

Business Responsibility Report

Section A: General Information about the Company

Corporate Identity Number	L75100MH1929PLC001530
Name of the Company	Reliance Infrastructure Limited
Registered Address	'H' Block, 1 st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai 400710
Website	www.rinfra.com
E-mail ID	rinfra.investor@relianceada.com
Financial Year reported	2016-17
Sector(s) that the Company is engaged in (industrial activity code-wise)	Generation, transmission and distribution of power and Engineering, procurement and construction (EPC) segment of the power and infrastructure sectors (Industrial Group 351 and 422 as per National Industrial Classification of the Ministry of Statistics and Programme Implementation)
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) EPC Contracts
Total number of locations where business activity is undertaken by the Company	The Company owns and operates various projects and facilities at various locations in India, as stated hereunder in Sr. No. (i) to (iv)
Number of international locations	Nil
Number of national locations	(i) Distribution of power in suburbs and surrounding areas of Mumbai (ii) Generation of power at power stations located at Dahanu (Maharashtra), Samalkot (Andhra Pradesh), Zuarinagar (Goa), Aimangala (Karnataka) (iii) Transmission of power from Dahanu to Mumbai (iv) Execution of EPC contracts at various locations in India.
Markets served by the Company	Electricity supply to Mumbai suburbs Supply to the state grid in Andhra Pradesh.

Section B: Financial Details of the Company

Paid up Capital	₹ 263 crore
Total Turnover	₹ 11,760 crore
Total Profit After Tax	₹ 1,289 crore
Total spending on Corporate Social Responsibility (CSR) as a percentage of profit after tax (per cent)	2.54 per cent
List of activities in which expenditure as above has been incurred	Details are given under Principle 8

Section C: Other Company's Details

Does the Company have any Subsidiary Company / Companies	Yes. There are 53 subsidiaries and step down subsidiaries as on March 31, 2017
Do the Subsidiary Company / Companies participate in the Business Responsibility (BR) Initiatives of the parent company?	Yes
Does any other entity / entities (suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company?	The Company encourages other entities such as suppliers and contractors to participate in its BR initiatives.

Section D: Business Responsibility Information

Details of the Director / Directors responsible for implementation of the business responsibility policy / policies	BR functions are monitored by the Corporate Social Responsibility Committee of the Board of Directors. The details of the Committee are provided in the Corporate Governance section of this report.
Details of the business responsibility Head	The Key Managerial Personnel of the Company who are responsible in general for BR activities of the Company are as under : Shri Lalit Jalan, Chief Executive Officer Shri Sridhar Narasimhan, Chief Financial Officer Shri Ramesh Shenoy, Company Secretary

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Principle-wise Business Responsibility Policies, as per National Voluntary Guidelines on Social Environmental and Economic Responsibilities of Business (Reply in Y / N)

Questions	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
Do you have a policy/policies for:	Y	Y	Y	Y	Y	Y	Y	Y	Y
Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Does the policy conform to any national /international standards? If yes, Specify.	Y	Y	Y	Y	Y	Y	Y	Y	Y
The policies conform to international standards like SA2000 and SA 8000:2008 (Social Accountability System), OHSAS 18001 (Standard for Occupational Health And Safety Management System), ISO 14001 (Environment Management) BS EN 16001:2009 (Standard for Energy Management System) and Quality Management System (ISO 9001:2008).									
Has the policy being approved by the Board?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Indicate the link for the policy to be viewed online	http://www.rinfra.com/ir_governance_policies_practices.html								
Has the policy been formally communicated to all relevant internal and external stakeholders?	The Policies have been communicated to the stakeholders by uploading on website.								
Does the company have in-house structure to implement the policy/ policies?	Yes								
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.								
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 Vigil Mechanism is reviewed by the Audit Committee of the Board annually. The Board reviews all the policies annually.								
If answer against any principle is 'No', please explain why	Not applicable								
Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company.	The CSR Committee 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?	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. 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 Company also has a grievance redressal mechanism and a whistle blower policy which enable its employees to raise concerns to the Management.

The Board of Directors 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.

