



# **SUSTAINABILITY REPORT**

## **2023-24**







**Clean Energy Transition**



**Environmental Resilience and  
Resource Optimization**



**Community Empowerment  
and Social Responsibility**



**Governance and Ethical  
Leadership**



**Innovation and  
Digital Transformation**

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## About the Report

NEEPCO takes pleasure in publishing its first Sustainability Report for FY 2023-24 which seeks to provide a comprehensive overview of its non-financial performance reflecting its commitment to sustainable development and value creation for stakeholders. The report features dedicated sections on environment, society, and governance, highlighting its efforts and achievements in these critical areas. NEEPCO aims to ensure that this report presents a balanced view of its operations, sustainability initiatives, and governance practices.

The report offers detailed insights into NEEPCO's ongoing initiatives and its strategic focus on long-term sustainability. NEEPCO is committed to transparency and accountability, and this report reflects its engagement with stakeholders to foster a positive impact on both the environment and society. By offering both quantitative and qualitative data, this report empowers stakeholders to make informed decisions while underscoring its dedication to responsible business practices and alignment with national climate goals.

## Reporting Scope

This Sustainability Report has been prepared in reference to the Global Reporting Initiative (GRI) Standards 2021. The report is further aligned to:

1. National Guidelines on Responsible Business Conduct (NGRBC)
2. United Nations Sustainable Development Goals (UN SDGs)

It complies with the Business Responsibility and Sustainability Reporting (BRSR) standards mandated by the Securities and Exchange Board of India (SEBI). NEEPCO's Environmental, Social, and Governance (ESG) performance has been presented through this report outlining key initiatives, progress, and Key Performance Indicators (KPIs) across these critical dimensions.

## Reporting Boundary<sup>1</sup>

North Eastern Electric Power Corporation Limited referred to as "NEEPCO", "The Company" presents its sustainability report which covers the data primarily pertaining to all offices and plants of NEEPCO in India, unless stated otherwise. This report captures information for the period 31<sup>st</sup> March 2023 to 1<sup>st</sup> April 2024.

## Forward Looking Statement

This report contains forward-looking statements based on current expectations, plans, projections, and assumptions regarding NEEPCO's operations, sustainability initiatives, and future goals. These statements can often be identified by terminology such as 'expects,' 'anticipates,' 'intends,' 'plans,' 'believes,' 'will,' 'aims,' 'seeks,' or similar expressions. They include, but are not limited to, NEEPCO's sustainability targets, renewable energy development, climate adaptation strategies, and community engagement programs.

Forward-looking statements are subject to inherent uncertainties, including regulatory changes, environmental factors, and market dynamics, which may cause actual outcomes to differ materially from those projected. NEEPCO makes no commitment

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<sup>1</sup> GRI 2-2

to update these statements in response to new information or future events. Therefore, readers are encouraged to consider these factors carefully when interpreting the forward-looking statements.

### **Contact Details and Feedback<sup>2</sup>**

NEEPCO appreciates feedback from all stakeholders. For any additional information regarding the Sustainability Report, please reach out to the address given below:

Name: Shri Jayanta Kumar Sarma, ED (CP)

Contact Information: Mobile: +91 9435577623, Email: [planning@neepco.co.in](mailto:planning@neepco.co.in)

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<sup>2</sup> GRI 2-3

## Message from CMD

I am pleased to present NEEPCO's inaugural Sustainability Report, a comprehensive account of our journey towards sustainable energy solutions and our steadfast commitment to responsible business practices. This report underscores our vision to be a leading power generation company in India, with a strong environmental conscience and a focus on long-term value creation.

Since our inception in 1976, NEEPCO has played a pivotal role in harnessing the vast power potential of the Northeastern region of India, working in close collaboration with the Ministry of Power and state governments. Today, as a wholly owned subsidiary of NTPC Ltd., we continue to build on this legacy, expanding our capabilities and reinforcing our commitment to sustainable growth. We operate the largest hydro power plant in the region and are the only Central Public Sector Undertaking (CPSU) with both hydro and thermal power stations in North-Eastern Region (NER), a testament to our versatility and expertise in managing diverse energy projects.

