Annexure- V

BUSINESS RESPONSIBILITY REPORT

Section A: General information about the Company

1. Corporate Identity Number (CIN) of the Company

L40101HR1975GOI032564

2. Name of the Company

NHPC Limited

3. Registered address

NHPC Office Complex, Sector-33, Faridabad, Haryana-121003 (India)

4. Website

www.nhpcindia.com

5. E-mail id

brr@nhpc.nic.in

6. Financial Year reported

2018-19

7. Sector(s) that the Company is engaged in (industrial activity code-wise)

*Group	Class	Sub-Class	Description
351	3510	35101	Electric power generation by hydro-electric power plants.
*As per classification under National Industrial Classification, Central Statistical Organization, Ministry of Statistics and Programme Implementation, Government of India, New Delhi			

8. List three key products/services that the Company manufactures/ provides (as in balance sheet).

(i) Energy (Hydro Power, Wind Power & Solar Power)

(ii) Consulting Services

9. Total number of locations where business activity is undertaken by the Company

9.1. Number of International Locations (Provide details of major 5)

NHPC has business presence in Bhutan where it is providing consultancy services for Engineering and Design of Mangdechhu HE Project (720 MW) to Mangdechhu Hydroelectric Project Authority (MHPA) on nomination basis. The Detailed Project Report (DPR) of Chamkharchhu – 1 HE Project (770 MW) in Bhutan has been accepted by CEA on 29.12.2014 after signing of Implementation Agreement between RGoB & GoI in 22.04.2014. The project is proposed to be executed in a Joint Venture mode between NHPC and DGPC (Govt. of Bhutan PSU) with equal share holding. Discussions are underway for JV formation.

9.2. Number of National Location

We have 22 power stations and 2 construction projects in 9 states across the country.

State	Location/ District	
	Under Operation	Under Construction
J&K	Baramulla (2), Kathua, Kargil, Leh, Reasi, Kishtwar, Bandipora	-
Himachal Pradesh	Chamba (4) and Kullu	Kullu
Uttarakhand	Champawat, Pithoragarh	-
West Bengal	Darjeeling (2)	-
Arunachal Pradesh	-	Lower Subansiri / Dhemaji (Assam)
Sikkim	East Sikkim, South Sikkim	-
Manipur	Bishnupur	-
Rajasthan	Jaisalmer	-
Tamilnadu	Dindigul	-

10. Markets served by the Company – Local/State/ National/International

Electricity is sold to various national beneficiaries/ Discoms in the following States/UT.

Jammu & Kashmir	Rajasthan	Sikkim
Himachal Pradesh	Uttar Pradesh	Manipur
Punjab	Bihar	Mizoram
Chandigarh	Orissa	Tripura
Uttarakhand	West Bengal	Nagaland
Haryana	Assam	Jharkhand
Delhi	Arunachal Pradesh	Tamilnadu
Madhya Pradesh	Chhattisgarh	

In addition to above, 14 MW Electricity is given to Nepal from Tanakpur Power Station under Mahakali Treaty of MEA.

Section B: Financial details of the Company

1. Paid up Capital (INR)

INR 10045.03 Crores (as on 31.03.2019)

2. Total Turnover (INR)

INR 8161.18 Crores (during FY 2018-19)

3. Total profit after taxes (INR)

INR 2630.55 Crores (during FY 2018-19)

4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)

During FY 2018-19, an expenditure of ₹ 17.58 Crores has been incurred by NHPC on CSR activities, which is 0.59% of average net profit (as per section 198 of Companies Act, 2013) of last 3 financial years.

5. List of activities in which expenditure in 4 above has been incurred.

- Education & Skill Development
- Healthcare & Sanitation (incl. Swachh Bharat Abhiyan activities)
- Rural Development
- Environment
- Women Empowerment & Senior Citizen
- Capacity Building, Sports, Art & Culture and other initiatives.

Section C: Other Details

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

Yes. NHPC Limited has four Subsidiary Companies as on 31.03.2019, namely:

i. NHDC Limited
ii. Loktak Downstream Hydroelectric Corporation Limited
iii. Bundelkhand Saur Urja Limited
iv. Chenab Valley Power Projects Private Limited

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

No. The subsidiary companies do not participate in any of the BR initiatives of the parent company.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

None of the entities that the company does business with participate in its BR initiatives.

