



## Annexure - IX to Directors' Report

# Business Responsibility & Sustainability Reporting Format

## Section A: General Disclosures

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity:	L40101DL1975GOI007966
2. Name of the Listed Entity:	NTPC LIMITED
3. Year of incorporation:	1975
4. Registered office address:	NTPC Bhawan, SCOPE Complex, 7, Institutional Area, Lodhi Road, New Delhi-110 003
5. Corporate address:	NTPC Bhawan, SCOPE Complex, 7, Institutional Area, Lodhi Road, New Delhi-110 003
6. E-mail:	csntpc@ntpc.co.in
7. Telephone:	011-24367333
8. Website:	<a href="https://www.ntpc.co.in/">https://www.ntpc.co.in/</a>
9. Financial year for which reporting is being done:	2022-23
10. Name of the Stock Exchange(s) where shares are listed:	NSE and BSE
11. Paid-up Capital:	₹9,696.67 Crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Shri Arun Kumar (Company Secretary & compliance officer). Phone: 011-24367431 Email: arunkumar10@ntpc.co.in
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):	Consolidated

### II. Products/services

#### 14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Generation of Electricity	Power Generation	95.25%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Power Generation from - Coal	35102	85.91%
2	Power Generation from - Gas	35103	5.30%
3	Power Generation from - Hydro	35101	3.11%
4	Power Generation from - Solar	35105	0.85%
5	Power Generation from - Wind	35106	0.08%



### III. Operations

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

Location	Number of plants	Number of offices	Total
National	89	11	100
International	1	2	3

#### 17. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	28 States
International (No. of Countries)	2 Countries (Nepal and Bangladesh)

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

0.72%

##### c. A brief on types of customers:

NTPC supplies electricity to various bulk customers located throughout the country. Our customer's include:

- State-owned Electricity Utilities like State Electricity Distribution Companies, SEB Holding Companies, State Power Departments
- Indian Railways
- Private distribution companies in Delhi
- Bangladesh Power Development Board (BPDB) and
- Nepal Electricity Authority (NEA)

### IV. Employees

#### 18. Details as at the end of Financial Year:

##### a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1	Permanent (D)	12,997	12074	92.90%	923	7.10%
2	Other than Permanent Employees (E)	1,493	1,350	90.42%	143	9.58%
3	Total employees (D + E)	14,490	13,424	92.64%	1066	7.36%
Workers						
4	Permanent (F)	7,255	6,549	90.27%	706	9.73%
5	Other than Permanent Workers (E)	1,13,355	1,11,457	98.33%	1,898	1.67%
6	Total workers (F + G)	1,20,610	1,18,006	97.84%	2,604	2.16%



**b. Differently abled Employees and workers:**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently Abled Employees						
1	Permanent (D)	222	205	92.34%	17	7.66%
2	Other than Permanent (E)	9	9	100.00%	0	0.00%
3	Total differently abled employees (D + E)	231	214	92.64%	17	7.36%
Differently Abled Workers						
4	Permanent (F)	344	296	86.05%	48	13.95%
5	Other than permanent (G)	0	0	0.00%	0	0.00%
6	Total differently bled workers (F + G)	344	296	86.05%	48	13.95%

**19. Participation/Inclusion/Representation of women**

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	12	1	8.3%
Key Management Personnel	1	0	0%

**20. Turnover rate for permanent employees and workers**

(Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	7.59%	7.67%	6.44%	7.73%	5.48%	7.57%	0.35 %	1.04 %	0.39 %
Permanent Workers	8.82%	9.09%	6.41%	10%	4%	9%	0.13 %	0.00 %	0.12 %

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****21. (a) Names of holding / subsidiary / associate companies / joint ventures**

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	NGEL (NTPC Green Energy Ltd.)	Subsidiary	100%	YES
2	NEEPCO (North Eastern Electric Power Corporation Limited)	Subsidiary	100%	YES
3	NVVN (NTPC Vidyut Vyapar Nigam Limited)	Subsidiary	100%	YES



S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
4	NESCL (NTPC Electric Supply Company Limited)	Subsidiary	100%	YES
5	NML (NTPC Mining Limited)	Subsidiary	100%	YES
6	RGPL (Ratnagiri Gas and Power Pvt. Ltd.)	Subsidiary	86.49%	YES
7	THDC India Ltd.	Subsidiary	74.496%	YES
8	PVUNL (Patratu Vidyut Utpadan Nigam Limited)	Subsidiary	74%	YES
9	NEWS (NTPC EDMC Waste Solutions Private Limited)	Subsidiary	74%	YES
10	BRBCL (Bhartiya Rail Bijlee Company Ltd.)	Subsidiary	74%	YES
11	NSPCL (NTPC-SAIL Power Co. Ltd.)	Joint Venture	50%	YES
12	NTECL (NTPC Tamil Nadu Energy Co. Ltd.)	Joint Venture	50%	YES
13	APCPL (Aravali Power Company Pvt. Ltd.)	Joint Venture	50%	YES
14	MUNPL (Meja Urja Nigam Pvt. Ltd.)	Joint Venture	50%	YES
15	UPL (Utility Powertech Ltd.)	Joint Venture	50%	YES
16	NGSL (NTPC GE Power Services Private Limited),	Joint Venture	50%	YES
17	NBPPL (NTPC-BHEL Power Projects Pvt. Limited)	Joint Venture	50%	YES
18	CNUPL (CIL NTPC Urja Private Limited)	Joint Venture	50%	YES
19	Jhabua Power Limited	Joint Venture	50%	YES
20	Trincomalee Power Company Ltd	Joint Venture	50%	YES
21	Bangladesh-India Friendship Power Company Private Ltd.	Joint Venture	50%	YES
22	BF-NTPC (BF-NTPC Energy Systems Limited)	Joint Venture	49%	YES
23	ASHVINI (Anushakti Vidhyut Nigam Ltd.)	Joint Venture	49%	YES
24	TELK (Transformers and Electricals Kerala Limited)	Joint Venture	44.6%	YES
25	EESL (Energy Efficiency Services Ltd.)	Joint Venture	33.33%	YES
26	HURL (Hindustan Urvarak & Rasayan Limited)	Joint Venture	33.33%	YES
27	NHPTL (National High Power Test Laboratory Pvt. Ltd.)	Joint Venture	20%	YES
28	ICVPL (International Coal Ventures Private Limited)	Joint Venture	0.11%	YES





## VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: YES
- (ii) Turnover (₹) 1,67,724.41 crore (NTPC Standalone)
- (iii) Net worth (₹) 1,38,889.88 crore (NTPC standalone)

## VII. Transparency and Disclosures Compliances

### 23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	347	53		340	51	
Investors (other than shareholders)	Yes	621	0	Complaints relate to non-receipt, and revalidation of warrants. Some cases wrt transmission and transfer of securities were also put up. No issues were raised in case of privately placed Bonds.	1,090		Complaints relate to non-receipt, and revalidation of warrants. Some cases wrt transmission and transfer of securities were also put up. No issues were raised in case of privately placed Bonds.
Shareholders	Yes	1,011	0	Complaints relate to non-receipt of warrants, revalidation of warrants. Non receipt of annual Report, ECS intimation and other miscellaneous queries.	1,235	0	Complaints relate to non-receipt, and revalidation of warrants. Some cases wrt transmission and transfer of securities were also put up. No issues were raised in case of privately placed Bonds.



Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	Yes	05	00	-	05	00	-
Customers	Yes	19	19	NA	18	18	NA
Value Chain Partners	Yes	0	0	NA	0	0	NA
Other (please specify)							

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Energy Transition	Opportunity	Increased focus on energy transition associated with climate change has opened many avenues for energy sector players. Influx of more variable renewable energy in the grid would require greater support of flexible operation of coal stations, energy storage and ancillary services.		Positive
2	Digitalization	Opportunity	The dynamic business landscape is being driven through Digitalization. In this highly competitive era, digitalization is enabling faster decision making, reducing costs through automation and rendering long term competitive advantage.		Positive
3	Climate Change	Risk	Climate change is posing both physical and transition risks to all business entities including NTPC. The risks associated with the increase in sea levels, water stress situations, increased heat waves, erratic rainfall and frequent natural disasters may impact the business.  Rising climate change concerns and threats may bring future policy and regulatory risks in terms of carbon tax and cess.	As part of NTPC's preparedness against climate change related situations our power plants and infrastructure are designed to withstand cyclones and floods while our cooling systems are designed to withstand the increase in temperatures brought forth by climate change.  To de-risk its business from transition risk, NTPC is making substantial progress towards decarbonization of energy through increasing penetration of renewables in its portfolio.	Negative





S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Water Security	Risk	Water is an essential resource for the NTPC, and hence water scarcity can significantly impact the operations of NTPC.	The proactive measures for water conservation include process improvements and technology adoption in all possible manners in line with our policy of Reduce, Reuse and Recycle (3Rs) for the water being consumed in its station and projects.	Negative
5	Fuel Security	Risk	It has become an area of concern owing to reduction in coal supplies and gradual increase in our fleet size.	NTPC is ensuring fuel security through long-term coal supply agreements. Production has started from captive mines i.e. Pakri-Barwadih, Dulanga, Talaipalli and Chatti-Bariatu. Production from these mines is being ramped up to enhance fuel security. Other Mines are in various stages of development.  Further NTPC is also importing coal as per requirement and in alignment with guidelines issued by Government.	Negative
6	Safety or Hazard Risk	Risk	With a large workforce involved in both operating stations as well as projects under construction, safety of people and property remains a potential risk.	To embed safety in all systems and processes, Safety policy has been revised and "SAP integrated Safety Framework" has been implemented across the organization to mitigate risks and eliminate hazards.	Negative



## Section B: Management and Process Disclosures

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Refer A, B, C, D, E, F, G & H	Refer I, J, K & L	M, N, O, P, I,	J, N, R, S,	N	J, K, L, T, U, V, W, X, Y	A, B, C, E	L, R, S	A, H, X
<p>All policies relevant to external stakeholders are available on NTPC's website</p> <p>Policies specific to principals are:</p> <p>A. CDA rules: B. Code of Conduct: C. ABAC policy: D. Fraud Prevention Policy: E. Related Party Transaction: F. Whistle Blower Policy: G. Training Policy for Directors: H. Complaint Handling Policy: I. Safety Policy: J. NTPC Policy for CSR: K. Ash Policy: L. Sustainable Supply Chain Policy: M. Placement and Transfer Policy: N. Human Rights Policy O. Equal Opportunity Policy P. Career development &amp; Succession planning policy Q. Recruitment Policy R. R&amp;R Policy S. ICD policy T. Environmental Policy U. Biodiversity Policy V. E-Waste Policy W. Water Policy X. Integrate Plastic Management Policy Y. Waste Management Policy</p> <p>Our policies are available at <a href="https://www.ntpc.co.in/sustainability/policies">https://www.ntpc.co.in/sustainability/policies</a></p>									
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes







Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
4.	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	SEBI LODR requirement	ISO 9001  OSHAS 18001	ISO 45001  OSHAS 18001	Schedule II part D SEBI regulation 2015	Companies Act 2013, Schedule II part D SEBI regulation 2015	ISO 14001, ISO 50001  OHSAS 18001	SEBI LODR requirement	Companies Act 2013	SDGs
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Zero cases of adverse business ethics	At NTPC we are trying to reduce our fatality rate to zero by 2032	At NTPC we are trying to reduce our fatality rate to zero by 2032		We are committed to ensuring No human rights violation throughout our supply chain	We are committed to reduce our Net energy intensity by 12% by 2032, as well as reduce our specific water consumption by 34% by 2032. We are also planning to plant 47 million tree sapling by 2032 from 2012 baseline			We are targeting to increase the Number of cumulative beneficiaries of our community development projects to 18 million people by 2023
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	9 adverse cases in FY 22-23	5 fatality reporter in FY 22-23	5 fatality reporter in FY 22-23			5% reduction in Net energy intensity; 29%; reduction in specific water consumption and 38 million trees planted			9 million people reached so far
Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)  The statement of CMD can be found at the page no. 7 of our Intergrated Annual Report 2022-23									
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	DIN Number				00307037				
		Name				Gurdeep Singh				
		Designatino				Chairman & Managing director				
		Telephone No				011-24360044				
		Email ID				cmd@ntpc.co.in				
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, We have CSR and Sustainability Development committee along with risk management committee. Also, Sustainability Vertical directly reports to Director (operations).  The detailed structure can be found at <a href="https://www.ntpc.co.in/sustainability/governance">https://www.ntpc.co.in/sustainability/governance</a>								



