savings;
- iii. Automation in Air-Conditioning by Installation of Smart End Use Management System in AC units of 100 TR capacity at the Company's Divisional Offices, that leads to 15 to 20 per cent energy savings;
- iv. Application of Nano Molecular Thermo-conductive Chemical in Air-Conditioner Units of 40 TR capacity resulting in 15 to 20 per cent energy savings;
- v. Installation of Rooftop Solar PV Panels of 15 kwp at the Company's offices for Solar Power generation, thereby reducing the energy draw from the Grid; Cumulative power generation all solar plants is 14,428 units;
- vi. Installation of Capacitor Units at New Receiving Stations; Installation of fixed type LT Capacitor Units, 239 Nos. of 50 kVAR each, at Substation level for reactive power compensation; and in turn, leading to System Peak Demand reduction of 5.39 MVA;
- vii. Energy Conservation Awareness Drive namely "Urja Samvardhan Upakram" for consumers by conducting over 90 workshops and seminars in various academic institutions, offices, banks, hospitals, industrial estates, housing societies, slum area, reaching to over 10,600 consumers making them aware of energy efficient technologies and energy savings tips; and
- viii. Employee and Consumer Sensitization through print, online, and social media, promoting the use of Bureau Energy Efficiency (BEE) star labeled energy efficient appliances, by availing the regulatory approved Appliance scheme for Fans, Refrigerators and Split Air-conditioners; Automation in Air-conditioning and LT Capacitor installation for commercial and industrial consumers.

II. Energy Efficiency and Energy Conservation Programme for Consumers:

The objective of Energy Efficiency and Energy Conservation (EE and EC) Programme is to create awareness in the society on the importance of energy conservation and smart usage of energy and to facilitate adoption of energy

efficient technology in order to reduce system demand and power purchase cost as also to achieve reduction in Green House Gas (GHG) emission thereby protecting environment. The ultimate goal is to make every citizen of Mumbai a part of this programme and make this programme a Citizens' movement. The Company offers significant rebate on the purchase of energy efficient appliances under the Programme, as per regulatory guidelines and approval, to further incentivize consumers.

III. Ongoing Programmes (2014-15) :

- a. 5-Star Ceiling Fans Programme Phase – II:** The Company had launched Phase-II of 5 Star Ceiling Fan programme in 2013-14 for Residential Consumers for replacing 20,000 number of inefficient Ceiling fans with 5-Star ceiling fans with an annual estimated saving of 1.6 million units. Under this programme, till date more than 19,400 5-star Ceiling Fans have been installed resulting in cumulative estimated saving of 2.33 million units as on date.
- b. 5-Star Split Air-Conditioner (AC) Programme:** Under this Programme for commercial consumers, the Company has replaced the 50 old Window AC units, 50 in numbers, with energy efficient 5-star rated split AC units.
- c. AC Automation Programme:** This Programme was launched for commercial and Industrial consumers with an objective of automation in air-conditioning for chiller plant, ductable split and cassette and package air-conditioners. The target was the automation of 2,500 tonnes of refrigeration (TR) which would result in annual estimated saving of 1.3 million units. Under this programme in 2014-15, three commercial consumers have participated with automation of 770 TR Air-conditioning system, and has resulted into cumulative saving of 0.15 million units as on date.
- d. 5-Star Refrigerator Programme:** The Company has launched a programme for its residential consumers for replacing the old inefficient refrigerator with energy efficient 5-star rated refrigerator. Under this programme, about,3600 refrigerators have been replaced with an estimated energy savings of 0.26 million units in 2014-15.
- e. Walk-through Energy Audit Programme :** Under this scheme, the commercial and industrial consumers have been offered walkthrough energy audit to make them aware of energy conservation opportunities and potential for saving at their premises. These audits are conducted free of cost by the Company's in-house team of certified energy managers and energy auditors as one of many value added services offered to its consumers. In 2014-15, Company has covered more than 110 commercial / industrial consumers with an estimated annual energy saving potential identified as over 4.11 million units.

IV. New Programmes launched (2014-15) :

- a. 5-Star Split Air Conditioner (AC) Programme:** The Company has launched a programme for its residential consumers for replacing the old window ACs with energy efficient 5-star rated split ACs. So far, 296 old window ACs have been replaced by energy efficient 5-star rated split ACs with cumulative estimated saving of 0.052 million units in 2014-15.
- b. Energy Audit Scheme:** Under this scheme, the Company has offered Investment Grade Energy Audit services to its commercial/ industrial consumers through BEE and MEDA approved auditing agencies. The Company has

negotiated special discounted audit fees with energy auditing companies selected through competitive bidding process upon technical and commercial evaluation. To further motivate consumers to avail this scheme, the Company has offered to share the audit fees with the consumer on 75:25 basis. Consumer's share of (25 per cent) fee is refunded, if the consumer implements at least 50 per cent of the audit proposals as suggested in the Audit Report. Under this scheme, over 10 energy audits have been conducted so far, identifying annual energy saving potential of over 5.71 million units.