Section D: BR Information

1. Details of Director/Directors responsible for BR

1.1. Details of the Director/Directors responsible for implementation of the BR policy/policies

- DIN Number: 02889021
- Name: Mr. Mahesh Kumar Mittal
- Designation: Director (Finance)

1.2. Details of the BR head

- DIN Number: Not Applicable
- Name: Mr. A. K. Mishra
- Designation: ED (Planning)
- Telephone Number: (0129) 2271425
- Email Id: arunkmishra@nhpc.nic.in

2. Principle-wise (as per NVGs) BR Policy/policies:-

S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	N	Y	Y	Y	Y	Y
3	Does the policy confirm to any national/international standards? If yes, specify?(The policies are based on the NVG guidelines in addition to conformance to the spirit of international standards like ISO 9001, ISO 14001 and OHSAS 18001)	Y	Y	Y	Y	Y	Y	N	Y	N
4	Has the policy being approved by the Board? If yes, has it been signed by the MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the Company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?*	Y	Y	Y	Y	N	Y	Y	Y	Y
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	N	Y	Y	Y
8	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	N	Y	Y	Y
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	N	Y	Y	Y	Y	Y	Y	Y

* CSR & Sustainable Development Policy is available at: http://www.nhpcindia.com/writereaddata/images/pdf/CSR_Policy_E_CMA_201811_1.pdf. Resettlement & Rehabilitation policy is available at: www.nhpcindia.com/r-and-r-initiative.htm. Fraud Policy is available at: www.nhpcindia.com/writereaddata/images/pdf/NHPCFraudPrevention-Detectionpolicy-may16.pdf.

Whistle Blower Policy is available at: www.nhpcindia.com/writereaddata/images/pdf/wbp.pdf. Policy for Business Banning dealings is available at: www.nhpcindia.com/writereaddata/images/pdf/Guidelines-BanningofBusinessDealings-Revised.pdf. Corporate Governance compliance is available at: www.nhpcindia.com/corporate-governance.htm; Integrity pact available at http://www.nhpcindia.com/writereaddata/images/pdf/ip_ip_program.pdf. Integrated Management System Certificate are available at www.nhpcindia.com/writereaddata/images/pdf/9001-2015.pdf; www.nhpcindia.com/writereaddata/images/pdf/14001-2015.pdf; www.nhpcindia.com/writereaddata/images/pdf/18001-2007.pdf. Code of Business Conduct and Ethics and NHPC Conduct, Discipline and Appeal Rules are available over the company intranet.

2A. If answer to S. No. 1 against any principle, is 'No', please explain why:

S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The Company has not understood the Principles	Not Applicable								
2	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The Company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

3. Governance related to Business Responsibility

- Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company.

  The BR performance of the Company is assessed annually at the end of Financial Year.

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

  This Business Responsibility Report is a part of Annual Report 2018-19. The Annual Report can be accessed at http://www.nhpcindia.com/NHPC-annual-reports.htm.

Section E: Principle-wise performance

Principle 1

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs /Others?

The company considers Corporate Governance norms as an integral part of good management. The Company has a Code of Business Conduct and Ethics which is applicable to its Board Members and senior management personnel. In addition, the company has a Fraud Policy to prevent fraud or suspected fraud. Whistle Blower policy has also been adopted. Further, the company has implemented an Integrity Pact for all the procurement works of the value of ₹1 Crores and more, procurement of services of the value of ₹ 15 lacs and more and for procurement of goods of the value of ₹ 7 Lacs and more. In addition, NHPC also has policy and procedure in place for banning business dealings with bidders (i.e. Group / Joint Venture / Suppliers / Contractors) in the event of an unethical behaviour.

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

We have received some stakeholder complaints during 2018-19 with regard to violation of the Corporate Governance norms and Code of Business Conduct and Ethics.

The numbers of shareholders' complaints available are as follows:

Description	Opening balance as on April 1, 2018	Received during the year 2018-19	Resolved during the year 2018-19	Pending as on March 31, 2019
Non-receipt of refund orders	0	0	0	0
Non-receipt of dividend warrants	0	2330	2330	0
SEBI Complaints	0	9	9	0
Stock exchange complaints	0	6	6	0
Consumer forum/ Court cases	2	0	0	2
Advocate Notices	0	0	0	0
Total	**2**	**2345**	**2345**	**2**

During the financial year 2018-19, the company has received one complaint under Whistle Blower Policy and the same has been closed as per procedure provided under Whistle Blower Policy.