#### 10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee							Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)										
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against Above policies and follow up action	Yes																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes							Quarterly and as required.										
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1		P 2		P 3		P 4		P5		P 6		P 7		P8		P 9	
	Yes, NTPC has undertaken Reasonable assurance of it Integrated Annual Report as per the GRI standards by KPMG. The Details of the same can be found at page no. 659																	

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

<the question is not applicable to the NTPC as all the NGRBC principles are covered under our policies>

## Section C: Principle Wise Performance Disclosure

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

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

#### Essential Indicators

#### 1. Percentage coverage by training and awareness programs on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	1	P1 & P7	8%
Key Managerial Personnel	0	-	0%
Employees other than BoD and KMPs	1,589	P1 to P9	87%
Workers	813	P2 to P9	64%

\*NTPC standalone data





2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (in INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
<b>Monetary</b>					
Penalty/Fine	NIL	NIL	NIL	NIL	NIL
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding Fee	NIL	NIL	NIL	NIL	NIL
<b>Non-Monetary</b>					
Imprisonment	NIL	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	NIL	NIL

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

No instances were reported in question 2 above, hence not applicable

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, NTPC has a Anti Bribery and Anti-Corruption (ABAC) policy in place to ensure its business is conducted in accordance with the highest ethical standards. The same can be accessed through

[https://www.ntpc.co.in/sites/default/files/policy-documents/NTPC-ABAC-Policy-2023\\_0.pdf](https://www.ntpc.co.in/sites/default/files/policy-documents/NTPC-ABAC-Policy-2023_0.pdf)

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0



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

	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMP's	0	NA	0	NA

## 7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

No corrective action taken as no such issues were identified.

### Leadership Indicators

#### 1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

We are in process of developing mechanism to collect data as required by BRSR format, during FY 22-23, We conducted capacity building workshops on ESG for around 150 suppliers through various Vendor Development Programs.

#### 2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.

Yes, NTPC has a robust system in place to avoid/ manage conflict of interests involving members of the Board

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

### Essential Indicators

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of Improvements in environmental and social impacts
R&D	100%	100%	Biofuels, Green Hydrogen, waste to energy
Capex	21%	24%	Green Energy, Air Pollution reduction, Afforestation

#### 2. a. Does the entity have procedures in place for sustainable sourcing? Yes

b. If yes, what percentage of inputs were sourced sustainably? 100%

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

There is no scope of reclaiming the products packaging/ E-waste in case of Electricity and Coal. For Coal being used as fuel with in the NTPC, we have placed a detailed ash management program for reclaiming the ash and recycling it into new products.





4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

EPR is not applicable to NTPC as our product "Electricity" is exhausted once consumed.

### Leadership Indicators

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

Presently, NTPC is in process of undertaking the LCA of its product

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

Presently, NTPC is in process of undertaking the LCA of its product

3. **Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water	Less than 1%	Less than 1%

4. **Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	0	53.15	164.96	0	120.77	79.47
E-Waste	0	83.14	2.92	1	109.45	0
Hazardous waste	340.30	1,705.45	1,778.74	0.30	1,572.95	365.70
Other Waste	13,091.34	39,619.07	51,092.23	1,906.01	51,124.51	5,791.70

5. **Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

There is no scope for reclaiming packaging materials in Energy generation and transmission business.



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

### Essential Indicators

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

		% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day care facilities	
		Total (A)	Number (B)	% (C/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)
Permanent Employees											
Male	12,074	12,074	100	12,074	100	0	0	12,074	100	12,074	100
Female	923	923	100	923	100	923	100	0	0	923	100
Total	12,997	12,997	100	12,997	100	923	7.10	12,074	92.90	12,997	100
Other than Permanent Employees											
Male	1,350	1,350	100	1,350	100	0	0	0	0	1,350	100
Female	143	143	100	143	100	0	0	0	0	143	100
Total	1,493	1,493	100	1,493	100	0	0	0	0	1,493	100

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

% of workers covered by											
Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day care facilities		
	Number (B)	% (C/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
Permanent Workers											
Male	6,549	6,549	100	6,549	100	0	0	6,549	100	6,549	100
Female	706	706	100	706	100	706	100	0	100	706	100
Total	7,255	7,255	100	7,255	100	706	9.73	0	90.27	7,255	100
Other than Permanent Workers											
Male	1,11,457	1,11,457	100	1,11,457	0	0	0	0	0	0	0
Female	1,898	1,898	100	1,898	0	0	0	0	0	0	0
Total	1,13,355	1,13,355	100	1,13,355	0	0	0	0	0	0	0





## 2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	100%	100%	Y	100%	100%	Y
Oth-ers-please specify	0	0	NA	0	0	NA

## 3. Accessibility of workplaces

**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

YES, all our offices are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016

## 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

YES, our equal opportunity policy can be found at

[https://www.ntpc.co.in/sites/default/files/policy-documents/Equal\\_Opportunity\\_Policy%202019.pdf](https://www.ntpc.co.in/sites/default/files/policy-documents/Equal_Opportunity_Policy%202019.pdf)

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

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

## 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Yes/No (If yes, then give details of the mechanism in brief)	
Permanent Workers	Yes, for addressing the grievances of employees, NTPC has a time bound Grievance Redressal Mechanism for all employees at each project. The employee grievances are also captured through different forums like participative forums, communication meetings, employee organizational climate survey etc.
Other than Permanent Workers Permanent Employees	
Other than Permanent Employees	