Aligned with India's broader goal of achieving 'Net Zero' emissions by 2070, NEEPCO is actively contributing to our parent company NTPC's target of adding 60 GW of Renewable Energy Capacity by 2032. Despite the challenges posed by the energy transition, we have crafted a clear roadmap to bolster our commitment to a sustainable future. Our focus on reducing our environmental impact, maximizing sustainability efforts, and adopting a 'Low-Cost Low Emission' strategy aligns with India's ambitious goal of providing cleaner and more affordable power to all.

In the fiscal year 2023-24, we implemented several initiatives to enhance our environmental performance. This led to significant reductions in energy consumption intensity and water intensity, with a 2.91% reduction in energy intensity in terms of physical output and 3.45% reduction in water intensity in terms of physical output compared to the fiscal year 2022-23. Renewable power generation remains at the heart of our operations, with one of our ambitious expansion plans aiming to increase our solar capacity by 12,000 MW by 2037. These initiatives, grounded in our core ethos of sustainability, underscore NEEPCO's proactive role in contributing to India's energy transition towards a greener future.

This year, we conducted a thorough materiality analysis to identify the key issues that matter most to our stakeholders and our business. Through extensive assessments and engagement, we have pinpointed critical areas such as Occupational Health & Safety, Land and Resource Rights, Water and Effluents, and Climate Change.

We are equally committed to the wellbeing of our employees and the communities we serve. Our Corporate Social Responsibility (CSR) initiatives focus on promoting education, advancing healthcare, Swachh Bharat, developing rural areas, and supporting entrepreneurship. In the fiscal year 2023-24, we invested over INR 7.62 crores in CSR initiatives impacting over 53,000 lives, reflecting our dedication to creating meaningful and lasting value. Our efforts in fostering a diverse and inclusive workplace, alongside our broad-reaching community programs, emphasize our





commitment to driving positive societal change. Our commitment is further demonstrated by our adherence to international frameworks and standards such as ISO certifications for Quality Management, Environmental Management, Occupational Health & Safety, Energy Management, and Information Security Management.

As we look ahead, NEEPCO remains dedicated to investing in cutting-edge technology and innovation to optimize operations and improve the efficiency of our infrastructure. Our proactive stance towards sustainable growth ensures our continued perseverance in the industry while aligning with the Government of India's targets for a climate-friendly energy transition.

Thank you for your continued trust and support in NEEPCO's journey towards a sustainable and prosperous future.

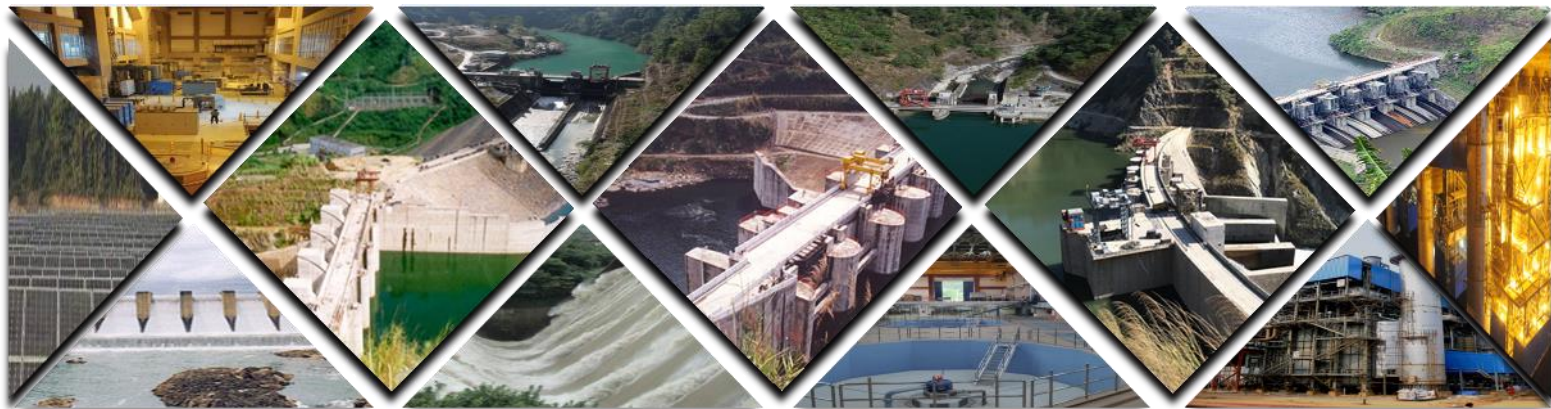
Jai Hind.