6.5.2 Dahanu Thermal Power Station

The Dahanu Power Station is the first utility in the world certified for ISO 50001:2011 Standard. The Power Station has undertaken several projects on clean technology, energy efficiency, renewable energy, etc. Some of the projects are listed below:

- a. Replacement of old HP module with refurbished module which has improved efficiency of the unit No.2
- b. Overhauling of turbine, boiler and heat exchangers were done to improve efficiency of the unit No.2.
- c. Monitoring of High Tension auxiliaries on specific power consumption basis.
- d. Heat loss reduction by applying jacket type insulation for feed water valves.
- e. Optimization of plant operation during backing down to reduce auxiliary power consumption.
- f. Optimization of operation of Equipment Cooling Water (ECW) pump during short shutdown/forced outage
- g. Monitoring of computer idling time and optimization of computer operation by introducing software developed by DTPS engineers thereby saving of energy.
- h. Reduction in diesel consumption by optimizing loco and dozer operation.
- i. Replacement of conventional light fittings with new energy efficient induction, LED lamps
- j. Energy and protection audits were conducted through external agency. Corrective actions have been initiated for the audit findings.

6.5.3 Samalkot Power Station

Energy Conservation measures taken at Samalkot Power Stations and Offices

- a. CFL Lamps are provided in STG DCDB,GTG DCDB Battery room, Switchyard Office Corridor, PT Plant, HPBFP VFD Room (instead of Continuous Tube light Illumination)
- b. ETP Building Outside: 5*70 W HPSV Lamps replaced with 23W CFL
- c. Development of heat rate deviation analysis on a daily basis and monitoring of the same

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

Mumbai Distribution:

Mumbai distribution has taken authorization for collection, reception, storage, transport and disposal of Hazardous waste for all major locations. All the Hazardous / e-Waste generated due to day to day activities and is disposed of only through State Pollution Control Board approved vendors in eco-friendly way.

The Company has disposed of more than 101 metric tonnes of hazardous waste and 162.2 metric tonnes of E-waste during 2014-15 which only reconfirms strong commitment for environment protection. Waste generated at all the locations is within limit specified by Maharashtra Pollution Control Board (MPCB).

Dahanu Thermal Power Station

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

All emission parameters were well below the statutory limits. Conditions under Consent To Operate are being complied strictly. Both Flue Gas Desulphurization (FGD) units were in service throughout the year and SOx absorption of more than 90 per cent was achieved, as stipulated. All the environment parameters are displayed at various locations.

Sr. No.	Parameters	M P C B* Limits/Norms	2012-13	2013-14	2014-15
1. Stack					
	Total Particulate Matter (TPM) mg/Nm3	150	44.6	46.1	46.1
	Sulphur Dioxide (SO2) TPD	8.04	3.9	4.1	4.0
	NOx (ppm at 15 per cent excess oxygen v/v)	150	69.0	69.4	70
2. Ambient Air Outside Plant Premises					
	Particulate Matter < 10 µg/M3	60	30.8	36.2	45.5
	Particulate Matter < 2.5 µg/M3	40	13.9	18.1	22.7
	Sulphur Dioxide (SO2) µg/M3	20	3.3	4.2	4.7
	Oxides of Nitrogen (NOx) µg/M3	30	13.4	13.6	14.8
* Maharashtra Pollution Control Board					

Samalkot Power Station

The 220 MW combined cycle Samalkot power station of the Company uses natural gas, an environment friendly fuel, as the primary fuel and naphtha/HSD as the secondary fuel. A dedicated environment, health and safety manager is assigned with the responsibility of supervising, monitoring and ensuring all necessary actions with regard to environmental issues, at the power station. The average levels of emission recorded at the power station during the year 2014-15 were much below the limits set by the Andhra Pradesh Pollution Control Board. The Station is certified for ISO 14001 and OHSAS 18001. The power station also carries out regular mock drills on disaster management.

Zero Discharges of Industrial Effluents for the past 99 months in a row is one of the major milestones of the power station which is achieved by using “Reduce, Recycle and Reuse” concepts (achieved through the recovery of Steam and Water Analysis System as well as higher Cycle of Concentration (COC) operation of Cooling Water Systems.