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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of associations(s) or Union (B)	% (B/A)	Total employees/ workers in respective category ©	No. of employees/ workers in respec- tive category, who are part of associa- tions(s) or Union (D)	% (D/C)
Total						
Permanent						
Employees	12,997	6,905	53.12%	13,071	6,036	46.18%
Male	12,074	6,539	54.15%	12,177	5,713	46.92%
Female	923	366	39.6%	894	323	36.13%
Total Perma- nent Workers	7,255	7,255	100%	7,700	7,700	100%
Male	6,549	6,549	100%	6,961	6,961	100%
Female	706	706	100%	739	739	100%

## 8. Details of training given to employees and workers:

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	12,074	4,648	38.50%	9,661	80.01%	12,177	5,114	42%	9,146	75%
Female	923	318	34.45%	687	74.43%	894	399	45%	673	75%
Total	12,997	4,966	38.21%	10,348	79.62%	13,071	5,513	42%	9,819	75%
Workers										
Male	6,549	1,471	22.46%	3,744	57.17%	6,961	1,605	23%	4,044	58%
Female	706	137	19.41%	298	42.21%	739	148	20%	280	38%
Total	7,255	1,608	22.16%	4,042	55.71%	7,700	1,753	23%	4,324	56%

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

Category	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	12,074	12,074	100%	12,177	12,177	100%
Female	923	923	100%	894	894	100%
Total	12,997	12,997	100%	13,071	13,071	100%
<b>Workers</b>						
Male	6,549	6,549	100%	7,700	7,700	100%
Female	706	706	100%	6,961	6,961	100%
Total	7,255	7,255	100%	739	739	100%







## 10. Health and safety management system:

### a) Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

YES, we have implemented a detailed occupation health and safety management system in line with NTPC safety framework. Our aim is to reach the target of zero injuries and incidents across all our operating stations. We have a formal process for investigation of all accidents to examine each case in detail

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

In accordance with our safety principles, we have developed a comprehensive and centralized Hazard Identification, Risk Assessment and Control (HIRAC) document for our Coal, Gas, and Hydro stations. The hierarchy of controls of hazards followed in preparing this document is elimination of hazard, substitution of hazard, engineering controls, administrative controls, and PPEs in respective order.

### c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.

Yes

### d) Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?

Yes

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

Safety Incident/Number	Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.141	0.084
	Workers	0.067	0.083
Total recordable work-related injuries	Employees	11	7
	Workers	30	60
No. of fatalities	Employees	1	1
	Workers	4	4
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	1
	Workers	1	1

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

The safety of our operations is regularly assessed through internal and external safety audits. Every year, internal safety audits are conducted by inter station team of Safety Officers and External safety audits are carried out by reputed organizations as per statutory requirement for each Project/ Station. Apart from that, special audits are conducted from time to time to assess adherence to laid out procedures and rules. NTPC has developed a pool of NOSA certified auditors, certified lead / internal auditors as per ISO 45001 for ensuring quality audit. During FY 22-23 an additional expert safety audit is initiated for all NTPC stations for internal benchmarking purpose.



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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

### 14. Assessments for the year:

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

\*All our offices are OSHA/ ISO certified

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

While no significant risk/ concern was identified, NTPC regularly monitor and engage to improve its working condition, and has developed centralized Hazard Identification, Risk Assessment, and Control (HIRAC) documents for its stations.

### Leadership Indicators

- Does the entity extend any life insurance or any compensatory package in the event of death of
  - Employees: Yes
  - Workers: Yes
- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

We collect TDS from all our vendors to ensure the submission of the applicable taxes. In addition to this we also have Clauses in our GCC to ensure that all the statutory dues and fines are collected as applicable





3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Employees	1	2	0	1
Workers	5	6	5	6

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Yes

5. Details on assessment of value chain partners:

	% Of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	100%

\* We have sustainability sourcing policies as well as sections in our GCC to ensure all our suppliers have relevant ISO and OHSAS certification

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

No action has been taken since no significant risk/ concern was identified.



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

### Essential Indicators

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

Stakeholder engagement is a continuous process, encompassing interactions at various management levels and through diverse communication channels. To ensure the identification of key stakeholders, the NTPC has devised a detailed stakeholder engagement framework, as well as undertake stakeholder and materiality assessment exercise at a regular frequency. Our detailed methodology for stakeholder identification can be found at <https://www.ntpc.co.in/sustainability/stakeholder-management>.

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

Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes/no)	Channel of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, website, others)	Frequency of engagement (Annually/ Half yearly/ Quarterly/ other-please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government of India	No	<ul style="list-style-type: none"> <li>Secretary level review</li> <li>Meeting with MoP, MoEFCC, MoC, DPE, Parliamentary committees, CEA, NITI AAYOG etc.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> <li>Need based</li> </ul>	<ul style="list-style-type: none"> <li>24x7 affordable power to all</li> <li>Maximizing infrastructure utilization</li> <li>Social development</li> <li>Climate Change &amp; Environment conservation</li> <li>Promote Govt. schemes (viz. Make in India, Skill India, Swachh Bharat Mission, etc.)</li> </ul>
Regulators	No	<ul style="list-style-type: none"> <li>Public hearing</li> <li>Statutory audits &amp; inspection, Meeting for clearances, Consents and compliances</li> </ul>	<ul style="list-style-type: none"> <li>Need based</li> <li>As per statutory provisions</li> </ul>	<ul style="list-style-type: none"> <li>Optimum electricity tariff</li> <li>Compliance with changing business environment</li> </ul>
Communities & NGO	Yes	<ul style="list-style-type: none"> <li>Public hearings</li> <li>Village Development Advisory Committee (VDAC)</li> <li>Public information centers</li> <li>Project-based stakeholder meets</li> </ul>	<ul style="list-style-type: none"> <li>Need based</li> <li>Annually</li> </ul>	<ul style="list-style-type: none"> <li>Infrastructure development</li> <li>Quality of life</li> <li>Employment opportunities</li> <li>Land acquisition and R&amp;R issues</li> <li>Increased community involvement</li> </ul>
Investors & Lenders	No	<ul style="list-style-type: none"> <li>Analyst and investors meeting</li> <li>Annual general meeting</li> <li>Review meets with bankers (Domestic and Foreign)</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> <li>Annual</li> <li>Regular</li> </ul>	<ul style="list-style-type: none"> <li>Improving RoI</li> <li>Climate change &amp; Business sustainability</li> <li>Risk and governance compliance</li> <li>Increased disclosure on Environment, Social and Governance (ESG) aspects</li> </ul>





Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes/no)	Channel of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, website, others)	Frequency of engagement (Annually/ Half yearly/ Quarterly/ other-please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> <li>Participative forums</li> <li>Communication meetings</li> <li>Employee surveys</li> <li>Intranet and website</li> <li>Trainings and workshops</li> <li>Internal magazines</li> </ul>	<ul style="list-style-type: none"> <li>Defined frequency of concerned Fora</li> <li>Need based</li> </ul>	<ul style="list-style-type: none"> <li>Professional growth</li> <li>Work life balance</li> <li>Health, safety and security</li> <li>Timely resolution of grievances</li> <li>Transparent appraisal and promotion cycle</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>Regional customer meets</li> <li>Regional power committees (RPCs)</li> <li>Commercial meetings/interactions</li> <li>Technical coordination committee</li> <li>Operation coordination committee</li> <li>Business partner meet</li> <li>Customer support services</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> <li>Monthly</li> <li>Yearly</li> <li>Need Based</li> </ul>	<ul style="list-style-type: none"> <li>Resolving commercial issues</li> <li>Resolving technical issues</li> </ul>
Suppliers	Yes, some of company's suppliers belong to marginalized group	<ul style="list-style-type: none"> <li>Pre-bid conference</li> <li>Suppliers meet, Vendor enlisting</li> <li>NTPC website</li> </ul>	<ul style="list-style-type: none"> <li>Before tendering</li> <li>Need based</li> </ul>	<ul style="list-style-type: none"> <li>Transparent dealings</li> <li>Timely payments</li> <li>Fair opportunities</li> <li>Sustainable Supply Chain</li> </ul>
Media	No	<ul style="list-style-type: none"> <li>Press releases</li> <li>Press conferences</li> </ul>	<ul style="list-style-type: none"> <li>Need based</li> <li>Event based</li> </ul>	<ul style="list-style-type: none"> <li>Information sharing</li> <li>Increased transparency</li> </ul>

### Leadership Indicators

- 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

NTPC has a dedicated stakeholder's relationship committee along with the stakeholder management framework the details of which can be found at <https://www.ntpc.co.in/corporate-governance/Committees-of-the-Board>

- 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

NTPC regularly undertake Stakeholder consultation to identify the important ESG topics as part of it Materiality Assessment exercise. The detailed of the same can be found on our website at <https://www.ntpc.co.in/sustainability/stakeholder-management>.

- 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

The details can be found on our website at <https://www.ntpc.co.in/sustainability/stakeholder-management>.



## Principle 5: Businesses should respect and promote human rights

### Essential Indicators

- Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	12,997	283	2.17%	12,177	1,515	12.44%
Other than Permanent	1,493	40	2.68%	894	35	3.91%
Total Employees	14,490	323	2.23%	13,071	1,550	11.86%
<b>Workers</b>						
Permanent	7,255	298	4.11%	7,700	539	0.07
Other than Permanent	1,13,355	0	0.00%	1,06,662	0	0.00
Total Workers	1,20,610	298	0.25%	1,14,362	9	0.00

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

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	12,997	0	0%	12,997	100%	13,071	0	0%	13,071	100%
Male	12,074	0	0%	12,074	100%	12,177	0	0%	12,177	100%
Female	923	0	0%	923	100%	894	0	0%	894	100%
Other than Permanent	1,493	0	0%	1,493	100%	1,041	0	0%	1,041	100%
Male	1,350	0	0%	1,350	100%	911	0	0%	911	100%
Female	143	0	0%	143	100%	130	0	0%	130	100%
Workers										
Permanent	7,255	0	0%	7,255	100%	7,700	0	0%	7,700	100%
Male	6,549	0	0%	6,549	100%	6,961	0	0%	6,961	100%
Female	706	0	0%	702	100%	739	0	0%	739	100%
Other than Permanent	1,13,355	0	0%	1,13,355	100%	1,06,662	0	0%	1,06,662	100%
Male	1,11,457	0	0%	1,11,457	100%	1,05,063	0	0%	1,05,063	100%
Female	1,898	0	0%	1,898	100%	1,599	0	0%	1,599	100%





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

	Male Number	Median Remuneration/salary/ wages of respective category	Female Number	Median Remuneration/salary/ wages of respective category
Board of Directors (BoD)	5*	1,03,36,749	-	-
Key Managerial Personnel	1	56,34,384	-	-
Employees other than BoD and KMP	12,070	38,21,259	922	32,95,704
Workers	6,549	20,16,940	706	24,20,217

\* only functional Directors

### 4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?

Yes

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

We have established institutional mechanisms for grievance redressal, demonstrating our commitment to resolving stakeholder concerns in a timely and fair manner. To safeguard human rights, all significant investment agreements and contracts include clauses that minimize the risk of violations. We conduct regular monitoring to ensure compliance with regulations and internal policies.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	6	1	-	2	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labor	0	0	-	0	0	-
Forced Labor/Involuntary Labor	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	-	-	-	-	-	-

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

NTPC has formed the Internal Complaints Committees at our operational locations where complaints against sexual harassment can be registered, furthermore we have a dedicated complaint handling policy to safeguard the complainant. The link to our policy can be found at <https://www.ntpc.co.in/sites/default/files/policy-documents/Complaint-Handling-Policy.pdf>

### 8. Do human rights requirements form part of your business agreements and contracts?

Yes, human rights requirements form part of all our business agreements and contracts

### 9. Assessments for the year:

% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child Labor	100%
Forced/Involuntary Labor	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Other-Please specify	100%



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

No corrective action taken since no significant risk was identified.