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 34 complaints from the shareholders during 2016-17 and there were no complaints pending as on March 31, 2017. The details of the same are provided in the section on Investor Relations

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Principle 2

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

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

The Company's Power Distribution Division has introduced the following in the distribution network with a view to addressing environmental concern:

1. Environmental friendly synthetic oil for transformer instead of Mineral oils
2. Shearing bolt type cable jointing kits in place of conventional joints
3. Progressively to abolish the use of thermocol packaging and asbestos

At the Company's power generation plant, Dahanu Thermal Power Station (DTPS), various innovative measures have been taken to mitigate social and environmental risks and concerns involved during the electricity generation process. Some of them are mentioned hereunder:

1. State-of-the-art electrostatic precipitator (ESP) having an efficiency of 99.9 per cent for proper removal of fly ash
2. Initiatives taken to utilise 100 per cent ash generated; like construction of additional 300 metric ton Silo for dry ash utilization and installation of coarse ash grinding unit and dry ash collection system, etc.
3. Installation of Flue Gas Desulphurization (FGD) unit for removal of SO_x (Sulphur Oxide content) is having an efficiency of 90 per cent.
4. Monitoring and control of parameters within and beyond fence by Ambient Air Quality Monitoring stations.
5. 100 per cent recycling of sewage water through Sewage Treatment Plant. The recycled water are used in non-fruit bearing plantation and the sludge are utilised as a fertilizer

2. Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?

Under its Renewable Purchase Obligation (RPO), as per the Regulations of the Maharashtra Electricity Regulatory Commission, the Company procures a part of its power through renewable energy sources, including solar and non solar categories and the percentage of obligation shall gradually increase from 11 per cent in 2015-16 to 15 per cent in 2019-20. The Company's Non-Solar RPO is being met through wind generation and small hydro power and it 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 a plant located at Rajasthan.

During 2016-17, the Company purchased 294.84 million units of power from non-conventional sources, amounting to ₹ 232.28 crore. This represents 5.25 per cent of electricity purchased in 2016-17. In addition to the above, the Company also purchased Renewable Energy Certificates equivalent to 440.33 million units aggregating to ₹ 66.05 crore.

At the Company's generation plant at Dahanu, coal is procured through the Fuel Supply Agreement (FSA) with South Eastern Coal Fields Limited (SECL), Bilaspur which is valid till 31st March 2029, whereby the annual contracted quantity of coal is ensured. For supply of water, the Company has entered into an agreement with Irrigation Department, Government of Maharashtra which is valid upto October 31, 2020 and is renewed after every six years.

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?

The Company makes continuous efforts to develop and maintain local small vendors in order to have timely delivery with optimum cost and best quality. Several steps are taken to procure goods and services from local and small producers including weaker sections of communities surrounding their place of work.

The Power Distribution division strives to provide technical support, process audit and quality assurance to the vendors and vendors are encouraged to develop the type tested products in line with latest market technologies and standardised for cross utility applications.

During the purchase process, DTPS gives preference to local vendors and suppliers. The company not only procures materials from these entrepreneurs but also supports to connect them with other companies to scale up their business. Vendors and suppliers are also included in the sharing best practices during vendor meets carried out periodically at DTPS. Most of the service contracts awarded to local community people create employment for them to earn for their livelihood.

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 all the concerned 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 SA 8000 standard. DTPS regularly carries out audits of vendor's manufacturing and operating process and ensures continual improvement and sustainability.

The Engineering Procurement and Contract (EPC) Division of the Company, as part of sourcing strategy, gives priority to sourcing of local raw materials like sand, etc., for construction of roads and power projects.

4. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste

At RInfra Mumbai Power Distribution Division, a special initiative is being taken to recycle all wastes. The resource savings achieved during 2016-17 is as under:

Paper Waste Recycling	: 22.9 metric ton
e-Waste recycled through authorized recyclers	: 223.4 metric ton
Hazardous waste disposed through an authorised Common Hazardous Waste Treatment and Safe Disposal Firm	: 101.3 metric ton
Fuel savings	: 31,221, litre (10 per cent increase in savings since 2015-16)

On account of Comprehensive Waste Management System, the Company has recycled more than 90 per cent of its total waste generated in 2016-17.

Continual efforts to conserve resources to 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.

- The waste/used oil which comes under the Hazardous waste category and e-waste is disposed of through authorized vendor recyclers. Other wastes such as steel, wood are reused internally. 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 DTPS is more than 100 per cent, as a portion of the ash generated in the past years was also utilised. The ash is used for cement mix, bricks, tiles, blocks manufacturing and initiatives are in place to utilize the bottom ash as well.
- 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. The recycled water is used in non-fruit bearing plantation and the sludge is utilised as a fertilizer
- The bio wastes from colony and plant canteen are decomposed and used as organic fertilizers in horticulture.

