

*Ensuring sustainability through Corporate Citizenship*

## **Communication On Progress**

**North Delhi Power Limited  
Delhi; India**

## Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

### Systems

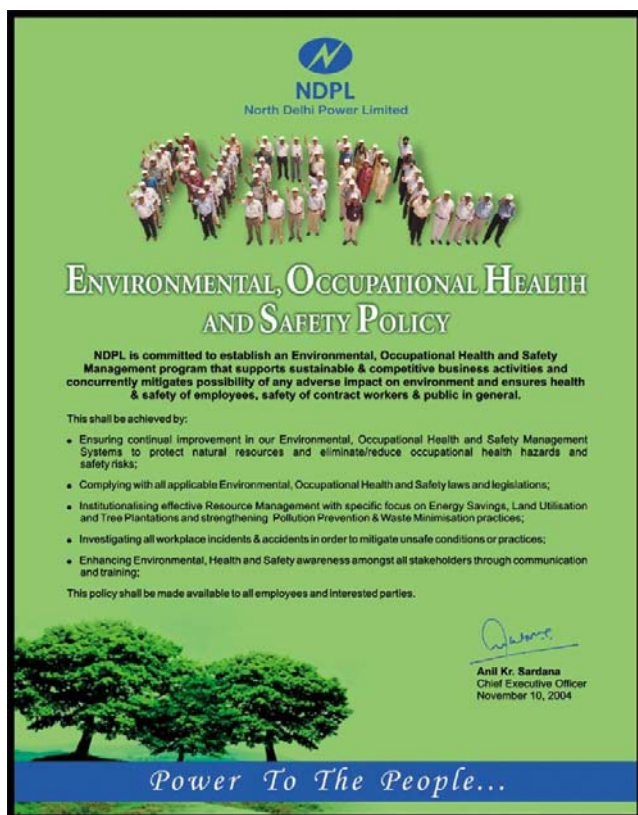
There are specific provisions for human rights in the company's policies. The sub-stratum of these policies ensures that its employees enjoy the fundamental human rights.

NDPL has provisions and comprehensive systems for health, safety, housing and education.

### Actions

#### Health & Safety

The company follows Occupational health and safety management systems OHSAS 18001: 1999



The following are the various steps taken by the company for Environment, Health and Safety (EHS) commitment and implementation

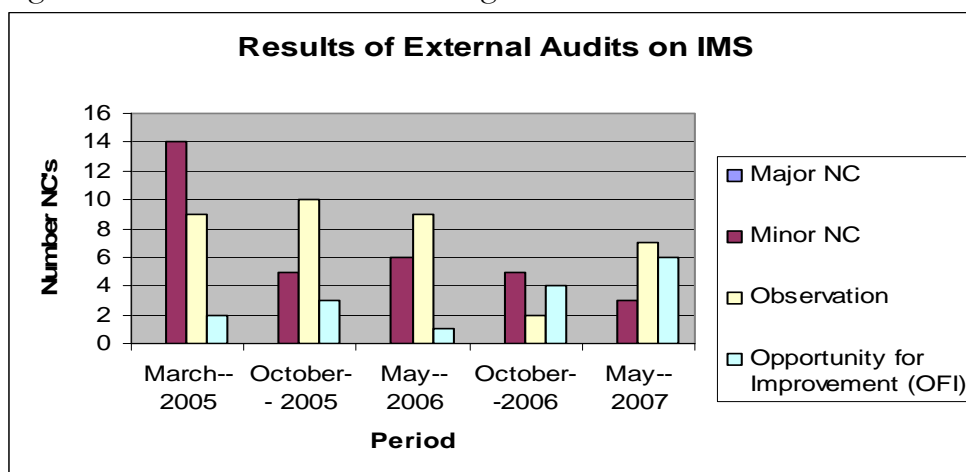
- All contents of the EHS Mgmt. System are complied by various means identified & defined in NDPL.
- Environmental & OH&S Risk Assessment are regularly updated whenever there is addition of new activity/ after completion of IMP Identified for any significant Aspect/Risk or at least annually.
- All applicable legislation identified & Quarterly statutory compliances are monitored through SRSC (Statutory & Regulatory & Statutory compliances) meetings where Regulatory Compliance Index is '98.07%' for last quarter (Jan – Mar 07) with no major deviation.