### Leadership Indicators

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

Business model has not been modified

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

100%

## 3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes

## 4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessments	
Child Labor	100%
Forced/Involuntary Labor	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Other-Please specify	100%

\* All the NTPC's vendor adheres to the Human rights policy which is covered under its GCC

## 5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

No action was taken since no significant risk/ concern was identified.

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

### Essential Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A)	352.11	74.73
Total fuel consumption (B)	37,42,695.46	33,85,762.61
Energy consumption through other sources (C)	-	-
<b>Total energy consumption (A+B+C)</b>	<b>37,43,047.57</b>	<b>33,85,837.35</b>
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	21.03	25.08
Energy intensity (optional) – the relevant metric may be selected by the entity	10.01	10.08

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, assurance has been conducted by KPMG







2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Yes, all 4 NTPC stations covered under PAT cycles have exceeded their targets and earned EScerts, however notification for the same is awaited.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	5,482.35 MCM	5,274.70 MCM
(ii) Groundwater	0 MCM	0 MCM
(iii) Third party water	0.55 MCM	0.150 MCM
(iv) Seawater / desalinated water	179.10 MCM	157.60 MCM
(v) Others	0	0
<b>Total volume of water withdrawal</b> (in kiloliters) (i + ii + iii + iv + v)	5,662 MCM	5,432.45 MCM
<b>Total volume of water consumption</b> (in kiloliters)	1,135.55 MCM	1,069.87 MCM
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	0.006 MCM/ (₹) Crore	0.008 MCM/ (₹) Crore
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	2.69 l/kWh	2.76 l/kWh

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, assurance has been conducted by KPMG

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

Yes, we are in process of implementing Zero Liquid Discharge (ZLD) at all of our station, 19 of our stations have already implemented the ZLD, while the rest are in advanced stages of implementing the ZLD.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NO <sub>x</sub>	Metric tonnes	6,57,376.38	6,40,419
		17,67,822	16,21,349
SO <sub>x</sub>	Metric tonnes	17,67,481.60	91,115
		0	0
Particulate matter (PM)	Metric tonnes	9,294.96	91,115
Persistent organic pollutants (POP)	Metric tonnes	0	0
Volatile organic compounds (VOC)	Metric tonnes	0	0
Hazardous air pollutants (HAP) (Mercury)	Metric tonnes	7.00	7.23
Others –	Metric tonnes		



**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, assurance has been conducted by KPMG

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Million Metric tonnes of CO <sub>2</sub> equivalent	335.72	303.34
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Million Metric tonnes of CO <sub>2</sub> equivalent	0.07	0.01
Total Scope 1 and Scope 2 emissions per rupee of turnover	Million Metric tonnes of CO <sub>2</sub> / (₹) Crore	0.001	0.002
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	gCO <sub>2</sub> /Kwh	840.75	843.64

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, assurance has been conducted by KPMG

**7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

Yes, we embrace our ethical duty to support the country's endeavors in reducing GHG emissions and mitigating climate change. We have adopted cleaner, more energy-efficient technologies to reduce GHG emissions per unit of electricity. We're transitioning from sub-critical to supercritical and ultra-supercritical technology. NTPC is an early adopter of supercritical and ultra-supercritical boilers in India, saving ~2% fuel per unit of power and reducing emission intensity by 8% compared to conventional subcritical plants. It also increases efficiency by around 8%.

In addition to this, we are also exploring cleaner energy avenues and are looking to increase the over RE percentage in our energy mix. We are also working carbon sink development, and has planted 38 million trees so far, with the target of planting at least 1 million tree sapling annually.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	353.43	264.26
E-waste (B)	84.88	139.83
Bio-medical waste (C)	138.44	23.8
Construction and demolition waste (D)	61,052.50	2,665.74
Battery waste (E)	887.28	440.95
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any (spent resin, used lube oil, containers of hazardous waste, insulation waste, FO sludge). (G)	4,832.24	3,137.14





Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Other Non-hazardous waste generated (H). Please specify, if any. (ferrous, non-ferrous, municipal solid waste-biodegradable, municipal solid waste – non degradable) (Break-up by composition i.e., by materials relevant to the sector)	42,029.83	60,858.08
Total (A+B + C + D + E + F + G + H)	1,09,378.60	67,529.80
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	41,455.18	52,799.37
(ii) Re-used	13,431.64	2,067.02
(iii) Other recovery operations	514.95	180.73
Total	55,401.76	55,047.12
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	598.623	160.20
(ii) Landfilling	52,236.23	1,624.13
(iii) Other disposal operations	203.72	89.17
Total	53,038.5	1,873.50

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, assurance has been conducted by KPMG.

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

We are dedicated to handling and disposing of all waste generated on our premises in an environmentally friendly, socially responsible, and commercially viable manner. Our comprehensive waste management approach includes collection, segregation, transportation, processing, recycling, and disposal of different types of waste. Our primary goal is to maximize resource utilization, minimizing the waste that must be disposed of. However, when disposal is necessary, we ensure full compliance with rules and regulatory requirements. Managing hazardous and non-hazardous waste generated by our power plants is governed by regulations and NTPC Waste Management Guideline. Furthermore, we have successfully eliminated Polychlorinated Biphenyl (PCBs) from our operation in an effort to reduce hazardous waste generation.



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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Bongaigaon	Power Generation	No, Wildlife Clearance under approval stage in Parivesh.nic.in portal- File with Chief Wildlife Warden)
2	Kahalgaoon	Power Generation	Yes
3	TVHPP	Power Generation	Yes

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

No EIA assessment was conducted during Financial Year 2022-23 as no new plant construction was undertaken.

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes, NTPC is compliant with the applicable environmental law/ regulations/ guidelines in India

S. No.	Specify the law / regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
Nil	Nil	Nil	Nil	Nil
Nil	Nil	Nil	Nil	Nil

### Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	246.70 TJ	497.29 TJ
Energy consumption through other sources (C)	-	-





Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total energy consumed from renewable sources (A+B+C)	246.70 TJ	497.29 TJ
<b>From non-renewable sources</b>		
Total electricity consumption (D) (TJ)	74.73	352.11
Total fuel consumption (E)	37,42,448.77 TJ	33,85,265.32 TJ
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>37,43,523.5</b>	<b>33,85,617.43</b>

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, assurance has been conducted by KPMG.