Name: Shri Gurdeep Singh

Designation: Chairman and Managing Director

Contact: 0364 2224487

Email ID: [cmdneepco@neepco.co.in](mailto:cmdneepco@neepco.co.in)







## **Vision**

To be a leading integrated Electric Power Company in the country with a strong environmental conscience.

## **Mission**

To harness the huge power potential of the country, from conventional and non-conventional sources, with minimal impact on the environment, through a planned development of power generation projects by adopting an integrated approach covering all aspects of investigation, planning, design, construction, operation, and maintenance of power projects, which in turn, would promote the development of the nation as a whole.

## Key ESG Highlights for the Year

### Environment



**32,068 TJ** Energy consumed  
**↓9.02%** in water consumption  
**INR 367.15 Cr.** Investment in renewable energy and greening projects  
**↓8.43%** Scope 1 emissions  
**37 MT** Waste recycled

### Social



**2,254** Total workforce  
*(Permanent: 1441, other than permanent: 813)*  
**INR 7.62 Cr.** Total CSR expenditure  
**53,815** Beneficiaries from the community  
**INR 92.4 Cr.** Spent on local sourcing  
**100%** Employees and workers received compensation above minimum wages  
**Zero** Incidents of Human Rights violations

### Governance



**Zero** Incidents of information security/data breaches  
**100%** Hydro and Gas based stations screened through internal safety audits  
**>10 years** of experience of BoD  
**Zero** cases of bribery and corruption

### Economic



**INR 175.75 Cr.** Payment to the national exchequer  
**100%** Capex investments were made to improve environment and social impacts  
**INR 548.12 Cr.** Profit after tax

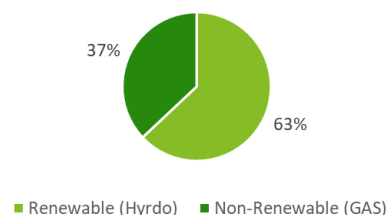


## Organizational Profile

### NEEPCO at a Glance<sup>3</sup>

**North-Eastern Electric Power Corporation Limited (NEEPCO)** is a Central Public Sector Enterprise, Miniratna Category-I company under the Ministry of Power, Government of India. The Company is a wholly owned subsidiary of the NTPC. Established in 1976 with the objective of promoting energy self-sufficiency in the remote northeastern parts of the country, in close to 50 years of its operations the company has successfully harnessed a part of the abundant hydel power resources of the region while also embracing fossil based and other renewable sources like solar. In FY 2023-24, NEEPCO has a total installed capacity of **2,057 MW, across the different energy sources** of hydroelectric power (1,525 MW), thermal power (527 MW), and solar energy (5 MW), representing >40% of the region's installed power generation capacity.

Actual Generation (MU)



### NEEPCO's Energy Distribution Supply Chain<sup>4</sup>

- 01** NEEPCO plants across Assam, Arunachal Pradesh, Nagaland, Mizoram & Tripura
- 02** State-level distribution companies
- 03** Residential Customers  
Commercial Customers  
Industrial Customers

The Company operates its plants across Assam, Arunachal Pradesh, Nagaland, Mizoram, and Tripura, certain flagship projects like the 405 MW Panyor Lower Hydro Power Station and the 600 MW Kameng Hydro Power Station serving as critical pillars of the NE power supply grid. NEEPCO distributes its power to distribution companies (DISCOMS) who are responsible for the last-mile distribution to commercial, industrial and residential customers. While this channel makes up the lion's share of NEEPCO's distribution methodology, power generated from the Kameng Hydro Power Station is also sold through NTPC Vidyut Vyapar Nigam Ltd. (NVVN) via power exchanges or short- and medium-term contracts. This mixed distribution model helps to optimize profitability and optimize high load scenarios. In FY 2023-24, total generation stood at 8,001 million Units (MU), dipping slightly vis-a-vis the yearly target of 9,000 MU due to inadequate water availability and reduced gas availability in its hydel and thermal plants respectively.