The company have observed 8 (eight) cases of misrepresentation categorised under guidelines for Banning Business dealing with bidders in respect of Contractor/ Supplier during F.Y. 2018-19, details of which are as under.

i) M/s Agro Auto Grind Engineers (P) Ltd. has been banned for three years w.e.f. April 3, 2018 for business dealings across NHPC Limited.

ii) M/s Cee Dee Vacuum Equipment Pvt. Ltd., Pune has been banned for three years w.e.f. April 19, 2018 for business dealings with NHPC Corporate Office.

iii) M/s LH Ajang Khonsai, L. Geimoi village, Churachandpur (Manipur) has been banned for two years w.e.f. July 27, 2018 for business dealings in NHPC Limited.

iv) M/s Elcome Technologies Pvt. Ltd., Gurgaon has been banned for three years w.e.f. December 05, 2018 for business dealings with NHPC Corporate Office.

v) M/s Geo Max Positioning Systems Pvt. Limited, Noida has been banned for three years w.e.f. December 05, 2018 for business dealings with NHPC Corporate Office.

vi) M/s Alam's Traders & Construction, Pilkhani, Saharanpur (UP) has banned for three years w.e.f. December 07, 2018 for business dealings with Chamera-III Power Station.

vii) M/s Tarini Hospitality Services, Shaktinath, Baruch (Gujarat) has been banned for one year w.e.f. December 28, 2018 for business dealings with Chamera-I Power Station.

viii) M/s Unimet Profiles Pvt. Ltd., New Delhi has been banned for three years w.e.f. December 17, 2018 for business dealings with Chutak Power Station.

The numbers of Bondholders' complaints available are as follows:

Description	Opening balance as on April 1, 2018	Received during the year 2018-19	Resolved during the year 2018-19	Pending as on March 31, 2019
Non-receipt of refund orders	0	0	0	0
Non-receipt of TDS Certificate	0	0	0	0
Non-receipt of Electronic Credit	0	0	0	0
Non-receipt of Interest Warrants	0	46	46	0
Non-receipt of Bonds/ Securities	0	7	7	0
Total	**0**	**53**	**53**	**0**

Principle 2

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

Hydro power generation.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional)

Hydroelectric projects generate electricity by non-consumptive use of water so there is no reduction of resources. Hydropower is a renewable source of energy.

3. 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.

The company emphasizes to establish good relationship with its vendors and include them in its growth story. The company follows International Competitive Bidding (ICB) system for selecting agencies for executing the construction of Hydro Power Projects. The techno-commercial bids are examined in line with ICB practices, CVC guidelines and various other vendor practices like safe working conditions, implementation of labour laws, environment policies etc. The company officials interact with all agency / agency's representatives on regular basis in a transparent manner.

However, it is difficult to ascertain the percentage of inputs sourced from these suppliers as different kinds of materials are being used by the company.

4. Has the company taken any steps to procure goods and services from local & 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?

Hydropower generation only requires non consumptive use of water as input. However, various Contracts have been entered with locals around project for vehicle hiring, material handling, housekeeping, waste

handling and horticulture etc. These Contracts have led entrepreneur development around project sites and have created indirect employment for local people. Also preferential provisions are in place for Micro and Small Enterprises, in bidding and award of procurement of services and goods with special preference for Micro and Small Enterprises owned by SC/ ST and Women Entrepreneurs.

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

Hydroelectric power generation does not produce any waste. Electricity which is the product of hydroelectric power plants is produced by non-consumptive use of water. Further, sound & optimal design practices are being followed to build safe & sustainable structures for our projects.

Principle 3

1. Please indicate the total number of employees.

Total number of employees as on 31.03.2019 is 6753.

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.

NHPC does not directly employ contract employees.

3. Please indicate the Number of permanent women employees.

Total number of permanent women employees as on 31.03.2019 is 711.

4. Please indicate the Number of permanent employees with disabilities.

Total number of permanent employees with disabilities as on 31.03.2019 is 122.

5. Do you have an employee association that is recognized by management

No formal recognition has been extended to any association or union from the Corporate.

6. What percentage of your permanent employees is members of this recognized employee association?

Not Applicable

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.