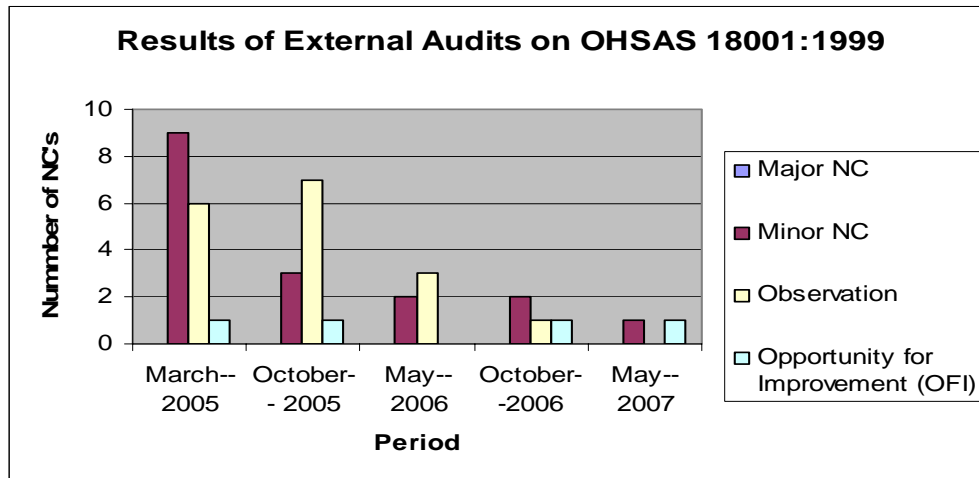
Legal/ statutory compliance	Importance Index	Compliance Score (Jan-Mar07)	Compliance Score (Oct-Dec06)
License	7.5	7.47	7.32
Regulatory	7.5	6.6	7.05
Electricity Act	5	5	4.45
Electricity Rules	5	5	4.92
Performance Std.	5	5	5
DERA 2000	10	9.85	9.64
Companies Act	10	10	10
Taxes	10	9.5	9.5
PF, ESI, Labour	10	9.75	9.8
Global Compact	10	10	10
Environmental	10	10	10
OHS	10	9.9	10
<b>Total marks</b>	<b>100</b>	<b>98.07</b>	<b>97.69</b>

- All Accidents are captured/recorded location- wise by concerned personnel as well as by safety officers & Investigation report is made to know Root Cause and all findings are consolidated on as & when basis to know the trends of Accidents. Trends for last year 1 year are as highlighted below.

Details of Accidents FY 2006-07					
	Employee	Contractor	Public	Animal	Total
<b>Fatal</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>6</b>
<b>Non Fatal</b>	<b>4+1*</b>	<b>5+1*</b>	<b>4</b>	<b>0</b>	<b>14</b>
<b>Total</b>	<b>5</b>	<b>9</b>	<b>6</b>	<b>0</b>	<b>20</b>
* In one accident both contractor & employee were involved					

- Periodic Audits are carried out by internal as well as external auditors to know the effective institutionalization of EHS Management System. Results of xternal Audits are given below which shows reducing trends of NC's





NDPL has identified all emergencies and location wise Periodic Mock Drills are carried out to know the gaps between Planned Vs Actual and accordingly actions are taken.

- NDPL has identified various means for communicating EHS policy & concern to all employees, stakeholders & interested parties.
- Training on IMS is conducted with 12 sessions involving participants from Zones, Districts, Admin. (Security), CENPEID – Training, Systems & also New inductees.
- Training on Safety & First Aid organized where 13 Sessions were conducted involving more than 300 participants from Technical & Non-Technical field.
- Training on Safety for Supervisors, Foreman & Electricians & AMC's staff carried at regular intervals.
- In-house Training on Safety carried out for AMC's technician & Supervisors.
- NDPL shall incorporate a specific & detailed Clause on Safety at Selection stage of Vendors & also periodic evaluation/re-evaluation of Vendor Performance on EHS element.
- Safety Inspections at all ongoing project sites are carried out regularly by Project Officer to ensure compliance of contractors.
- For ensuring effective institutionalization of EHS Management System NDPL has constituted EHS Task Force Team where all EHS related agendas are discussed once in 2 months basis.
- For ensuring effective control on the implementation of EHS, 50 Nodal Safety Offices (NSO) and Safety Coordinators (SC) are identified from the staff in O&M and Projects. They all take care of EHS related activities i.e. audit, implementation, training etc. in there respective area. The group meets every quarter to exchange views on a short term refresher course on EHS. Extensive training for NSO & SC is conducted regularly.
- NDPL has displayed Quality and Safety Display boards at all the locations for effective mass communication of EHS activities, guidelines and initiatives, etc.

- NDPL has conducted Building Safety Audits of all its buildings to ensure healthy safety environment.