Emission Parameters at Samalkot Power Station

Sr. No.	Parameters	UOM	APPCB* Limits	2012-13	2013-14	2014-15
a	Particulate Matter in ambient air – PM 10	µg/m3	100	54.46	62.37	57.81
b	Particulate Matter in ambient air – PM 2.5	µg/m3	60	14.73	20.03	20.12
c	Sulphur Dioxide (SO2) in ambient air	µg/m3	80	13.39	18.31	18.14
d	Nitrogen Oxide (Stack)	PPM	75	37.59	44.9	44.75

*APPCB: Andhra Pradesh Pollution Control Board

EPC Business

The emissions/waste generated by the EPC Division of Company are also within the permissible limits.

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

None. The Company has not received any show cause notice or legal notice from Central Pollution Control Board/State Pollution Control Board during 2014-15.

Principle 7 - Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner)

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

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

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

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

Principle 8 (Businesses should support inclusive growth and equitable development)

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

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

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

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

8.3 Have you done any impact assessment of your initiative?

Mumbai Distribution:

Although there is no set procedure for any impact assessment of those CSR activities we conduct every year, we get the results / feedback from the concerned agencies.

Blood Donation Drive – Any donor who comes forward doesn't know where the blood donated by him is going to, which patient, for what cause or disease but he gets the satisfaction of his donation.

We collect the used but quality old clothes from the employees just prior to Diwali and distribute them directly to poor, needy and affected tribal people from Adivasi areas of Jawhar, Mokhada and Wada of New Palghar District and the impact on recipients is 'Simply a Joy of Receiving' which cannot be assessed.

When poor and underprivileged students from slums of eastern suburbs come to learn specialized training on study skills, etc. we know how these poor students are deprived of the special learning skills. The satisfaction and the need to learn more and more from this education counselling psychologist that we appoint is simply not measurable.

Dahanu Thermal Power Station

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

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

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

8.4 What is your company's direct contribution to community development projects?

The details of such programmes, initiatives and projects are furnished hereunder.

8.4.1 Day Care Oncology Centre

According to a World Health Organization report, premature deaths by non-communicable diseases are one of the highest in India. Of all the other non-communicable diseases, Cancer is a one of the biggest public health concern.

In India, around one million new cancer cases are being diagnosed every year with a projection of 1.7 million over the next 20 years. Cancer treatment and care is prohibitively expensive and over 75 per cent of expenditure is borne by the patients. 92 per cent patients from rural households do not have proper infrastructure and specialist support. According to global standards, India needs over 1,200 radiotherapy installations. Currently, only 400 radiotherapy machines are available and typically concentrated in private hospitals in urban and semi-urban areas. In almost all rural areas, even the most basic cancer treatment facilities are non-existent or woefully inadequate.

Appreciating the huge imbalance in the facilities for treating cancer, Mandke Foundation are committed to bringing about change in the state of affairs and intend to establish a Cancer care center in Jalna District of Maharashtra to provide medical, radiation and surgical oncology.

Mandke Foundation intend to take these centres to 20 Districts in Maharashtra in a phase-wise manner at an estimated project cost of Rs.31.50 crore per centre. The Centre would focus on bridging the current gaps in cancer treatment facilities in rural India apart from bringing in state of the art technology and other resources on ground. The focus would be to provide day care services including chemotherapies, radiation, and diagnostics including positron emission tomography (PET) scanner and computed tomography (CT) besides consultations and telemedicine. The Project establishment timeframe would be approximately 15 months.

8.4.2 Mumbai Distribution:

a. Beautification and maintenance of Public Gardens:

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

b. Young Energy Saver :

YES is an initiative by the Company to sensitize the young kids about energy conservation. This was done by reaching out to children from 4th to 8th standard across various types of schools in the Mumbai suburbs and spreading the message of energy conservation in a playful, interactive and interesting manner. This year, YES conducted the energy conservation workshops at 25 additional schools covering more than 20,500 children.

The 'Run to Save' Runathon was also conducted successfully where more than 1,000 kids along with their parents ran for the cause of energy conservation. YES entered the Guinness Book of World Records in the year 2012 in the category – "Largest gathering of people dressed as trees" Total schools covered in last six years of is 220 schools and total number of kids is more than 1.69 lakhs

YES has got a community base of over 2.5 lakh fans on the social media - Facebook page and more than 2000 followers on Twitter.

c. Project Dignity

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

d. Urja Samvardhan Upkram

Apart from engaging school Students under 'YES' initiative, the Company reached to more than 1600 consumers from various societies, slums, colleges under 'Urja Samvardhan Upkram' (Energy Conservation Workshop) through more than 25 interactive sessions. Use of presentation in vernacular language, specially developed Audio Video clips and creatively designed 'Energy Conservation Leaflets ' in various language help us to create and raise awareness on Energy Conservation practices.

