

## NTPC BUSINESS RESPONSIBILITY REPORT (2013-14)

### Section A : General information about the company

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|--|---|
| <b>1. CIN (Corporate identity number)</b>  | L40101DL1975GOI007966   |
| <b>2. Name of the company</b>  | NTPC Ltd.   |
| <b>3. Registered address</b>   | NTPC Bhawan, Scope Complex, 7, Institutional Area, Lodhi Road, New Delhi-110003 |
| <b>4. Website</b>  | www.ntpc.co.in  |
| <b>5. Email id</b>   | akrastogi@ntpc.co.in  |
| <b>6. FY reported</b>  | 2013-14   |
| <b>7. Sector that company is engaged in :</b>  | Power   |
| <b>8. Product/services that the company manufacturers /provides (as in balance sheet):</b> |   |
| i. Generation of Electricity   |   |
| ii. Consultancy  |   |
| <b>9. Total number of location where business activity is undertaken by the company:</b>   |   |
| 1. International locations - 03 nos.   |   |
| a. Trincomalee Power Project, Srilanka   |   |
| b. Power Project at Khulna, Bangladesh   |   |
| c. Power Project at Siddhirganj, Bangladesh  |   |
| 2. National locations - 55 nos.  |   |
| <b>10. Markets served by the company : National &amp; International</b>                    |   |

### Section B : Financial details of the company

1.	Paid up capital (₹ Crore )	₹ 8245.46 Cr.
2.	Total Revenue ( ₹ Crore)	₹ 74,707.82 Cr.
3.	Total profit after taxes ( ₹ Crore)	₹ 10,974.74 Cr.
4.	Total spending on CSR and Sustainable Development (SD) as % of PAT (%)	1.17% of PAT
5.	List of activities in which expenditure in 4 above has been incurred	<p><b>Areas of the activities :</b></p> <ul style="list-style-type: none"> <li>- Education and awareness creation</li> <li>- Health and sanitation</li> <li>- Vocational Training and Skill up-gradation</li> <li>- Conducting Medical camps</li> <li>- Activities for physically challenged</li> <li>- Women Empowerment</li> <li>- Roads &amp; Infrastructure strengthening</li> <li>- Providing Drinking Water</li> <li>- Animal Health</li> <li>- Art &amp; Culture and Sports</li> <li>- Quality Circles (QCs) activities in neighbourhood villages of stations</li> <li>- Extending financial support/activities for relief during Natural Calamity</li> <li>- Biodiversity, Tree Plantation</li> <li>- Improvement in air quality</li> <li>- Waste management</li> <li>- Environmental Studies</li> <li>- Promotion of Renewable Energy</li> <li>- Water management</li> </ul>

### **Principle 8 : Businesses should support inclusive growth and equitable development**

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

Yes, NTPC has specified programmes for inclusive growth and equitable development not only at station level but at country level also.

As most of the Stations are located in remote rural areas, NTPC during 2013-14 undertook activities in the neighborhood area of stations addressing the basic needs like primary education, community health, drinking water, sanitation, vocational training, women empowerment and village infrastructure like roads, community centres, cremation sheds etc. In addition, Quality Circles (QCs) activities are being carried out in neighborhood villages of stations which contribute for improvements in various areas. NTPC employees participate in various activities through Employee Voluntary Organization for Initiative in Community Empowerment (EVOICE). NTPC has been taking up CSR Activities in all the major sectors, in the vicinity of its operating stations, benefitting communities in more than 500 villages.

Some of the areas of our initiatives and programmes undertaken are listed below:

**i. Education :**

- Setting up polytechnic at Kaladungi, Dist. Nainital, Uttarakhand.
- Subsidized education to children of about 20 schools run by NTPC predominantly for community children, benefitting about 20,000 students of neighbourhood areas.
- Financial support to Ramakrishna Mission, New Delhi, for taking up identified Value Education Initiative for students of schools, affiliated with Central Board of Secondary Education, teachers & parents.
- Merit scholarships to more than 2600 students.
- Financial assistance for construction of classrooms and installation of Solar Street lights at Sadhana Vidyalaya, village Kannamangala, Ramnagara District, Karnataka.