Through Environment Management System ISO 14001, the EPC Division takes steps to increase our waste efficiency. Fly Ash bricks are used to reduce carbon foot print. 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.

Principle 3

Businesses should promote the well being of all employees

Total number of employees	6,037
Total number of employees hired on temporary / contractual /casual basis	3,625
The number of permanent women employees	482
The number of permanent employees with disabilities	20
Do you have an employee association that is recognized by management	Yes
What percentage of your permanent employees is members of this recognized employee association?	60 per cent
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 year	The Company does not employ child labour, forced labour and involuntary labour. The Company did not receive any complaint of sexual harassment and discriminatory employment
The Company arranged safety and skill upgradation training in the last year to:	
Permanent Employees	89.50 per cent
Permanent Women Employees	85.71 per cent
Casual/Temporary/Contractual Employees	100 per cent
Employees with Disabilities	Nil

Principle 4

Businesses should respect the interests of, and be responsive towards all stake holders, especially those who are disadvantaged, vulnerable and marginalized

1. Has the company mapped its internal and external stakeholders? Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.

The Company has mapped the stakeholders i.e. customers, shareholders, employees, suppliers, banks and financial institutions, government and regulatory bodies and the local community and out of these, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.

2. 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.

The Company's power distribution division undertakes a number of programmes for the benefit of disadvantaged, vulnerable and marginalized stakeholders. 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

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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 10,000 students from 50 municipal schools in our Distribution area. In addition to this, 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.

Dahanu Taluka, where DTPS is located, is predominately populated by tribal people (67.69 per cent) and 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). DTPS has started programme for imparting tailoring training for local community youths (especially women). In 2016-17, ten batches covering 290 youths from local community completed their tailoring training, out of which 279 participants have been employed in garment manufacturing industries in Dahanu, Boisar and Umbergaon.

Every year, DTPS distributes uniforms to Anganwadi children in the rural areas. The stitching jobs are awarded to local youths belonging to tribal community from the village area, thus providing employment opportunities for the tribal people. In keeping with the corporate belief that education and training are primary enablers for the society, DTPS has actively contributed towards imparting quality education available in the vicinity of the Company's operations. Dahanu Power Station celebrates Teacher's day on 5th September every year by honouring 4 to 5 teachers in Dahanu Taluka by presenting the DTPS Best Teacher Awards. This event is organized jointly with a local NGO for the past 22 years. Till date, 109 teachers have been felicitated.

DTPS has taken keen interest to render free medical/health services for surrounding village community. A mobile medical unit was set up, which has a fixed schedule to visit each and every village in the neighbourhood of the power station. Besides, the Company's doctor is conducting health check up for surrounding villages. The focus was not only curing of diseases, but also on prevention of diseases. In 2016-17, more than 4,000 patients were checked and treated by mobile medical unit.

Principle 5

Businesses should respect and promote human rights

- Does the policy of the company on human rights cover only the company or extend to the group/joint ventures/suppliers/contractors/NGOs/others?**

The Policy of the Company on human rights covers not only the Company, but also extends to the group/ joint ventures /suppliers / contractors / NGOs / others. The Company is committed to complying with all human rights, practices across all group companies, joint ventures and other stakeholders associated with the Company.

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. as applicable under 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.

The Power Distribution Division voluntarily follows human rights principles. The Division does not employ any forced labour and child labour and is committed to promoting the gender equality among the employees. The business of the Division is mainly labour oriented and it had the employee strength of 4,705, of which the officers account for 1,321 i.e. 28 per cent and staff and labour 3,384 i.e. 72 per cent. In keeping with the consistent policy to promote gender equality, the Division has 338 female employees representing 7 per cent of its employee strength.

- 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 2016-17.

Principle 6

Business should respect, protect and make efforts to restore the environment

- Does the policy related to Principle 6 cover only the company or extends to the group/joint ventures/suppliers/contractors/NGOs/others.**

Yes, the policy of the Company on environment covers not only the Company, but also extends to the group/ joint ventures/suppliers/contractors/NGOs/others. The Company is committed to achieving excellence in environmental performance, preservation and promotion of clean environment and also actively encourages business partners like suppliers, contractors, etc. to preserve and promote environment.

- Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc**

Yes. At RInfra, 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.