Number of complaints relating to child labour, forced labour, involuntary labour in 2018-19 and pending, as of end 2018-19.	None received in this category and none pending.
Number of complaints relating to sexual harassment in 2018-19 and pending, as of end 2018-19.	None received in this category and none pending
Number of complaints relating to discriminatory employment in 2018-19 and pending, as of end 2018-19.	None received in this category and none pending.

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

23 employees have attended Safety training conducted at Corporate Office and 17 employees have been given skill up-gradation training in NHPC during the Year 2018-19.

Principle 4

1. Has the company mapped its internal and external stakeholders? Yes/No

Yes. We have mapped and identified internal and external stakeholders, including disadvantaged, vulnerable and marginalized stakeholders. Our stakeholders include- employees, customers, local communities, suppliers and contractors, investors and shareholders, government and regulators and peers and industry ecosystem.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Our disadvantaged and vulnerable stakeholders include differently-abled employees, girl / women, SC/ST communities and rural / project displaced communities in and around our projects.

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.

- Differently-abled employees: Company endeavours to make NHPC a workplace which is conducive to differently abled employees and employees with special needs. It aims to make these employees self confident through an array of events, forums and trainings specifically crafted for their benefit.
- Girl / women and SC/ST communities: In the vicinity of project locations the company provides scholarship to SC/ST & girl students for education and facilitating literacy programmes in rural areas.

Principle 5

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

The company commits to conduct its business in a socially and ethically responsible manner by conforming to all the requirements of SA 8000 standard. Currently, the "NHPC Conduct, Discipline and Appeal Rules" is applicable to only our employees, though we expect our stakeholders to adhere and uphold the standards contained therein. The "NHPC Conduct, Discipline and Appeal Rules" are meant to protect the right or privilege of any employee to which he is entitled, by or under any law for the time being in force, or by the terms and conditions of service or any agreement subsisting between such employee and the company.

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

The number of complaints as available with Employee Grievance Redressal Cell is as under:

Opening balance on April 1, 2018	Received During the Year 2018-19	Resolved During the Year 2018-19	Closing balance as on March 31, 2019
03	04	07	Nil

The number of Public Grievances as per "Centralised Public Grievance Redressal & Monitoring System" linked with Ministry of Power is as under:

Opening balance on April 1, 2018	Received during the year 2018-19	Resolved during the year 2018-19	Closing balance as on March 31, 2019
09	113	116	06

Principle 6

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

NHPC possesses Integrated Management System certificate, which covers quality, environment and occupational health & safety management system for its Corporate Office and projects/ power stations.

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

Yes, the company is in the business of hydropower generation, which is clean power and reduces green house gases compared to other conventional mode of power generation. It also enhances energy security of the country where there is deficit of energy and shortage to meet peak demand.

Besides this NHPC is an Integrated Management System (IMS) certified company which addresses the requirements of International Standards ISO 9001:2015 (Quality Management System), ISO 14001:2015 (Environment Management System) and OHSAS 18001:2007 (Occupational Health and Safety Assessment Series). IMS certification truly reflects its international acceptability for the efforts put in for carrying out the development in an environmentally congenial manner. NHPC has also formulated its Corporate Environment Policy (CEP) which aims to address the environmental and social concerns for sustainable development of conventional & non-conventional sources of energy. Besides implementation of approved Environment Management Plans, various environmental conservation and protection measures are also taken up under Voluntary Initiatives such as Voluntary Afforestation, Waste Management, Water Conservation and Energy Conservation. Under CEP, Environment Management Cells have been constituted at Projects/ Power Stations, for effective implementation of Environment Management Plans and Voluntary Initiatives.

Few key areas of focus for NHPC in the field of Environmental Management are as under:

i. Catchment Area Treatment (CAT)

ii. Compensatory Afforestation/ Voluntary Afforestation

iii. Green Belt Development & Landscaping

iv. Reservoir Rim Treatment

v. Rejuvenation of Muck Dumping and Quarry sites

vi. Biodiversity Conservation

vii. Conservation and Management of Fishes

viii. Post Construction Impact Evaluation

The details of these key areas are available at www.nhpcindia.com/key-areas.htm

3. Does the company identify and assess potential environmental risks? Y/N

Yes, NHPC is committed to hydropower generation in a sustainable manner. Environmental Impact Assessment (EIA) is undertaken during Detailed Project Report (DPR) preparation stage to identify probable impacts (positive as well as negative) on environment. Based on the findings of the EIA, Environmental Management Plans (EMP) are proposed and implemented during project construction to minimize adverse impact.