**7.02%**

Y-o-Y growth in electricity generation

NEEPCO's present renewable energy capacity stands at 1,530 MW, and The Company plans to add another 4,626 MW (1,126 MW Hydro, 3,000 MW Solar and 500 MW BESS) of renewable energy capacity by 2030. NEEPCO is currently focusing on growing its solar energy spread while also investing in sunrise areas like green hydrogen, Pumped Storage Projects (PSP) and Battery Energy Storage System (BESS).

<sup>3</sup> GRI 2-1

<sup>4</sup> GRI 2-6

As part of its innovative efforts, NEEPCO has explored possibility of Floating Solar Projects PV (FSP) including one at its existing reservoir of Kopili Hydro Power Station, Assam. Furthermore, NEEPCO has awarded EPC contract for development of 300 MW (Phase – I) ISTS connected ground mounted Solar PV Project in Bikaner, Rajasthan and bidding for solar PV projects (up to 300 MW-Phase II) was undertaken (presently evaluation of price bid is in progress) while solar PV projects (up to 400 MW-Phase III) anywhere in India was also under proposal for which bid documents are presently under preparation, which will contribute to the national solar energy target.



**INR 4264.22 Cr.**

Total Income



**INR 548.12 Cr.**

Net Profit



**84.33**

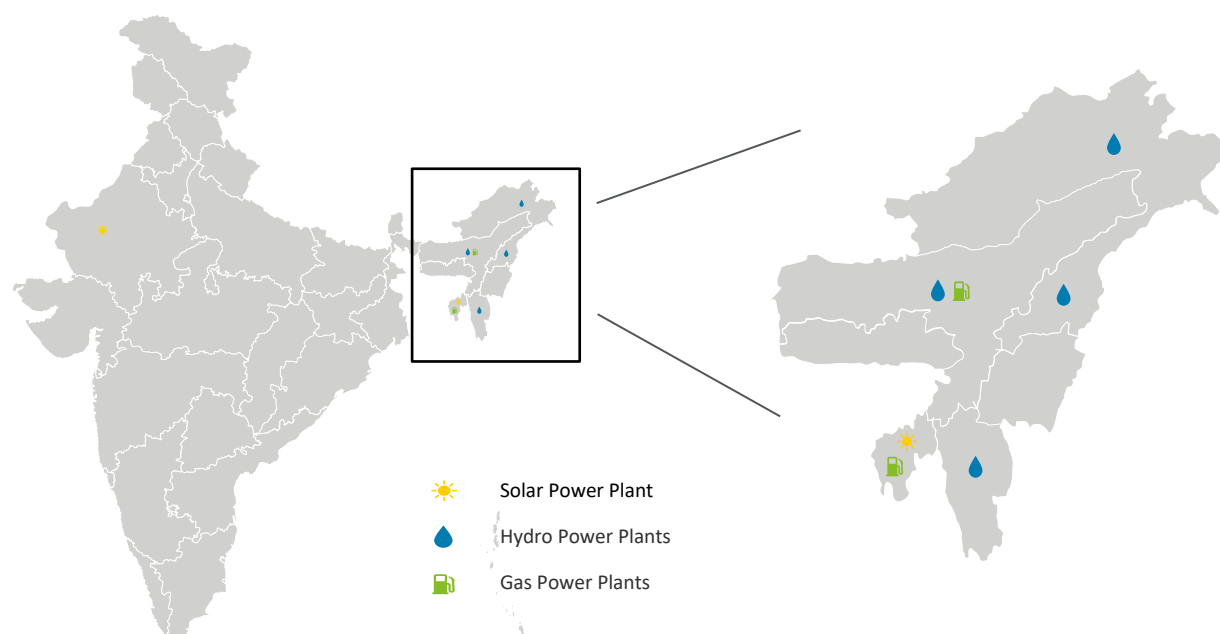
Average Plant  
Availability Factor



**INR 367.15 Cr.**

Investment made in  
renewable energy projects

## Operational Footprint



## Energy Generation Portfolio and Projects in the Pipeline

India is the world's fourth largest renewable energy (RE) producer and targets achieving 50% cumulative electric power installed capacity from RE resources by 2030. As one of the nation's earliest clean energy producers NEEPCO is a central part of this national mission, and 83% of all new capacity additions done by the company in the last 10 years have been in RE. The chart below gives a source-wise breakup of current generation capacities and upcoming projects.