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

- a. **Fuel Consumption Initiative:** The transport department has implemented close control and monitoring of fuel through smart card implementation for two-wheelers. This resulted in fuel savings of 31,221 litres (10 per cent) in 2016-17 compared to the previous year.
- b. **Food waste Reduction and Reuse:** The Company has set-up a Food Waste Monitoring, Review and Corrective measure mechanism which includes creating awareness through electronic media (Wallpaper, Pop ups), print media (posters) and a display board mechanism with social messaging/appeal and display of daily food waste quantum. 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.
- c. **World Environment Day and Energy Conservation Day / Week Celebrations, Earth Hour Celebrations, 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 Dahanu Power Station is certified for Environment Management System ISO 14001:2015, and Energy management system ISO 50001:2011 besides Social Accountability SA 8000:2008, Quality Management system ISO 9001:2015, Information Security management System ISO 27001:2013 and Occupational Health and Safety Assessment studies OHSAS 18001:2007 and National Accreditation Board of Laboratories (NABL) accreditation for DTSP coal testing laboratory, ISO/IEC 17025:2005. DTSP 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).

At the power plant, the Company has taken initiatives for carbon sequestration 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 as a result of plantation of forest species, mangroves and fruit bearing species.

The Mumbai Transmission Business 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 programme are designed to address any kind of environmental impact. Rain water harvesting is completed at all location of business. Mass tree plantation and use of energy efficient equipments are few initiatives implemented by the business and many other are under implementation stages.

3. Does the Company identify and assess potential environmental risks?

Yes, the Company identifies, maintains and assesses potential environmental risks through aspect register which is one of the main requirements of the company's Environment Policy commensurate to ISO 14001:2015. Every year, aspect register is reviewed and aspects are added or deleted based on the process change. Hazards are analysed, evaluated and adequate control measures are implemented to reduce impact on environment and human. The processes are audited periodically through external competent authorities like BVQI headquartered in Paris, France.

4. Does the Company have any project related to Clean Development Mechanism?

The Company regularly initiates various Clean Development Mechanism (CDM) projects which are part of the continual improvement process. DTSP 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 (O&M) practices are tuned to improve equipment heat rate and to work on energy based maintenance philosophy.

5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.

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. The Dahanu Power Station is the first utility in the world that is certified for ISO 50001:2011 Standard for Quality Management. The Power Station has undertaken several projects on clean technology, energy efficiency, renewable energy, etc.

The details of these measures are provided elsewhere in this annual report in the annexure to the Directors report and in the Management Discussion and Analysis.

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 Power Distribution Division has taken authorization for collection, reception, storage, transport and disposal of

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hazardous waste for all major locations. All the Hazardous / e-Waste generated due to day to day activities is disposed of only through State Pollution Control Board approved vendors in eco-friendly way. The Company has disposed of more than 101.3 metric tonnes of hazardous waste and 223.4 metric tonnes of E-waste during 2016-17 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 Power Station being a ISO 14001 certified organization is responsible for complying with the environmental emission norms set by the state pollution control board (MPCB) and the Central Pollution Control Board (CPCB).

All emission parameters were well below the statutory limits. Conditions under Consent To Operate (CTO) 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.

The Samalkot power station of the Company uses natural gas, an environment friendly fuel, as the primary fuel and naphtha/High speed diesel (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 2016-17 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. An appreciation memento was received from the East Godavari District EHS Association for the best mock drill performance in the district. The Plant has been recognised with "Green Tech Platinum Safety Award – 2016". Zero Discharge of Industrial Effluents for the past 123 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.

The Emission parameters of these power stations are provided in the management discussion and analysis section of the annual report.

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

DTPS has not received any show cause / legal notice from CPCB. However, it has received the following two show cause notices from Maharashtra Pollution Control Board (MPCB) during the financial year 2016-17.

- a. No. MPCB/JD(APC)/TB/1101 dated March 17, 2017 against Installation of real time online monitoring system for the analysis of coal ash within the stipulated period.

- b. No. MPCB/JD(APC)/TB/1102 dated March 17, 2017 against the ash content in coal samples of indigenous coal collected at DTPS is more than 34 per cent.

These show causes have been replied promptly with documentary evidences on the required compliances, with a request to withdraw the same. There has been no fine levied or proceedings initiated against DTPS.

Principle 7

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

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

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

1. Does the Company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes, details thereof.

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

As part of the CSR mandate, the Company focuses on three key thematic areas – education, healthcare and rural transformation (which include development of infrastructure facilities, skill building and promotion of sustainable livelihood, improving the socio-economic status of women, the youth) and two cross-cutting themes which cut across all our social endeavours, that is, Environment and Swachh Bharat Abhiyan (sanitation).