### Performance

- Health awareness programs conducted-
  - HIV / AIDS awareness session by in-house doctors
  - Diabetes / BP
  - Stress Management
  - First-Aid Training with CPR & Community Health
- With the stability of EHS Management Systems since certification, Frequency of conducting EHS task force Meeting has been recently amended and made once in 2 Months.
- Clean drinking water has been ensured at all the locations. 9 District and all the 46 Zonal offices have been renovated to make them employee friendly and convenient.

### Recruitment process

NDPL promotes equal employment opportunity. This is corroborated in the diversity and ethnicity of people who are working for the company. The company does not prescribe to any reservation / quota system for recruitment.

NDPL recruits and advertises its vacancies all over India whenever required.

NDPL is committed to maintain affirmative action as per the guidelines decided on the matter from time to time.

### Performance

The company provides equal opportunity to females to be a part of the NDPL family and as a result, the male female ratio in the company (after July 2002) is improving every year.

	<b>No. of employees</b>	<b>Female</b>
2003	204	26
2004	473	43
2005	698	59
2006	916	73



## Responsible Citizen

NDPL is in the business of Power Distribution with Generation and Transmission being handled by two different Companies; thereby NDPL does not have control of the entire supply chain. Hence as a responsible citizen, whenever there is an informed load shedding, NDPL informs its consumers of the duration and areas to be affected through various means like Radio, Newspapers, Local announcements etc.



NDPL's medical team conducts Free Health Check-up Camps bi-monthly, in the less affluent colonies in its areas of operation. As a part of the CSR vision, NDPL has been associating with and helping in conducting regular camps for MSSSI patients in Delhi. For effective functioning NDPL involves the local community bodies in its functioning as well – Bhagidari, an initiative of the Delhi Government which solicits participation of residents in development activities is an extremely important forum for NDPL.

## Performance

- NDPL Doctors and Para-medical staff has also been participating actively in the Delhi Government's Polio Pulse campaign.
- Blood Donation Camps are organized regularly in association with the Red Cross Society of India where donors are encouraged to come in large numbers to donate blood. These camps have seen NDPL employees turning up in large numbers.
- Voluntary Contributions: Apart from the Company's commitment towards Social Responsibility, NDPL employees contribute towards natural calamities too. During the Tsunami tragedy, NDPL employees contributed a day's salary amounting to Rs. 12,30,616 and the Company contributed as an entity, Rs.15 lacs. NDPL employees donated more than 1500 clothes and other miscellaneous items for donation to the lesser privileged. In addition, NDPL also donated a sum of Rs. 2 lakhs to Delhi High Court Legal Services Committee for organizing Lok Adalats to help the poor and the marginalized.

## Involvement in Communities

NDPL is keen in involving the local communities and help them in overcoming their problems. In addition to the initiatives mentioned above, NDPL has also been providing logistical and medical support to the SOS Village Bawana. Some of our officers also volunteer during the summer vacations to take computer classes for the employee children and spouses.

## Performance

The following Free Health check-up camps & Health Awareness programmes have been organized -

- Free Cardiac check-up camp
- Free Bone-Densitometry camp
- Blood donation camp
- Free full body check-up camp.
- Free Eye Check-up camp
- Work-shop on Adolescent Health Education
- Health Awareness on First-Aid & Nutrition



## Safety Measures

As a Power Distribution Company, NDPL ensures reduction and prevention of nuisance and harm from its operations and has a well defined EHS Policy in place and also carries out audits, reports of which are complied by various means identified & defined at NDPL.

- While laying underground cables, we ensure that proper barricades are put up which are visible at night as well. Mentioning the name of the Contractor and that the job is initiated for NDPL
- NDPL Substations are properly fenced to ensure that no human or animal life is endangered
- All standards that apply to specifications related to operational activities like erecting electric poles etc are strictly adhered to.

- Grids have Fire Barrier Walls
- NDPL's Consumer is also the Community. For the Company has refurbished all grid stations, zonal offices, district offices (entire network) ensure consumer comfort and conveniences.

### **Other actions related to safety of employees**

NDPL has well defined Safety Manual, Safety Hand Book and a well laid out process for safety of its employees, assets and public at large. The heart of the process is the Permit to Work, which ensures that all loose ends are tied-up. The permit is issued from a centralized office for ease of tracking. Since work is done in public as well as private areas, the employees as well as contractors use IS specified tools and tackles during their work. Since NDPL is an ISO 14001:2004 and OHSAS 18001:1999 certified company, it has identified the various impacts and risks with respect to the processes and has developed various guidelines to minimize the impact and risk associated with the work. The EHS task force meets bi-monthly to review the performance of the process and to initiate corrective/preventive actions.