e. Blood Donation drive

Every year, the Company contributes more than 1,000 units of blood collected through 12 or more locations spread along the Mumbai Distribution Area and almost equal number of Units through its pan India offices twice a year as a mark of respect to our founder Chairman Shri Dhirubhai H Ambani. The Company is proud that these Blood Units go a long way in serving the masses of the society in distress. This campaign has been in progress since 2003 from its Mumbai power distribution business which was streamlined since 2008. The donation so far from this

Division alone stands at 6,805 units of blood and the Company was presented an award for serving the community at large, at various levels by the State Blood Transfusion Council and various Hospitals from Mumbai.

f. Old Clothes Collection and Distribution Drive

Every year during Diwali vacation, our employees actively participate in CSR activity by donating good quality and usable clothes under 'Clothes for Poor' campaign. These clothes are directly distributed to the needy and poor inhabitants in the tribal areas of Wada, Mokhada, Jawhar and Dahanu Talukas. The initiative brings about joy and pride in the people.

g. Clean-up Drive in support of "Swachh Bharat Abhiyaan":

Under Reliance Energy Sustainability Campaign "Let's Turn Around", in support of "Swachh Bharat Abhiyaan" (Clean India Movement), the Company has undertaken a Clean-up drive in and around Sanjay Gandhi National Park (SGNP) focusing primarily on plastic and other solid waste collection and its safe disposal. The Company has supported this activity through voluntary labour (Shramdaan) with the participation of employees and workers.

In 2014-15, the Company conducted Clean-up Drive in batches devoting more than 275 man-hours towards this noble cause. Under the Drive, the Company targeted various sites at SGNP, namely, Tiger Safari Point and Dahisar River bed, Kanheri Caves, Nava Pada area, Krishnagiri Train Station and Boating Point, collecting more than 220 kg of plastic and other waste and disposing it off safely. The Community Programme at Nava Pada area has witnessed the participation of local residents and local forest officers of SGNP.

The activity has created awareness amongst the visitors, many of them were seen inquiring about the same, and is duly acknowledged by the SGNP authorities.

8.4.3 Project 'Prasar Jyoti'

RInfra CSR Team also undertakes a Project 'Prasar Jyoti' for the under privileged Xth Std (SSC) students from our Business areas through two municipal schools of every year. The students are given special training on memory techniques, how to Appear for the SSC examination? and Study Skills. A special counselling agency is appointed to undertake this task and we cover almost 450 students every year, we have covered more than 2,500 students so far.

8.4.4 Dahanu Thermal Power Station

a. Integrated Tribal Development Programme

The Group CSR and the Dahanu Thermal Power Station (DTPS) intend to initiate an Integrated Tribal Development project to promote economic empowerment and Ethnicity in the Warli Tribes which dominate the Dahanu Taluka in Palghar District. Integrated Tribal Development project is based on agriculture cum floriculture development to enhance the

livelihood proposition of Warli tribe around our DTSP plant. The programme in its initial phase shall cater to 1,100 families across selected villages for a period of 7 years with an estimated project cost of Rs.4.56 crore.

As an integral component of our mandate at RInfra of providing sustainable livelihoods and furthering economic empowerment, we would lay special emphasis on providing support for holistic development of tribal communities for increase in productivity of the agricultural land holdings with forestry, orchard cultivation as the core elements apart from introducing soil-water conservation practices. The programme would focus on smaller landholdings of an acre to deploy agronomical practices designed under the 'Wadi' model, which means "a small orchard" covering a small stretch of land i.e. an Acre.

The Integrated Tribal development project is holistic in approach and addresses natural resource management (soil cover and water) and its conservation, production, processing and establishing sustainable market linkages for marketing of the produce. The program also focuses on federating community members into entities with a sole purpose of enabling them to run the model on a sustained basis by building their capacities and empowering them with the technical and operational know-how's. The model has acclaimed at least 80 per cent-100 per cent increase in the earning capacities of the farming communities engaged in Wadi over a period of seven years.