The organization focuses on its endeavour to bring about a tangible change in the lives of people living in rural, underprivileged areas.

Corporate Social Responsibility (CSR) Policy of the Company aims at achieving the equitable development. Since locations of the projects are in economically and socially backward locations of India, it is a constant endeavour to include the local community as a critical stakeholder in the inclusive measures initiated by the Company.

In the last one year, the Company has undertaken several initiatives to support inclusive growth and equitable development for social and economic betterment of the community through several CSR programmes and active participation from enthusiastic employee volunteers. Below are key endeavours undertaken by the Company during the year 2016–2017.

a. Education

Education is the basic tool to bring development to an area and its population. We at the Company aim at building required environment and infrastructure to create a pool of human resource both within and across our area of operations. DTPS is involved in several CSR initiatives regarding education in the surrounding areas of the plant. Project Prasar Jyothi carried on by the company's Power Distribution Division, provides specialized training on study skills to the poor and underprivileged students from slums of eastern suburbs.

b. Healthcare

A vision to strengthen healthcare systems in the communities we serve and empower individuals to make informed choices has enabled us to implement programmes on community health with special focus on health of elderly, women and young ones through our various programmes. The parent company as also some of its subsidiaries has made contributions for promoting healthcare to a nonprofit accredited organisation.

Initiatives involving multi specialist health camps, sanitation awareness campaigns, preventive care medical camps, provision of medical equipment to local health centres were also undertaken. In Dahanu, DTPS arranged a Mobile Medical van which visited various villages according to its daily schedule and attended to the affected population. The plant also organised blood donation camp twice a year wherein more than 240 people donated blood. Health checkup programme for pregnant ladies is started in surrounding villages. With the help of gynaecologist along with our CSR team and based on her advice, medical tests were conducted and medicines were provided.

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. 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.

c. Rural Transformation

We have been working on transforming the rural terrain with a focus on promoting social security, parameters pertaining to human development and supporting environment. Since locations of the projects are in economically and socially backward locations of India, it is a constant endeavour to include the local community as a critical stakeholder in the inclusive measures initiated by the Company.

DTPS in association with NABARD initiated a programme "Integrated Tribal Development Project" in selected villages of Dahanu Block. This project is to cater to economic upliftment of tribal and Warli tribes which dominate the Dahanu Taluka in Palghar District covering 1,000 land owning tribal families phased over seven years, for developing one acre "Wadi" and also to benefit at least 100 landless tribal families with livelihood support. The estimated project cost is ₹ 4.56 crore. The total project cost 50 per cent is funded by Rinfra and 50 per cent by NABARD Program and the execution agency is MITTRA.

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 programme 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 achieved 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.

d. Sanitation

Our approach towards Swachh Bharat Abhiyan lies in creating an enabling environment which is brought about by the following two focus elements, that is access to Sanitation hardware i.e. improved systems, facilities, technology and infrastructure and improved hygiene practices and behavioral change.

At the core of these initiatives lies the need to engage with the employees and promote volunteering to sensitize, to induce adult behavioral change and to promote sustained interventions and ownership amongst the participating teams.

The Company has engaged with the management of Sanjay Gandhi National Park (SGNP) at Borivali and organized a campaign involving the collection of plastic and other waste with the participation of employees and local people. In another such collaboration, the Company provided co-sponsorship to the annual event of International Coastal Clean-up (ICC) arranged by Indian Coast Guard on September 17, 2016 at Juhu and Dahanu

beach. Waste generated during immersion activity was collected /retrieved from the beach on the day along with Indian Coast Guard officials and handed over to municipal authorities for disposal. On account of these cleanliness drives, more than 300 kilogram of plastic and other solid waste was collected and handed over to Municipal authorities at the respective places for disposal.

e. Environment

The imperative is to use natural resources efficiently to leave a minimal carbon footprint and impact on biodiversity across our business value chain. The group strives to develop and promote processes and newer technologies to make all our products and services environmentally responsible. The philosophy behind is to create a sustainable eco-sphere of low carbon economy by following the 5 R guidelines of Reduce, Reuse, Recycle, Renew and Respect for the environment and its resources through the entire supply management.