Project name	Location	Capacity (MW)
<b>Existing hydroelectric projects</b>		
Kopili Hydro Power Station - Kopili Power Station - Khandong Power Station - Khandong Stage II	Assam	275
Doyang hydro power station	Nagaland	75
Panyor Lower hydro power station	Arunachal Pradesh	405
Tuirial hydro power station	Mizoram	60
Pare hydro power station	Arunachal Pradesh	110
Kameng hydro power station	Arunachal Pradesh	600
<b>Existing fossil fuel-based projects</b>		
Assam gas-based power station	Assam	291
Agartala gas-based power station	Tripura	135
Tripura gas-based power station	Tripura	101
<b>Existing renewable energy project</b>		
Monarchak Solar Power station	Tripura	5

The upcoming projects extend the clean energy portfolio and target stabilizing the renewables-fed power grid.

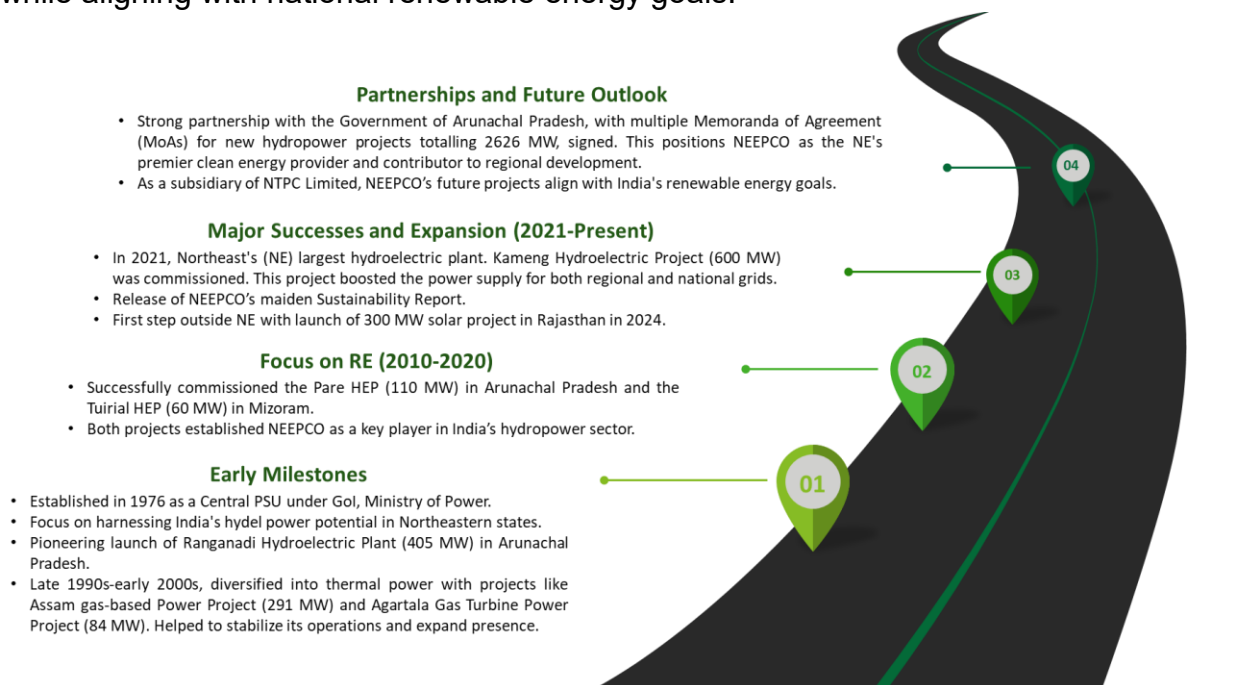
Hydroelectric power projects under investment approval/acquiring clearances		
Project name	Location	Capacity (MW)
Tato-I HEP	Arunachal Pradesh	186
Tato-II HEP		700
Heo HEP		240
Naying HEP		1000
Hirong HEP		500
Kurung HEP		330
Pumped Storage Projects (PSPs) in the pipeline		
Wah Umiam PSP <sup>5</sup>	Meghalaya	800
Solar projects under implementation/pipeline		
Ground-mounted solar PV	Bikaner, Rajasthan	300
Floating solar PV	Kopili, Assam Other initiatives at an exploratory stage cover water bodies in Meghalaya, Mizoram and Uttar Pradesh	40 MWp
During the year, NEEPCO added 79.9 TJ of energy from renewable sources.		