National Bank for Agriculture and Rural Development (NABARD) along with BAIF Development Research Foundation [formerly Bharatiya Agro Industries Foundation (BAIF)] shall be supporting on the mandate in Dahanu Taluka. NABARD would extend 50 per cent of the total project cost and BAIF would extend technical support and implement the project on ground.

b. Other community development projects

- Dahanu Taluka faces severe water shortage both for agriculture and drinking purposes for major part of the year. Due to typical geographical condition of the Taluka which comprises hilly areas and steep slopes, rain water flows directly to sea through small streams, instead of percolating to the ground. Hence, ground water levels are usually very low. In view of the consequent hardships faced by the tribals, the Company has taken the initiative for implementation of rain water harvesting under its CSR programme. This initiative is carried out every year for the past three years. The Company has developed its own model for rain water harvesting and it is being implemented in Dahanu Taluka, with the consent of local bodies and their cooperation during project execution. Currently, the programme is being implemented at public utility buildings such as Gram Panchayat office, school buildings and Anganwadi buildings. Rain water from roof and surface water is directed to recharge the ground water level.
- Mini water supply scheme - To provide easy access to drinking water for the villagers, the Company has provided water tanks at several places in Agwan Village of Dahanu Taluka. These tanks are connected to the borewells. This scheme enables supply of drinking water to the doorstep of local residents.

- During the Energy Week from 14th -21st December every year, the Company creates awareness on energy conservation through Marathi and English video CDs, distributing posters and involving in discussions with students of local schools.
- The Company's Power Station at Dahanu facilitates free water and soil testing and renders advice to the local farmers.

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

Mumbai Distribution:

Yes. So far as CSR Activities are concerned the community is starved of all such help and sustainable efforts by RInfra like Blood donation, Old clothes collection and distribution drive and Project 'Prasar Jyoti'.

Dahanu Thermal Power Station

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

- a. Merit scholarships given to meritorious and economically weak students
- b. Award to best teachers of Dahanu Taluka
- c. Installation of more than 500 borewells in and around the Dahanu Taluka under the project 'Drinking water to all'
- d. Rain water harvesting in various schools & Gram Panchayat buildings to re-charge ground water and to improve its quality
- e. Mobile Medical van which visits various villages according to its daily schedule and attends to the affected populations
- f. Educational kits distribution and energy conservation awareness programs and exhibitions
- g. Notebook distribution to students of Dahanu Taluka at concessional rates
- h. Donation of Human Immunodeficiency Virus (HIV) testing machine (ELISA washer and reader) to Dahanu based, Charitable trust Chheda blood bank
- i. Diabetes Screening Camp at 12 different locations in Dahanu, benefitting more than 1,000 people on World diabetes day – 14th November 2014
- j. Organization of Haemoglobin check up camp for teenagers
- k. Organization of Blood donation camp wherein more than 80 people donated blood.
- l. Logistics support provided to Mega Medical camp held at Cottage Hospital, Dahanu.

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

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

As a Distribution Licensee, 'Standards of Performance (SOP)' notified by the Maharashtra Electricity Regulatory Commission, which specify time limits for resolution of customer complaints are applicable. There are few cases of SOP violations under regulation 6.1 for Fuse off call, 6.3 for Underground Cable fault, 6.4 for Transformer failure and 7.2 for Meter Reading at the end of financial year

but no compensation has been claimed/paid. The pending complaints at the end of the respective quarter are cases which are in process.

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

Mumbai Distribution:

While the Company does not deal in any specific branded product, every effort is made to provide value added information to the customers of its Mumbai Distribution business of the Company on the services rendered to our customers by way of printing messages on electricity bills and through SMS.

The Company provides an informative electricity bill with higher visibility of key contents for quick reference and also provides a mode of communication, carrying customer education tips, personalized messages, past consumption trends, etc. Bills are offered to the customers in the language of their choice - English, Hindi, Marathi and Gujarati. The bills also contain information about modes of payment available to the customers. Customers also have an option of opting for paperless billing and contribute towards the environment

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

Neither any complaint was filed relating to above during the past five years nor is any complaint pending as at the end of financial year.

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

Mumbai Distribution:

The Company carries out surveys to judge the satisfaction levels of its customers, across different touch points. There has been a steady improvement in the survey satisfaction scores, across these touch points. The key touch points covered are the Customer Care Centers, the Call Centre and the e-mail desk. A comprehensive study is also conducted, annually, to measure the brand perception vis-à-vis its immediate competitors.

Investors

The Company's Registrar & Transfer Agent M/s Karvy Computershare Pvt Ltd renders investor services to the investors with regard to matters related to the shares and certifying of dividend payments. Karvy services investors through its network through around 400 branches and has dedicated investor helpline number 1800 4250 999. The feedback received from the shareholders indicate that they are satisfied with the services being rendered. Their central office is situated at Hyderabad with dedicated communication and IT services. The Company annually carries out surveys amongst its shareholders to ascertain the satisfaction levels of services being rendered to them by Karvy.

The Company would continue to contribute actively to community welfare activities and take up initiatives and measures for the upliftment of various segments of the society.