Apart from introducing and adopting green technologies at all our power generation units, we give due impetus to the need to green the ecosphere in which we operate thereby sequestering carbon emissions by planting saplings of tree varieties. The Company employees have planted around 1,000 saplings of various Indian trees at farm borders and road sides in the Narpad village, Dahanu, while planted over 1,000 saplings in the NGO, Hariyali managed nursery at Mulund, and also at Aarey colony. More than 340 Company employees participated in the aforesaid voluntary labour activity in batches scheduled all through the year contributing over 900 man-hours towards the cause of cleaning and greening. The National Park and Hariyali authorities have greatly appreciated the efforts made by Company.

Young Energy Savers (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 20,000 children. YES has a community base of over 2.73 lakh fans on the social media - Facebook page and more than 3000 followers on Twitter.

The Company reached to more than 11,500 consumers from various societies, slums, colleges under 'Urja Samvardhan Upkram' (Energy Conservation Workshop) through more than 90 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.

To summarize, the Company and its subsidiaries have lived up to their responsibilities as corporate citizens and have endeavoured to bring about an all round transformation in the vicinity of the project sites for the common good of the needy and the under privileged

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. The Company's efforts, mentioned in the programmes specified above are implemented through delivery mechanisms comprising of employees, local bodies, non-governmental organizations, not-for-profit entities and government Institutions to mention a few. The interventions are carried out in tandem with the Government bodies to meet the social mandate for the earmarked communities. The execution of the programmes under the thematic heads Education, Healthcare, Rural Transformation, Environment and Sanitation are carried out with the support from development sector organizations, Institutions apart from implementation through respective CSR teams. Employee volunteering also acts as a critical implementing arm across our earmarked locations. Induction of employee volunteers and their contribution towards meeting our CSR mandate on a sustained basis has enabled us to not only inculcate the tenets but also ensure sustainability and continuous technical support to the projects.

3. Have you done any impact assessment of your initiative?

With a view to enhancing the effectiveness of the CSR projects and initiatives, success parameters both on qualitative as well as quantitative terms are embedded during the programme plan. These parameters are evaluated through the programme and feedback obtained on regular basis from the concerned stakeholders, including the target beneficiaries of the CSR projects. The data 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.

For instance, under educational programmes for developing learning environment at primary schools, the attendance and academic progress of school children are monitored on a regular basis. It has been observed that the initiative motivated the students to attend school on a regular basis with lesser instances of sickness related absenteeism and inculcated the interest towards studies thereby improving the grades of the student.

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

The Company has spent ₹ 32.78 crore as direct contribution to community development projects under the thematic heads Education, Healthcare, Rural transformation, Swacch Bharat Abhiyan and Environment. The subsidiaries of the Company have spent an amount of ₹ 5.46 crore on various CSR initiatives.

These projects are directly intended for improving the quality of life of community with well designed strategies of replicability, scalability and sustainability, which are owned by the community. The details of such programmes, initiatives and projects are furnished in the CSR Report as an annexure to the Directors report as well as under the Management Discussion and analysis provided elsewhere in the report.

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

Yes, engagement of the community is paramount for sustaining a programme on ground. We ensure engagement of the community at the very planning stage and thereafter inducting them at the implementation level. This not only ensures acceptance of the programme on ground but also its continuity and sustainability.

We believe our role as Enablers can promote dynamic development by creating synergies with our partners in growth and success: the communities. We are committed to augmenting the overall economic and social development around the local communities where we operate by discharging our social responsibilities in a sustainable manner. The interventions have been aligned with that of the government mandate both at the local as well as the state level. We have been working in the direction of creating meaningful partnerships through series of engagements and transparency in our processes across board. This is undertaken by initiating meaningful grassroots participation with local bodies/institutions/NGOs to support and augment interventions in areas undertaking stakeholder engagement to identify their perceived needs.

Principle 9

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

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 a 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.

2. Does the Company display product information on the product label, over and above what is mandated as per local laws?

While the Company does not deal in any specific branded product, every effort is made to provide value added information to the customers of its Mumbai Distribution

business on the services rendered to our customers by way of printing messages on electricity bills, social media, Mobile Apps 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

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.

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

With an objective to measure transaction effectiveness and perception levels, the Company conducts two types of customer satisfaction surveys at a regular frequency.

Customer Transaction Assessment (CTA): These surveys are carried out annually to measure the transaction effectiveness of key customer touch points, which include customer care centres, call centre and e-mail desk.

Customer Relationship Assessment (CRA): The key objective of this survey is to gauge the customer perception of Reliance Energy as a brand vis-à-vis its competitors. segment-specific insights are sought from this survey.

The Company's Registrar & Transfer Agent Karvy Computershare Private Limited 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 of 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.

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.