### **Performance**

- 1985 fire extinguishers are already installed in different grids and offices.
- 60 Fire Mock drill have been conducted across the company

### **Care for the Safety of Community at large:**

NDPL carries out Safety audits of Public installations like cinema halls, hospitals, shopping malls, schools etc as part of our Social Responsibility. In case there are any non-conformances at NDPL's end they are corrected immediately, and those at the consumer's end are communicated to the consumer, regular follow up is done to ensure compliance in the broader interest of public safety.





## Performance

NDPL has provided a full time security guard for the last 3 years in order to prevent encroachment near a low lying 220 KV line

## Education

- NDPL trains its employees regularly to update themselves, professionally, managerially and technically.
- NDPL encourages its employees to better their educational and professional qualification by giving suitable incentives, study leave, etc.

## Performance

The company has sponsored 4 employees for a full time MBA program till date so that they can enhance their skill-set and competence levels.

NDPL has tie up with IMI for part time MBA and 5 executive/ annum sponsored and 50% of fees met by NDPL.

79 employees were sponsored for 'Advanced diploma in distribution Management conducted by IGNOU.

40 employees have been sponsored for BS (power Engg.) and BITs (Pilani) to off campus programme.

## **Principle 2: Business should ensure that they are not complicit in human rights abuses.**

### **Commitment**

NDPL stands committed to protecting human rights at its workplace.

### **Systems/Actions**

- NDPL, being a joint venture of Tata Power and Delhi government, has come to inherit the Government regulations for employees under FRSR Structure and, therefore, protecting human rights and ensuring that it is not complicit in human rights abuses, is a natural extension to its policies and programmes.
- A Grievance Redressal procedure is established to provide a fair detailed process whereby employees may voice complaints concerning issues related to their employment. The objective is to improve employee-management relations through a prompt and fair method of resolving problems. NDPL has also initiated Meet the CEO scheme in which any employee whose grievances is unaddressed can directly go and meet the CEO.
- NDPL has also started an employee helpline called SARTHI where employees can register their concerns, which are escalated to appropriate levels.
- NDPL pays Over Time/Holiday Pay Shift allowance for employees under FRSR Structure if they work beyond the prescribed working hours.
- Awareness programs for the contractors and Head of the Departments have been conducted to educate them on the statutes applicable to contract labour.
- The company also has a Sexual harassment Policy in place that enables employees to work without fearing prejudice, gender bias and sexual harassment.

### **Principle 3: Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.**

#### **Commitment**

NDPL stands committed to the protection of freedom of association among its employees and business partners.

#### **Systems**

NDPL has three layers of employees: workmen, supervisors and executives.

- Workmen at NDPL (under the FRSR Structure) are a part of Delhi State Electricity Worker's Union which is affiliated to INTUC (Indian National Trade Union Congress).
- Employees at the supervisory level (under the FRSR Structure) also have their own associations i.e. Junior Engineers Association and Substation Technical Staff Association which are also affiliated to INTUC
- The executive cadre (under the FRSR Structure) has an Engineers association affiliated to INTUC

#### **Actions**

- The company has formed a Joint Interactive Forum for providing a platform for employees (all cadres) to discuss issues pertaining to employee, consumer as well as organization concerns. All decisions pertaining to employee welfare is taken in consultation with unions/associations to encourage participative decision making. These meetings are held at three levels i.e. Zonal, District and Corporate.
- Since 2005, 04 Union Management meetings in all have been held, due importance is being given to all the issues raised by the union and all of them either have been or are in the process of being addressed.

## **Principle 4: Business should support the elimination of all forms of forced and compulsory labour.**

### **Commitment**

NDPL stands committed not to resort to any form of forced and compulsory labour.

### **Systems**

- No employee is required to deposit any sum of money for employment in NDPL.
- Exit Interviews are conducted for all employees leaving the organization in order to take feedback on the companies practices and areas of improvement
- FAQ's for labour laws and statutory acts have been prepared-
  - FAQ on Contract Labour Act
  - FAQ on Gratuity Act
  - Apprentice Act 1961
  - Minimum Wages Act
  - EPF and Miscellaneous Provision Act
  - Workmen compensation Act

### **Actions**

- Appointment orders issued by the company very specifically state the various important conditions of appointment.
- All policies related to the employees are posted in a common domain for all the view
- NDPL at times also waives off the notice period for exiting employees on request in case the employee is leaving for a personal reason
- Employees under FRSR structure have the facility of over-time payment and holiday pay for working beyond the prescribed working hours.
- Employees under the FRSR Structure are free to go to the tribunal court as per the ID act (in case their grievance is not resolved by the company or the union) and the decision given by the labour court is taken as final.

