

S.No	Subject	PGCIL Annual Report Year	Page no in Report
1	<p>22.4 Grievance Redressal: In Powergrid, Grievance redressal is always taken up on priority. Br it employee grievance or public grievance, both are given utmost importance and resolved promptly. A dedicated team monitors and ensures grievances are redressed without any delay. Each and every grievance is resolved impartially under strict and unbiased framework after thoroughly analysing the facts and data. The same is reviewed by the top management regularly.</p>	2017-18	44
2	<p>Addressing Right of Way (RoW) constraints ROW compensation: In order to resolve the RoW compensation issues, your Company took immediate action towards the compliance with the provisions of MoP guidelines for payment of compensation towards damages in regard to Right of Way for transmission lines on October 15, 2015 and these Guidelines have been implemented in November,2015 it.</p> <p>Public resistance and demand for higher compensation for laying of transmission lines: Your Company has been facing severe public resistance posed by the land owners and farmers with the demand for higher compensation including cost towards diminution value of the land within the tower base and the transmission line corridor. Ministry of Power issued Guidelines suggesting a uniform methodology for calculating/payment of compensation in respect of tower base and corridor as damages on 15thOctober, 2015. Your company has promptly adopted said Guidelines in November, 2015 and is pursuing with States for its adoption/notification at the earliest. Once the said Guidelines are implemented across the Country, it will facilitate smooth disbursement of compensation to land owners and timely implementation of project.</p>	2016-17	61
		2015-16	46
		2014-15	30
		2013-14	29
		2012-13	29
3	<p>28. Environment and Social Management Your company's commitment towards practicing Environmental and social (E & S) prudence stems from the realization that the ultimate goal of any business activity is not limited to financial profitability but includes wider and much desired social welfare. Your company, as part of its corporate philosophy is committed at all levels to internalize the negative externalities associated with its business processes including environmental impacts, social concerns and safety issues. In this regard, the Company has integrated environmental and social Policy & Procedure (ESPP).</p> <p>29. Corporate Social Responsibility</p>	2017-18	45
		2016-17	49
		2015-16	36
		2014-15	20

4	<p>Principle 2 – Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle Emphasis on securing land for substation through “Willing Buyer Willing Seller” basis on market/negotiated rate to ensure social equity and to avoid public resistance/court intervention.</p>	2017-18	77
5	<p>Principle 4- Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised 2. Of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders? Yes, the company has identified the disadvantaged, vulnerable & marginalized stakeholders and are broadly divided into two categories viz. Internal Stakeholders (Employees – Persons with Disabilities (PWD) / SC/ ST/ Women) and External Stakeholders {Project Affected Persons / Families (PAPs / PAFs) : Widow women headed families, SC/ST/ Persons with Disabilities (PWD) 3. Are there any special initiatives taken by company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so. External stakeholders (projects affected persons / families (PAPS/PAFS) – Widow women headed families , SC/ST?Physically Handicap) – The Special initiatives taken include – a) Rehabilitation and Resettlement (R&R) measures : Vulnerable groups like widow women headed families /SC/ST/Physically handicap who have suffered loss of land/loss of structure/ loss of livelihood (Wage or Occupation) are considered for additional need based benefits. Principle 5 - Businesses should respect and promote human rights Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?</p>	2017-18	79
		2016-17	84
		2015-16	66
		2014-15	52
		2013-14	47
		2012-13	47 & 48
6	<p>Principle 6 – Business should respect, protect, and make efforts to restore the environment 2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactory resolved by the management? No complaint was received regarding human rights violation during the reporting period (2017-18) No complaint was received regarding human rights violation during the reporting period (2016-17) No complaint was received pertaining human rights violation during the reporting period (2015-16) No complaint was received pertaining human rights violation during the reporting period (2014-15)</p>	2017-18	80
		2016-17	85
		2015-16	67
		2014-15	53

7	3. Does the company identify and assess potential environmental risks? Y/N Yes. A detailed risk assessment and management procedure is in place to identify and assess potential environmental and social risks, as part of overall project analysis. The powergrid's ESPP which is based on the principles of avoidance, minimization and mitigation outlines powergrid's approach and commitment to deal with environmental and social risk/issues and lays out management procedures and protocols to mitigate the same. It provides a framework for identification, assessment, and management of environmental and social concerns at both organizational and project level. ESPP framework includes procedures for a). Screening and identification of risks (from environmental receptors, social receptors and other stakeholders) b). Avoidance of risks (including criteria and procedures for alternative routing) c). Mitigation of risk through impact management, implementation of good international industry practices (GIIP), adequate compensation to affected stakeholders, public consultation and disclosure, and grievance redress d). Monitoring , reporting, evaluation, feedback, management review and corrective action e) responsibility and resource allocation including and organization structure for management of social and environmental risks. POWERGRID is accredited with Publicly Available Specification, PAS 99:2012 based Integrated Management System (IMS) that includes ISO 9001:2015 for Quality Management System, ISO 14001:2015 for Environment Management System and OHSAS 18001:2004 for Occupational Health and Safety Management System	2017-18	81
		2016-17	87
		2015-16	68
		2014-15	54
		2013-14	49
		2012-13	49
8	Principle 8 – Business should support inclusive growth and equitable development 3. Have you done the any impact assessment of your initiative? Yes. Impact Assessment studies have been carried out inter –alia to understand/evaluate the community development activities undertaken, the benefits accrued to communities: and to gain insights for formulating and improving the community development activities in future. For projects below 3 crore, impact assessment is being undertaken by powergrid internally, however, for large projects external agencies are engaged.	2017-18	83
		2016-17	88
		2015-16	70
		2014-15	56
		2013-14	51
		2012-13	51
9	CONSERVATION OF LAND AND ENVIRONMENTAL CONCERNS POWERGRID is committed to the conservation of natural resources and has taken many initiatives in this regard. Land which has now become a scarce resource hence a plethora of issues arise during the land acquisition process for the construction of sub-stations. POWERGRID has substantially reduced the land requirement by utilizing new technology (e.g. Air Insulated Substation to Gas Insulated Substation).Now a days land acquisition is major issue with the enactment of New Land Acquisition Act. POWERGRID has taken a policy decision for direct purchase of land through a committee on willing buyer willing seller on market/negotiated rate to avoid public resistance and court intervention faced during land acquisition.	2017-18	87
		2016-17	92
		2015-16	73
		2014-15	59
		2013-14	56