<sup>5</sup> PSPs are a type of hydroelectric energy storage and offer an efficient solution for both base load and peaking power.



## Journey So Far

NEEPCO has consistently focused on minimizing its environmental impact by ensuring that all energy projects, especially hydroelectric power stations, contribute significantly towards sustainability. These projects play a critical role in maintaining energy stability while aligning with national renewable energy goals.

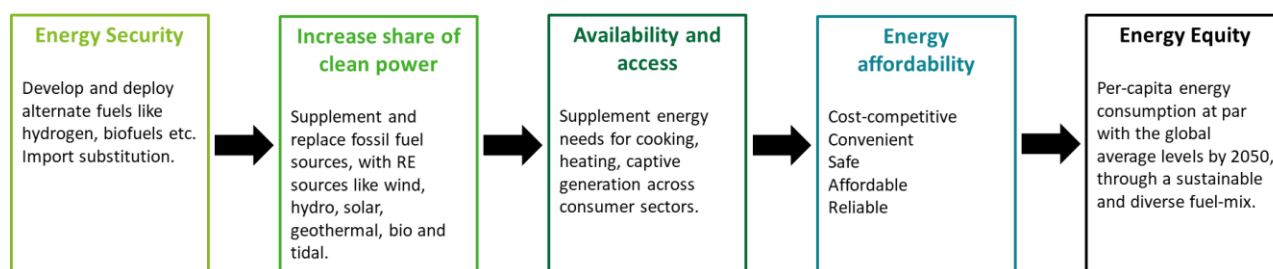
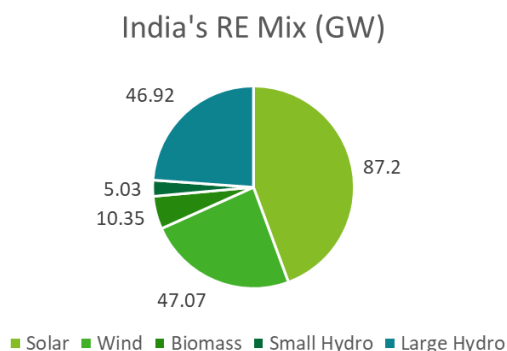


## Operating Context and Future Outlook

India's energy targets address the twin needs of environmental sustainability and economic equity. The key targets are:

- Reduce the carbon intensity of the nation's economy by less than 45% by 2030.
- Achieve 50% RE installed capacity by 2030, translating to 500 GW of installed capacity.
- Achieve net-zero carbon emissions by 2070.

India's renewable energy vision consists of the foundational pillars of ensuring energy security; replacing fossil fuels; increasing energy access and affordability and thereby, in aggregate, enabling greater energy equity. The constituent elements of these foundational pillars are depicted below:



Currently, the country has an installed renewable energy capacity of around 197.20 GW, with the non-fossil fuel capacity having leapfrogged by 396% over the past 8.5 years, with a large majority of the emerging energy demand now being met from RE sources.

NEEPCO is fully aligned with these national targets, contributing significantly through its clean energy projects. NEEPCO's role as Northeast India's primary power producer also makes it a significant driver of socio-economic development, thereby addressing the target of India's Energy Transition vision. Through its endeavours, NEEPCO also remains aligned with its parent company NTPC's target of adding **60 GW** of renewable energy capacity by **2032**. NEEPCO will add 29 GW of RE capacity by 2037.

Hydroelectric energy, the second largest contributor to India's renewable capabilities after solar, presents promising opportunities for NEEPCO's future growth. The Company has already signed agreements for five major hydroelectric projects in Arunachal Pradesh, which will add **2,626 MW** to the national grid.

### Innovative Technologies Powering NEEPCO's Energy Transition

NEEPCO is leveraging a combination of innovative technologies and alternative energy generation options to navigate the energy transitioning of its portfolio in an efficient and profitable way. This section highlights the key initiatives transforming NEEPCO from a regional energy player into a pioneering public enterprise that is spearheading India's clean energy transition.