## **Principle 5: Business should support the effective abolition of child labour.**

### **Commitment**

NDPL stands committed not to engage any child labour and do all that it can to abolish it from its surroundings.

### **Systems**

- For appointment in the company, the minimum age prescribed and scrupulously followed is 18 years.
- All employees are paid much above the minimum wages prescribed from time to time. Free and complete health care is given to all the employees. The company has a scholarship scheme in place for employees under FRSR structure
- The youth in the workman cadre is especially developed by providing them regular opportunity to be groomed in the technical field by sending the potential ones for ITI training after the clearance of which they are inducted back in the organization, with higher responsibilities.

### **Actions**

- All contractors are forbidden to engage child labour.
- Government enforcement agencies like Inspectors from Labour Department inspect the sites to check for employment of child labour. Those found guilty are liable for punitive action by the Government.
- Records of the laborers engaged by the contractors are kept at worksites which indicate the age of labour hired
- NDPL has a SLA with business associates to uphold principal enshrined in global compact, compliance with all applicable Labour laws etc.



## Principle 6: Business should support the elimination of discrimination in respect of employment and occupation.

### Commitment

NDPL, by itself stands committed to follow the policy of non-discrimination in all matters – recruitment, employment opportunity, promotion, etc.

### Systems/Actions

- As a joint venture of the Delhi government, NDPL is bound to follow the Government directives for employees under FRSR structure, which are abundantly clear against any discrimination in any matter (i.e. religion, caste, creed, gender, physically challenged)
- NDPL Recruitment and Promotion Rules enumerate qualifications, skills and experience required by candidates for recruitment and promotion at various levels. Job specifications have been laid down for the purpose of recruiting the right person for the right job.
- NDPL follows a grievance procedure that can be invoked by aggrieved employee relating to Wage Payment, Increment, Recovery of dues, Working conditions, Leave, Allotment of quarters, Medical facilities, Seniority, Transfer, Promotion and like issues. The grievance procedure is designed in a very simple and easy to handle way for the employees to get grievances, if any, to be resolved quickly.
- Another effective tool used by NDPL towards building bridges are the Joint Interaction Forums which meet every month to discuss and resolve issues that workers have with the top management.
- Unions and Associations representing the various levels of employees have easy access to the management to discuss and resolve discriminations, if any, quickly and effectively.
- The company imparts training across all cadres and across all functions based on the need of the employees and does not discriminate on any such regard.

### Performance

Employee related grievances status as updated last is as follows-

Department	Grievance Received	Grievance Resolved	Grievance Pending
HR	357	357	0
Admin	305	299	6
F&A	82	81	1
IT (Software)	2388	2385	3
IT (Hardware)	1888	1884	4

## **Principle 6: Business should support the elimination of discrimination in respect of employment and occupation.**

NDPL has adopted the Code on Affirmative Action and has adopted several concrete steps

### **Commitment**

- NDPL believes that equal opportunity in employment for all section of society is component of its growth and competitiveness. It further believes that inclusive growth is a component of growth and development of the country.
- NDPL affirms the recognition that diversity to reflect socially disadvantage sections of the society in the work place has a positive impact of business.
- NDPL will not practice nor support conscious discrimination in many form.
- NDPL does not bias employment away from applicants belonging to disadvantage section of society if such applicants possess competitive skills and job credentials as made public.
- NDPL's selection of business partner is not based on any consideration other than normal business parameters. In case of equal business offers, NDPL will select a business partner belonging to a socially disadvantaged section of society.
- NDPL will have an employment policy that is the public domain. It may place such policies and employment opportunities on its website to encourage applications from socially disadvantaged section of society.
- NDPL will make all efforts for upskilling and continual training of employment from socially disadvantaged section of society in order to enhance their capacities, and competitive skills.

### **Systems/Actions**

- Preference is given to SC/ST candidates in campus recruitments by transparently lowering qualifying marks, without diluting merit.
- 11% of the total recruits at the entry level of 2007 belong to SC communities and 4% of the total belongs to ST communities.
- Special provision has been made in the job portal on NDPL website to invite applications from SC/ST candidates.
- NDPL's commitments on Affirmative Action has been declared on the website.
- Preference is being given to SC/ST candidates in departmental competitive examinations and promotions by lowering qualifying marks, without diluting merit.
- Quality and cost being equal, NDPL shall give preference to enterprise of SC/ST promoters for inclusion in its supply chain, provided such companies transparently and voluntarily share this information prior to bid participation.