4. Does the company have any project related to Clean Development Mechanism? If Yes, whether any environmental compliance report is filed?

Yes. Two hydroelectric projects namely Nimmo Bazgo and Chutak located in the State of J&K have been registered by CDM Executive Board of United Nations Framework Convention on Climate Change (UNFCCC) during March, 2009 under the methodology ACM0002; Consolidated methodology for grid connected

electricity generation from renewable sources. As of now these projects are not connected with Northern grid as originally proposed and are supplying electricity locally in the region. As a result of this change, the projects will no longer conform to the applicability conditions of ACM0002 and thus will not generate any CER's under the existing registrations of the UNFCCC. However, the consultant has concluded that the project does not require change in methodology and the verification process can be initiated under existing registration. Accordingly, the 'Change Order' for revision of scope of work and payment clause has already been issued.

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

Hydroelectric power generation is itself a renewable energy initiative. However, the company has taken up additional initiatives on wind and solar power. A 50 MW Wind Power Project & 50 MW Solar Power Project have been commissioned in Rajasthan & Tamilnadu respectively. Another, 8 MW Wind Power Project in Kerala is under tendering stage.

NHPC is further in the process of development of Solar Power Projects in different potential rich states such as Kerala (10 MW Floating Solar), Odisha (100 MW: 40 MW in 1st phase), Uttar Pradesh (50 MW in Joint Venture Mode through BSUL: 32 MW in 1st phase). Discussions with State Authorities are underway with regard to PPA, connectivity and Land issues.

Further, Roof Top Solar Plants are being installed at various locations of NHPC.

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

During the course of power generation from hydro project, no solid waste, liquid effluent or gaseous emissions are generated. In addition, there is no contamination of water during the process of Hydro power generation. However, river water quality is being regularly analyzed to assess any change in quality of river water after power generation which is within the permissible limits given by CPCB/SPCB.

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

No such notices from CPCB/ SPCB were pending as on the end of the FY 2018-19. However, 4 appeals in respect of Subansiri Lower Project, Teesta-IV, Dibang & Kotlibhel Projects are pending before NGT/High Court/ Supreme Court.

Principle 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.

NHPC is a member of Standing Conference of Public Enterprises (SCOPE). SCOPE has basic objective of promoting "better understanding among the public about the individual & collective contribution of public sector".

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

We strongly campaign the cause of Governance and Administration for advancement of public good.

Principle 8

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

Yes, NHPC through its structured CSR initiatives/projects in the areas of healthcare & sanitation, education, skill development, rural development, environmental sustainability and women empowerment etc. is continually striving for sustainable development of its neighboring communities and society at large particularly in the remote areas of States like J&K, Himachal Pradesh, Sikkim, Uttrakhand, Arunachal Pradesh, Assam and Manipur.

These Programmes promote excellence in Healthcare, Education, Environmental Management, and Empowerment of marginalized and underprivileged sections / communities.

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

The company's CSR Projects are implemented mostly through in-house teams, besides few programs in association with Non-Government Organization (NGO)/ Government Institutions.

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

Impact assessment is a long term phenomenon. In CSR policy of NHPC, it is mentioned that impact assessment studies by external agencies will be undertaken after completion of long term scheme/ projects and for other schemes wherever possible.

Impact assessment of previous year's activities has been carried out by Parbati-II Project during

FY 2018-19 through J&K Industrial and Technical Consultancy Organisation Limited, Branch- Hamirpur

It is submitted that, major CSR activities have been carried out by Subansiri Lower Project. For evaluation of CSR initiatives an agreement (MOU) has been signed between Subansiri Lower Project and Omeo Kumar Das Institute of Social change and Development (OKDISCD), Guwahati, Assam on 26.04.2017 for evaluation/ impact assessment of all the CSR Projects of Subansiri Lower for 3 years w.e.f. F.Y. 2017-18.

4. What is your company's direct contribution to community development projects - Amount in INR and the details of the projects undertaken?