*NEEPCO was recognised as the foremost Central PSU in Power Generation by Dun & Bradstreet at the PSU Excellence Awards 2024. This highlighted the company's operational efficiencies and dominant position in the resource-rich Northeast of India.*

#### ▪ **Solar capacity additions:**

- Plans to develop 1000 MW of Inter State Transmission System (ISTS)-connected ground-mounted Solar PV projects. In the first phase, The Company has kicked off its largest solar initiative till date with the start/development of a 300 MW solar power project in Bikaner, Rajasthan at an investment of INR 1,585.49 Cr.
- Also focusing on **Floating Solar PV Projects (FSPs)** as an alternative to land-intensive, ground-mounted solar to meet national energy transition targets. Initiatives already underway at Kopili in Assam, with an installed capacity of 40 MWp. Other initiatives are at an exploratory stage cover water bodies in Assam, Meghalaya, Mizoram and Uttar Pradesh.
- NEEPCO is the implementor for **Rooftop Solar (RTS)** in residential and government buildings in the states of Meghalaya, Mizoram and Tripura under PM Surya Ghar Muft Bijli Yojana. In this role, NEEPCO addresses the nation's purpose of providing cost-effective power, thereby advancing social equity.

#### ▪ **Pumped Storage Projects (PSP):** NEEPCO has identified pumped storage as a critical component for balancing. It aims to add 7,800 MW of PSP capacity by 2037, with future projects like the Wah Umiam PSP (800 MW) in Meghalaya and in other States.

- **Battery Energy Storage Systems (BESS):** In response to the growing need for energy storage and the need for providing stable power, NEEPCO plans to add 3,000 MW of BESS capacity by 2037. These systems will complement renewable energy projects and help stabilize the grid by storing excess power.
- **Green hydrogen initiatives:** NEEPCO, in collaboration with IIT Guwahati, is engaged in developing cost-effective and efficient electro-catalysts and proton exchange membranes for producing green hydrogen. This project aligns with India's target of producing 5 million metric tons of green hydrogen annually by 2030.
- **RE optimization through power trading:**
  - Participating in power exchanges like IEX, PXIL, and HPX India.
  - Leveraging short-term bilateral agreements with distribution companies (DISCOMs).
  - Utilizing forecasting tools to predict demand and price trends.
- **Improved project management capabilities:** To streamline project execution and management, NEEPCO has implemented the SAP-ERP system with a Project System (PS) Module. This facilitates planning, scheduling, monitoring, and control of projects, improving operational efficiency and compliance with regulatory requirements.

#### **Public financing of renewable power development<sup>6</sup>**

To give shape to its hydroelectric vision, in 2023, the corporation signed multiple Memoranda of Agreements (MoAs) with the Government of Arunachal Pradesh for the development of five hydroelectric projects with a combined capacity of 2,626 MW. This includes the Tato-II (700 MW), Tato-I (186 MW), Heo (240 MW), Naying (1,000 MW), and Hirong (500 MW) projects.

*NEEPCO partners with key organizations for sustainability in the power sector. It is affiliated with the **Power Foundation of India**, a think tank under the Ministry of Power, which conducts research and outreach on energy transition and environmental sustainability.*

*Through the **Indian National Committee on Large Dams (INCOLD)**, NEEPCO collaborates with the **International Commission on Large Dams (ICOLD)**, sharing expertise in dam safety and sustainable water management.*

*Additionally, NEEPCO works with the **National Power Training Institute (NPTI)** to enhance its workforce preparedness through regular training programs in the energy sector.*