## Principle 7: Business should support a pre-cautionary approach to environmental challenges.

NDPL's Environmental, Occupational Health and Safety Policy states that:

***NDPL is committed to establish an Environmental, Occupational Health and Safety Management program that supports sustainable & competitive business activities and concurrently mitigates possibility of any adverse impact on environment”.***

This is achieved by:

- Ensuring continual improvement in our Environmental, Occupational Health and Safety Management Systems to protect natural resources and eliminate/reduce occupational health hazards and safety risks.
- Complying with all applicable Environmental, Occupational Health and Safety laws and legislations;
- Institutionalizing effective Resource Management with specific focus on Energy Savings, Land Utilization and Tree Plantations and strengthening Pollution Prevention & Waste Minimization practices
- Investigating all workplace incidents & accidents in order to mitigate unsafe conditions or practices
- Enhancing Environmental, Health and Safety awareness amongst all stakeholders through communication and training

This policy is made available to all employees and interested parties

### Systems

- Being an ISO 14001:2004 and OHSAS 18001:1999 certified company, NDPL has established environmental management systems that help them demonstrate environmental responsibility.
- NDPL also carries out audits on EHS
- Three Internal Audits have been carried out covering over 20 zones, 34 Departments/ Functions /Groups.
- Two Surveillance Audits have been carried out by Certification Body – DNV
- NDPL has done extensive Environmental Aspect & Impact assessment. For Significant Aspect it has either Control defined mechanism by documenting Work Instruction/Operating Guidelines to be followed whenever that Activity is performed or through “Improvements” for which Objectives been identified as an area for Improvement and defines a detailed Action Plan. This is regularly reviewed through EHS Task Force Meeting to ensure its progress as per target time. On a regular basis “Environmental Aspect & Impact Assessment” is updated for its suitability and effectiveness.

- EHS related Objectives are specifically focused on Energy Savings, Land utilization & Tree Plantation. Improvement Programmes are also made for mitigating/eliminating significant Aspects/Hazards.



- Energy Conservation - Operations related wastes are disposed off in the most appropriately suited manner. For e.g.
  - Waste oil is collected by an authorized collection agency and disposed in an appropriate manner
  - Lead Acid batteries which are hazardous are also disposed off to agencies who deal specifically with the disposal of these
  - Biomedical wastes which are hazardous in nature are also appropriately disposed
  - Non ferrous scrap is sold off through authorized recyclers
  - Wooden crates / packing materials especially metal is recycled to be used as fencing material

### Actions

- NDPL is conscious of its responsibility as a Power Distribution Company and advocates Energy Conservation through a sustained campaign in schools in its areas called the NDPL Energy Club. In the larger context of resource protection and sustainable development, NDPL has devised this innovative approach to Energy Conservation through its Energy Club, aiming at creating awareness and consciousness about energy conservation among school children. The program has also resulted in creating awareness in the minds of consumers in our area about amount of power consumed by various household appliances so that energy conservation is effected.





Activity	Status Till date
Energy Club- No. of schools/ students covered	<ul style="list-style-type: none"> <li>100000 students covered and sensitized across 50 schools.</li> <li>Additionally, around 50000 individuals sensitized through two projects carried out by school-children.</li> <li>Over 100 schools and thousands of students made aware about the initiative through Eco Meet.</li> </ul>
Energy Club- No. of melas / workshops held	<ul style="list-style-type: none"> <li>Four workshops of Energy Club held to take the initiative forward.</li> <li>Urja Mela held for all 25 schools of the Energy Club with around 500 students participating in the same.</li> <li>Participated in Delhi Government's Eco Meet, Women's Day Exhibition.</li> </ul>

- To ensure timely execution of its projects and maintenance work NDPL maintains healthy working relationship with Ministry of Forests, Ministry of Irrigation, Electrical Inspector, PWD, MCD and other Regulatory Authorities. All the stakeholder transactions are transparent and conforms the strictest norms as laid out by the company. The transactions are audited by an independent body time to time.
- Being an ISO 14001:2004 and OHSAS 18001:1999 certified company, all the hazardous wastes are segregated at source and sold only to authorized recyclers thereby the environment ill effects are reduced. Biomedical wastes which are hazardous in nature are also appropriately disposed from all our dispensaries.
- Preservation and sustainability of resources: NDPL's services have very little environmental impact including flora and fauna. All the waste paper and paper articles are reused within the company like double side printing, envelope reuse etc. Wooden crates / packing materials especially metal are recycled to be used as fencing material for our grid stations.