Total contribution to community development Projects during FY 2018-19 were ₹ 17.58 crore. The details are as under-

Project	Amount (INR) for 2018-19
i. Education & Skill development	2.43 crore
ii. Health Care	8.80 crore
iii. Rural Development	5.01 crore
iv. Environment & Sustainability	0.55 crore
v. Women Empowerment/Senior Citizen	0.21 crore
vi. CSR Capacity Building, Sports, Art & Culture and Other Initiatives	0.58 crore
Total expenditure	**17.58 crore**

The details of various Projects undertaken during the year are as under:

1. Education & skill development

a) Skill Development and Vocational Training Programs confirming to NSQF (National Skill Qualification Framework).

b) Construction of Vivekanand Kendra Vidyalaya at Kolaptukar, Dollungmukh (Arunachal Pradesh)

c) Improvement/ up gradation of ITIs /Schools in different part of country.

d) Construction & up-gradation of school buildings and labs and providing infrastructure in schools.

e) Provided scholarship to students for higher education.

f) Employment Oriented Training for livelihood enhancement of Persons with Disabilities (PwDs) through National Handicapped Finance and Development Corporation (NHFDC) in Government identified Aspirational districts.

2. Healthcare

a) Deployment of Mobile Medical Units in Assam equipped with medical facilities, qualified doctors and medical attendants for providing basic health services in villages.

b) Organizing a large number of medical camps, Cataract surgery camps and Vaccination Programmes in surrounding areas of Projects/Power Stations and distributed free medicines to economically weaker families/ individuals.

c) Providing aids and assistive devices to differently abled persons.

d) Providing assistance for Improvement of overall health conditions of the communities through up-gradation of Govt. Hospitals, Maternity Centres.

e) Providing Ambulances, Multi-utility vehicles, Medical equipment and other infrastructure facilities to Govt. Hospitals.

f) Safe Drinking Water facilities with bore well, filtration in public areas, community centres etc.

g) Community drinking water facility with RO Plant.

h) Basic Amenities/ Sanitation facilities in Market/ Public places.

i) Construction/ Installation of toilets in schools/ Public places.

j) Construction/ Installation of Water Supply Lines and Sanitation in villages.

k) Water Supply System for Schools.

l) Installation of Garbage bins, Adoption of Public places for carrying out development activities, Solid waste management of the locality, providing utility van for cleaning debris etc.

3. Rural Development

a) Rural Development to augment basic infrastructure facilities like area electrification, Community Centre, water Supply Lines, Drains, Roads/ Paths, Irrigation canals etc.

b) Construction activities of Foot Bridges, Cremation sheds, Rain shelters, Passenger Sheds etc.

c) Training to the farmers for development of Agriculture/ Horticulture/ fisheries and other advanced methods of farming.

d) Other infrastructure and community development as per local needs.

4. Environment & Sustainability

a) Development of Bio-Diversity Park.

b) Installation of Solar Street Lights. Providing LED Lights to conserve energy.

c) Plantation under "Pollution abating Plants Abhiyan".

5. Women Empowerment/ Senior Citizen

a) Various skill development programs for empowerment of women.

b) Established Sanitary Napkins Unit for women empowerment & livelihood enhancement.

6. Sports, Art & Culture / Other Initiatives

a) Impact assessment Evaluation studies/ Base Line Survey.

b) Training to promote Rural Sports.

c) Promotion of local Art & Culture.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Yes, NHPC has taken steps to ensure that our community development initiatives are successfully adopted by the community. Proper need assessment of the local requirements in and around Power Stations/ Projects is done by our experienced in-house team before carrying-out community development initiatives. Monitoring and mentoring is done at appropriate intervals during the implementation. Further, feedback on our initiatives is also collected from beneficiaries and media sources for further planning purpose.

Principle 9

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

No customer complaints received during FY 2018-19. No cases from FY 2017-18 is pending.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)

Not Applicable.

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

No such case has been filed by any stakeholder.

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

NHPC is taking regular feedback from its beneficiaries which help us to serve our customers in a better and more effective way. NHPC is regularly receiving feedback from its beneficiaries and most of the feedbacks are either 'Very Good' or 'Excellent. NHPC is also connected with beneficiary States through Regional Power Committees (RPCs) which is a statutory body under Electricity Act 2003. This is a common forum for regular interaction of stakeholders and for resolving of outstanding dues. NHPC also conduct periodic Customer Meets for its beneficiaries for interaction and for resolving the outstanding issues, if any. NHPC held customer meet with northern region beneficiaries from 1st March to 3rd March 2019.

For and on behalf of the Board of Directors



(Balraj Joshi)
Chairman and Managing Director
DIN: 07449990

Date: August 2, 2019
Place: Faridabad