- Financial Assistance for the Construction of 1<sup>st</sup> Floor for extension of the building of Shirdi Sai Baba School, Faridabad.
- Financial Support to Cluster Innovation Centre (CIC) of Delhi University for 16 Educational Projects for Social Sensitization by students of B. Tech (Humanities), Delhi University.
- Solar lanterns distributed to nearly 1300 students.
- 44 toilet blocks constructed for girl students at various locations.
- Distribution of uniforms, books, stationery, equipments and infrastructural support to schools covering about 500 schools around NTPC stations benefiting more than 65000 students.

#### ii. Health :

- Financial assistance to Impact India Foundation for “Lifeline Express Project” (camp) at Dalmau Railway station in Distt. Raebareli, U.P for providing curative interventions for disabled poor by general treatment & various surgical operations.
- Financial assistance to District Hospital, Aurangabad, Bihar for procurement of medical equipments for modular ICU.
- Financial support to N. Swain Memorial Trust - Aakar Asha, Hyderabad, for purchase of equipments for Operation Theatre.
- Funds committed for development of New Block at King George Hospital, Visakhapatnam.
- Mobile health clinic are operational at 7 locations covering 80 villages providing health care facility at doorsteps to more than 60000 people.
- About 1200 Medical Health checkups Camps and about 365 Eye camps organized at various locations. About 2000 surgeries were performed during these camps.
- Regular health related initiatives in the communities around NTPC stations benefitted more than 165000 individuals.
- Under Sanitation, 45 Individual toilets & 06 community toilets were constructed.
- More than 100 Animal Health Camps & other animal health related activities were organized benefitting populations of more than 100 villages.

#### iii. Infrastructure Strengthening:

- Installation of more than 500 Solar Lights in UP (Sidharthnagar, Santravidas Nagar and Barabanki districts) and West Bengal (Malda district) to promote use of conventional energy.
- Installation of 20 High Mast Lights (HMLs) in Kerala (Alappuzha, near Kayamkulam); West Bengal (Berhampore, near Farakka) and Tripura (Udaipur).
- Laying of cement concrete road in various villages in district Chhindwara, MP.
- Construction of culvert over Pikia Nala at Pakaaria Ghat, Sant Kabir Nagar, UP.
- Financial Assistance being provided for construction of Community Parivarthana Bhavans in the select mandals for catering to the needs of SC/ST persons to District Administrations of Prakasam & Guntur Districts of AP.
- Regular infrastructure related CSR activities during 2013-14 in the villages around NTPC stations like construction of 12 Community Centres, installation of 101 HML/ street lights, 80 Solar Street Lights and Construction & repair of more than 30 Kms of road and other infrastructural developmental activities at various locations covered more than 110 villages.

#### iv. Drinking water provision:

- Installation of about 500 hand pumps & bore wells in Jharkhand (Garhwa and Dhanbad districts); Uttar Pradesh (Raebareli, Siddharth Nagar, Jaunpur and Santravidas Nagar districts) and Bihar (Arrah and Darbhanga districts).
- Piped water scheme and RO plants provided at 11 locations.
- A total of 124 bore-wells were sunk and hand pumps installed at various locations.
- During extreme summers supply of water through water tankers relieved close to 32000 individuals.
- Regular water related CSR activities around its stations covered close to 130 villages.

#### v. Vocational Skills Programmes:

- Training to about 4000 students in various ITI trades in 17 adopted ITI at various locations partnering with the State and Central Governments.

- 36 Weeks Training Program for 41 Jammu & Kashmir Youth in Thermal Power Plant Engineering under Special Industry initiative – Udaan.
- Skill up gradation training in backward districts identified under BRGF of Planning commission for improving employability benefitting 1388 village youth/ women.
- Regular vocational training related CSR activities in the communities around NTPC stations covered a total of 165 villages, benefiting amongst others Close to 700 youths through skills up gradation.
- Assistance committed to part- finance Chanderi Development Society for Handloom Weavers for construction of Weavers Blocks of Common Facility Centre (CFC) in Handloom Park at Chanderi, District, Ashok Nagar, and MP.

**vi. Women Empowerment:**

- Construction of double storey women’s Polytechnic, Kayamkulam, Kerala.
- Construction of Ladies waiting room & purchase of furniture at Government Women’s Polytechnic Nedupuzha, Thrissur, and Kerala.
- Bicycles Provided to 8000 poor & indigent school going girls in West Bengal.
- More than 2500 women imparted training in various vocational courses like sewing, beautician, food processing etc for self employability. Provided tool kits & sewing machines to approximately 300 women after successful training.