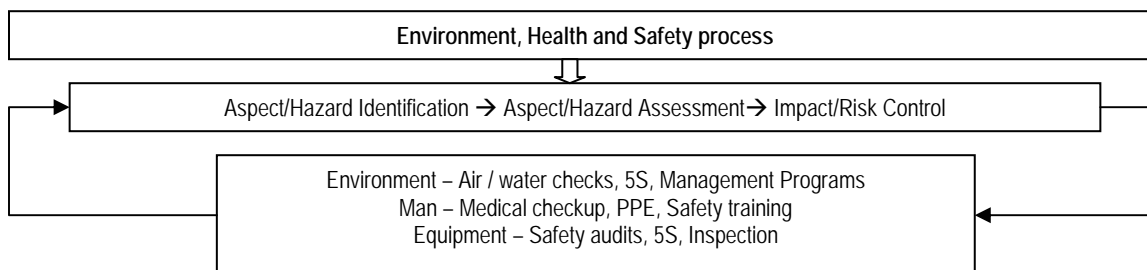
## Principle 8: Business should undertake initiatives to promote greater environmental responsibility.

### Commitment

NDPL stands committed to promoting greater environmental responsibility. Refer to commitment given in Principle 7

### Systems

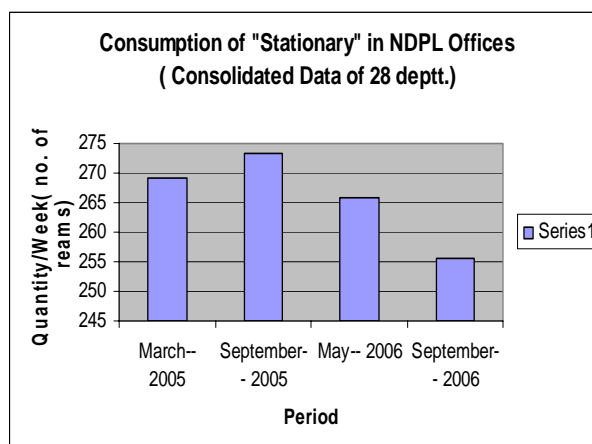
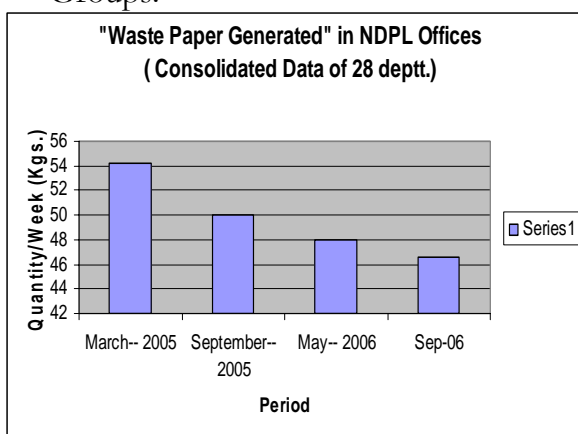
NDPL has planned and deployed the requirements of the systems, as shown below



### Actions

A few of the processes initiated to promote greater environment responsibility are given below-

- Reduction in Energy consumption at NDPL Offices & Sites
- Reduction of Aggregate & Technical loss reduction.
- Provision of different bins for collection & segregation of office waste in all office locations.
- Provision of water level indicators have been put in overhead Tanks in various NDPL offices so as to reduce/stop wastage of water.
- Plantation of 200 saplings and Free Pollution Check (PUC) of vehicles owned by NDPL
- Employees has been carried out on World Environment Day to create awareness on Environmental issues emphasizing resource conservation and adopting waste minimization practices.
- Trends of waste paper generated and stationary consumption in 28 Departments/ Groups.



## Principle 9: Business should encourage the development and diffusion of environment friendly technologies.

### Commitment

NDPL stands committed to encouraging the development and diffusion of environment-friendly technologies. Refer to commitment in principle 7

### Systems/Actions

In NDPL the different type of waste generated is disposed off as per applicable DPCC (Delhi pollution control committee) Guidelines.

#### List of waste produced with quantity, quality (i.e. analysis performed) and disposal routes-

<b>Domestic</b>	General garbage generated from pantry
	Office and Site waste
<b>Hazardous</b>	Waste transformer oil
	Non ferrous waste –cable
	Bio medical waste

- Storage of waste-

Transformer Oil is stored in Sealed Drums. The oil is sold to recyclers approved by DPCC (Delhi Pollution Control Committee). Office waste are collected and disposed off in a MCD Bins, Bio medical waste generated at various dispensaries of NDPL is sealed in a puncture proof plastic bag and sent to registered transporters approved by DPCC.