## 2. Provide the following details related to water discharged:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) To Surface water	0	0
- No treatment	4,409.98 MCM	4,287.25 MCM
- With treatment – please specify level of treatment		
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment		
(iii) To Seawater	0	0
- No treatment	117.30 MCM	85.09 MCM
- With treatment – please specify level of treatment		
(iv) Sent to third parties	0.99 MCM	0
- No treatment	0	0
- With treatment – please specify level of treatment		
(v) Others	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
<b>Total water discharged (in kiloliters)</b>	<b>4,528.31 MCM</b>	<b>4,287.25 MCM</b>

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, assurance is being carried out by KPMG.



### 3. Water withdrawal, consumption, and discharge in areas of water stress (in kiloliters):

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area: **Barh**
- (ii) Nature of operations: **Power Generation**
- (iii) Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	36.33 MCM	-
(ii) Groundwater	0	-
(iii) Third party water	0	-
(iv) Seawater / desalinated water	0	-
(v) Others	0	-
Total volume of water withdrawal (in kiloliters)	36.33 MCM	-
Total volume of water consumption (in kiloliters)	36.32 MCM	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) Into Surface water		
- No treatment	0	-
- With treatment – Primary & secondary treatment	0	-
(ii) Into Groundwater		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iii) Into Seawater		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iv) Sent to third parties		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(v) Others		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
Total water discharged (in kiloliters)	0	-





For each facility / plant located in areas of water stress, provide the following information:

(iv) Name of the area: **Farakka**

(v) Nature of operations: **Power Generation**

(vi) Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	1,410.03 MCM	-
(ii) Groundwater	0	-
(iii) Third party water	0	-
(iv) Seawater / desalinated water	0	-
(v) Others	0	-
Total volume of water withdrawal (in kiloliters)	1,410.03 MCM	-
Total volume of water consumption (in kiloliters)	59.34 MCM	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) Into Surface water		
- No treatment	0	-
- With treatment – Primary & secondary treatment	1,350.63 MCM	-
(ii) Into Groundwater		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iii) Into Seawater		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iv) Sent to third parties		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(v) Others		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
<b>Total water discharged (in kiloliters)</b>	<b>1,350.63 MCM</b>	



For each facility / plant located in areas of water stress, provide the following information:

(vii) Name of the area: **Rihand**

(viii) Nature of operations: **Power Generation**

(ix) Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	919.26 MCM	-
(ii) Groundwater	0	-
(iii) Third party water	0	-
(iv) Seawater / desalinated water	0	-
(v) Others	0	-
Total volume of water withdrawal (in kiloliters)	919.26 MCM	-
Total volume of water consumption (in kiloliters)	64.95 MCM	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) Into Surface water		
- No treatment	0	-
- With treatment – Primary & secondary treatment	854.38 MCM	-
(ii) Into Groundwater		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iii) Into Seawater		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iv) Sent to third parties		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(v) Others		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
<b>Total water discharged (in kiloliters)</b>	<b>854.38 MCM</b>	<b>-</b>







For each facility / plant located in areas of water stress, provide the following information:

(x) Name of the area: **RGPPPL**

(xi) Nature of operations: **Power Generation**

(xii) Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	0	-
(ii) Groundwater	0	-
(iii) Third party water	0	-
(iv) Seawater / desalinated water	0	-
(v) Others	0	-
Total volume of water withdrawal (in kiloliters)	0	-
<b>Total volume of water consumption (in kiloliters)</b>	0.25 MCM	-
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) Into Surface water		
- No treatment	0	-
- With treatment – Primary & secondary treatment	0	-
(ii) Into Groundwater		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iii) Into Seawater		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iv) Sent to third parties		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(v) Others		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
<b>Total water discharged (in kiloliters)</b>	0	

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, assurance has been conducted by KPMG



#### 4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	43,59,388.78	11,01,885.05
<b>Total Scope 3 emissions per rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> / (₹) Crore	24.49	8.16
<b>Total Scope 3 emission intensity (optional)</b> – the relevant metric may be selected by the entity	gCO <sub>2</sub> /kWh	10.97	3.06

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, assurance has been conducted by KPMG

#### 5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable.

#### 6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Information on this topic can be found in the Integrated Annual Report under Natural Capital, or on the NTPC website.

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

The plan is currently in development.

#### 8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Not applicable.

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

0.58%.





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

### Essential Indicators

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

32

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

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	British Safety Council	National
2	National Safety Council	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Delhi Productivity Council (DPC)	National
5	Power HR Forum	National
6	Central Board of Irrigation & Power (CBIP)	National
7	Electric Power Research Institute (EPRI), USA	National
8	World Energy Council (WEC)	National
9	Council of Power Utilities	National
10	Excellence Enhancement Centre, EEC	National

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

No action taken as there was no case of issues related to anti- competitive during the Financial Year 2022-23

### Leadership Indicators

#### 1. Details of public policy positions advocated by the entity:

Not applicable.



## Principle 8: Businesses should promote inclusive growth and equitable development.

### Essential Indicators

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

No SIA done during 2022-2023 Final Year, as there is land acquisition done by District administration for NTPC project.