**vii. For Physically Challenged and Economically weaker section of the society:**

- For providing IT education to physically & visually challenged students, in addition to Information and Communication Technology (ICT) centres established earlier at Delhi University and four Govt. Blind Schools, Ajmer, Lucknow, Thiruvananthapuram and Mysore, new ICT Centres established at Gauhati University Guwahati and Devi Ahilya Vishwavidyalaya, Indore benefited approx. 60 students during 2013-14.
- Directly Observed Treatment cum Designated Microscopy Centre (DOTs cum DMC) with Mobile ambulance facilities being operated at 12 NTPC hospitals under Revised National Tuberculosis Control Programme (RNCTP) that cater to villages upto 25-30Km have benefited about 5000 cases.
- Disability Rehabilitation Centre (DRC) at NTPC Tanda, Rihand, Korba, Dadri and Bongaigaon established in collaboration with National Institute for the Orthopaedically Handicapped (NIOH), under the Ministry of Social Justice and Empowerment, Government of India has benefited about 3700 physically challenged people.

**viii. Promotion of Art & Culture and Sports**

- NTPC had signed a MoU with Archeological Survey of India (ASI) and National Culture Fund (NCF) for financial support for Preservation and conservation of 3 monuments (Group of Monuments, Mandu (MP), Excavated site at Vikramshila (Bihar), and Archaeological site, Lalitgiri / Dhauli (Odisha).The preservation & conservation works are in progress at all the 3 sites.
- To promote traditional art culture, NTPC has taken up various art & culture activities covering 46 villages and more than 100 schools touching 900 students.
- To promote Rural Sports Rural Sports Meet and various sports events covered nearly 200 schools in about 170 villages.
- 400 students benefited from sports coaching.

**ix. Relief during Natural Calamity:**

- Financial support & Flood relief activities for Uttarakhand and Himachal Pradesh.
- Financial Support for relief during Phailin Cyclone and Floods affected areas of Odisha.

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

Based on best practices, Programmes are undertaken through well defined in – house team with three tier structure, station level team, regional level team & Corporate level team through specialized agencies, NGO’s, government structure, in some activities own foundation & other organizations also.

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

Yes, every two year NTPC conducts a third party Social Impact assessment for all its major CSR activities at various stations. During the Year 2013-14, NTPC has taken up Impact Assessment at 13 stations. While the Impact Assessment has been completed for Farakka, Jhanor Gandhar, Kayamkulam, Korba, Dadri, Sipat, Tanda, Talcher Thermal, Talcher Kaniha and Unchahar. The same is under progress at Anta, Ramagundam & Vindhyachal.

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

Total expenditure of ₹ 128.35 Cr. was done. The details of major projects in which expenditure has been incurred are covered in respective Sections above.

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

Community development initiatives are taken in planned way. The community is engaged in all steps of activities from planning to completion. Community participation along with local administration & village panchayats in all activities, ensures the successful adoption of initiative by the community.

Bottom up approach is adopted for taking up CSR activities. CSR activities are identified after consultations with community, village panchayats, local/ district administration & Village Development Advisory Committee based on Need Assessment Surveys. Community involvement is ensured during implementation and monitoring. Assets are handed over to local authorities and gram panchayats for maintenance.

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

1. Customer complaints / consumer cases are pending as on the end of financial year:

As part of the tariff determination process under the overall Regulatory System, following cases have been filed (as on 31.03.2014) by NTPC against customers or filed by different Beneficiaries of NTPC against NTPC Ltd. The details are as under:

- Cases with Appellate Tribunal For Electricity (APTEL) : 34 nos.
- Cases in Supreme Court : 82 nos.

In addition, 22 cases are pending in various Consumer forums of the country on other matters.

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

Not Applicable

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and / or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

Nil

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

Yes, Customer Survey is carried out and customer Satisfaction trending done for internal assessment, and bring up new means to satisfy maximum no. of customers.

For and on behalf of the Board of Directors



(Dr. Arup Roy Choudhury)  
Chairman & Managing Director

Place: New Delhi

Dated: 11<sup>th</sup> July 2014