Old Lead Acid Batteries are stored in Concrete floor and send to suppliers on “Buy Back Scheme”

- Ozone Depleting substances (CFC):

NDPL does not use any Ozone Depleting substance (CFC). All ACs used by the company have R-22 & R-134 gas. Halon (CFC based Type 1211, 1301) based fire Extinguishers are also phased out as per “Montreal Protocol” On Substances That Deplete The Ozone Layer, adopted on 16th September 1987.

### Performance

- Waste sold/disposed-

ITEMS	F/Y	U/M	SOLD	CURRENT
			QTY	STOCK
CONDUCTOR(Trans)	03-04	MT	3.755	41540
	04-05	MT	84	
	05-06	MT	271	
	06-07	MT	147.478	
CABLE(AI)	03-04	MT	31	75728
	04-05	MT	407.285	
	03-04	MTR	2845	
	05-06	MT	341	
	06-07	MT	342.15	
Transf OIL	03-04	KL	405.176	94199
	04-05	KL	66.435	
	05-06	KL	59.402	
	06-07	KL	138.908	
WOOD(Drum+Misc)	03-04	MT	224.635	10580
	04-05	MT	501.07	
	03-04	NOS	1373	
	05-06	MT		
	06-07	MT	374.645	

BATTERY				
ITEMS	F/Y	U/M	SOLD	CURRENT
			QTY	STOCK
BATTERY 12 V	04-05	NO	758	57
	05-06	NO	2	
	06-07	NO	5	
BATTERY 2 V	04-05	NO	7	19
	05-06	NO	226	
	06-07	NO	375	
CAPISTOR CELL	04-05	NO	233	2
	05-06	NO	189	
	06-07	NO	125	
DRY CELL	04-05	NO	125	
	05-06	NO	0	
	06-07	NO	0	
AUTO BATTERY	04-05	NO	7	
	05-06	NO	8	
	06-07	NO		
NON FERROUS METAL	05-06	MT		
	06-07	MT		

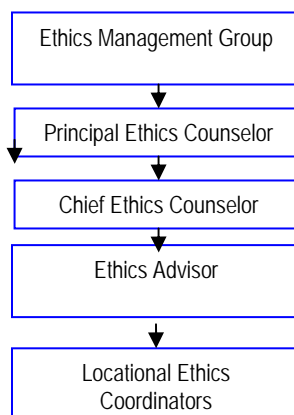
## Principle 10: Business should work against corruption in all its forms, including extortion and bribery.

### Commitment

NDPL stands committed to eliminating corruption from all aspects of its functions.

### Systems/Actions

- A full-fledged Vigilance Department exists which is headed by a Head of Group (Business Ethics and Vigilance). The Head of group is responsible for ascertaining a fair and an unbiased investigation process as well as ensuring the execution of the penalty if awarded.
- Vigilance cases are regularly monitored by this group and reports are put up on a regular basis to the competent authorities
- The disciplinary actions taken are as per the service rules
- The vigilance team plans and monitors measures (such as conducting surprise checks) for proactive vigilance in order to ensure ethical conduct of the employees.
- The company focuses on extensive counseling to the employees for promoting ethical behavior. NDPL as all other TATA group companies is driven by its strong value system which has its roots in the TATA Code of Conduct. The organization's Ethics and value system has been assimilated and institutionalized in the form of an Ethics policy. This is introduced to the employees at the time of orientation and its spirit reinforced through the Ethics Counselor at the Apex level, supported by the Locational Ethics Coordinators, who have been assigned to all locations within the organization and who help the employees sort out their Ethical dilemmas (refer to the fig below)



NDPL prefers and expects its suppliers, partners and associates to adhere to its Ethics & Value system which provides for strict disciplinary action in case there is a breach of the code of conduct. The Organization is in the process of educating suppliers, partners and associates on the Code of Conduct and Value systems.

- Dealings with local authorities - NDPL has a clearly defined policy on interacting with local officials, which clearly discourages any favors to get work done.

## Performance

YEAR	Complaints at the beginning	Complaints received during the year	Total Complaints	Complaints resolved during the year	Complaints balance at the end of year
<b>2003</b>	--	161	161	128	33
<b>2004</b>	33	162	195	186	9
<b>2005</b>	9	156	165	158	7
<b>2006 - 07</b>	9	95	104	99	5

YEAR	Vigilance cases at the beginning of the year	Vigilance cases booked during the year	Total Vigilance cases	Vigilance cases finalized during the year	Vigilance cases pending at the end of the year	Suspension
<b>2003</b>	--	89	89	29	60	18
<b>2004</b>	60	17	77	74	3	3
<b>2005</b>	3	16	19	10	9	2
<b>2006 - 07</b>	23	12	35	6	19	2