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts No. paid to PAFs in the FY (In INR)
1	NTPC Lara, Raigarh, Chhattisgarh	Chhattisgarh	Raigarh	2,466	100%	24,29,846
2	NTPC North Karanpura	Jharkhand	Chatra	2,963	100%	3,50,00,000
3	Nabinagar STPP	Bihar	Aurangabad	3,000	100%	2,44,00,000
4	Rammam Hydro Power Project	West Bengal	Darjeeling	363	100%	4,00,00,000
5	Tanda STTPP	Uttar Pradesh	Ambedkar Nagar	2,381	100%	5,25,00,000
6	Khargone	Madhya Pradesh	Khargone	1,575	100%	
7	Kanti	Bihar	Mujaffarpur	462	100%	
8	Darlipali STPP	Odisha	Sundargarh	397	100%	4,95,00,000
9	Kerandari Coal mining Project, Hazariagh	Jharkhand	Hazaribagh	2,640	100%	2,92,95,000
10	Chatti Bariatu Coal Mining Project	Jharkhand	Hazaribag	3,900	100%	1,48,73,750
11	Dulanga Coal Mining Project	Odisha	Sundergarh	693	100%	18,01,47,400
12	Pakri Barwadih Coal Mining Project	Jharkhand	Hazaribag	8,339	100%	66,72,75,000
13	Talaipalli Coal Mining Project	Chhattisgarh	Raigarh	1,329	100%	20,33,71,360





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

In order to facilitate resolution of grievances in transparent and time bound manner NTPC has developed an interactive grievance redressal mechanism which can be accessed through our website at <https://www.ntpc.co.in/grievance>

In addition to this, a Grievance Redressal Officer is also nominated for at all Projects/ stations/ Regions, Further grievances are also received through RTI, which are answered in a time-bound manner.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	40.06%	42.95%
Sourced directly from within the district and neighboring districts	<1%	<1%

### Leadership Indicators

#### 1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

No SIA done during 2022-2023 Final Year, as there are land acquisition done by District administration for NTPC project.

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

S. No.	State	Aspirational District	Amount spent (In INR)
1	Bihar	Aurangabad	5,99,69,577
2	Bihar	Begusarai	12,95,237
3	Bihar	Buxar	50,81,783
4	Bihar	Khagaria	3,07,66,874
5	Chhattisgarh	Korba	7,56,99,748
6	Jharkhand	Chatra	39,47,424
7	Jharkhand	Godda	4,11,86,186
8	Jharkhand	Hazaribagh	1,56,60,298
9	Jharkhand	Ranchi	92,94,590
10	Jharkhand	Sahibganj	69,37,369
11	Madhya Pradesh	Chhatarpur	89,25,978
12	Madhya Pradesh	Singrauli	6,62,92,351
13	Rajasthan	Baran	56,19,987
14	Uttar Pradesh	Shrawasti	11,59,200
15	Uttar Pradesh	Sonbhadra	5,67,07,765



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

Yes, NTPC is governed by The Government of India's Public Procurement

Policy for Micro and Small Enterprises (MSEs) Order, 2012. Which mandates 40% minimum procurement from MSE vendors, with sub targets for marginalized communities of 4% from MSEs owned by Scheduled Castes or the Scheduled Tribes and 3% owned by Women entrepreneurs for the Goods and Services procured.

**(b) From which marginalized /vulnerable groups do you procure?**

NTPC has procurement targets for marginalized communities of 4% from MSEs owned by Scheduled Castes or the Scheduled Tribes and 3% owned by Women entrepreneurs for the Goods and Services procured.

**(c) What percentage of total procurement (by value) does it constitute?**

MSME: 40.06 %, SC/ST: 0.17 %, Women entrepreneurs: 0.4 %

**4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:**

Data consolidation is still in progress.

**5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

No action was taken since there was no adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved

**6. Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Health	4,21,339	~ 63.38%
2	Education	1,32,332	~ 100.00%
3	Sanitation	4,37,594	~ 74.56%
4	Water	1,76,205	~ 63.38%
5	Rural Development	4,97,759	~ 63.38%
6	Vocational Training & Women Empowerment	77,651	~ 71.72%
7	PCP, Art & Culture, Sports & Others	3,19,823	~ 63.92%

\* NTPC CSR interventions are taken primarily in the vicinity of its Stations/Projects with an objective to improve the quality of life of the community as a whole. Majority of the beneficiaries includes the under privileged, marginalized, vulnerable and backward section of the society. The above figures are based on the CSR activities undertaken for which either the beneficiary categorization is available or from other secondary sources viz. information available in public domain.





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

### Essential Indicators

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

We have an elaborate system of Customer Relationship Management (CRM), through which we reach out to our customers to collect their valuable feedback/ experiences/ expectations using regular structured interactions including support services and trainings. In addition to this, we also have a grievance portal on our website, through which customers can share their grievances. The link for the same is <https://www.ntpc.co.in/grievance>

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product Safe and responsible usage	0
Recycling and/or safe disposal	0

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

	FY 2022-23 (Current Financial Year)			Remarks	FY 2021-22 (Previous Financial Year)			Remarks
	Received during the year	Pending resolution at end of year			Received during the year	Pending resolution at end of year		
Data privacy	NIL	NIL		NIL	NIL	NIL		NIL
Advertising	NIL	NIL		NIL	NIL	NIL		NIL
Cyber-security	NIL	NIL		NIL	NIL	NIL		NIL
Delivery of essential services	NIL	NIL		NIL	NIL	NIL		NIL
Restrictive Trade Practices	NIL	NIL		NIL	NIL	NIL		NIL
Unfair Trade Practices	NIL	NIL		NIL	NIL	NIL		NIL
Other	NIL	NIL		NIL	NIL	NIL		NIL

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

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

#### 5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

YES, our cyber security policy is available at <https://www.ntpc.co.in/sites/default/files/policy-documents/CCIT-IMS-PLCY-CSP.pdf>



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

No action was taken since no significant issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services was identified

### Leadership Indicators

**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

The information of our products and services can be found at our website <https://www.ntpc.co.in/about-us>

**2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

We offer customer support in various areas, including health and safety through workshops and seminars, with safety instructions displayed in local languages

**3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

NTPC has The Regional Power Committee (RPC) and Load Dispatch Centers (NLDC, RLDCs, and SLDCs) which ensure coordination within their respective regions.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Not Applicable

**5. Provide the following information relating to data breaches:**

(a) Number of instances of data breaches along-with impact: Zero

(b) Percentage of data breaches involving personally identifiable information of customers: Zero

For and on behalf of the Board of Directors

Sd/-  
(Gurdeep Singh)  
Chairman & Managing Director

Place: New Delhi

Date: 29<sup>th</sup> July, 2023