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<sup>6</sup> GRI 201-4



# Approach to Sustainability

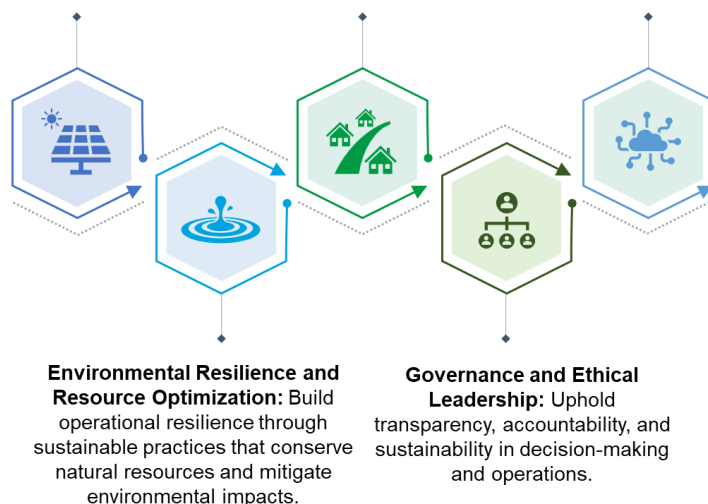
## Sustainability Strategy

NEEPCO's Sustainability Strategy is a comprehensive framework that reflects unwavering commitment to fostering a greener, more inclusive, and resilient future. Built on five core pillars—Clean Energy Transition, Environmental Resilience, Community Empowerment, Governance Excellence, and Innovation - the strategy integrates environmental stewardship, social responsibility, and governance best practices into every aspect of our operations.

**Clean Energy Transition:** Driving renewable energy adoption to reduce dependency on fossil fuels and align with India's Net Zero targets.

**Community Empowerment and Social Responsibility:** Foster inclusive growth by investing in communities and empowering stakeholders.

**Innovation and Digital Transformation:** Leverage technology and research for sustainable development and operational efficiency.



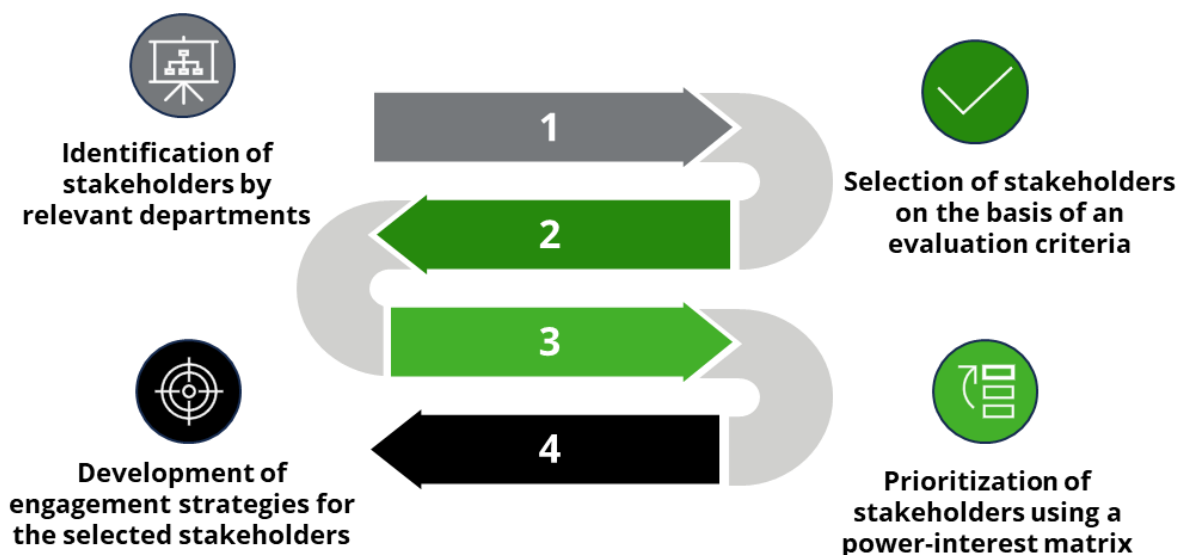
## Stakeholder Engagement <sup>7</sup>

Engaging with the stakeholders is a dynamic and ongoing process, and integral to the carrying out of efficient operations and to achieving business success. Over the years, NEEPCO has built and nurtured strong, positive relationships with its stakeholders by adhering to principles of trust, transparency, ethics, and accountability. By maintaining open channels of communication, their concerns are addressed in a systematic and comprehensive manner, while also incorporating their feedback.

NEEPCO also engages with the stakeholders for participation in decision-making processes, which ensures that the organization stays aligned with ground realities and market dynamics. In this way, NEEPCO fosters positive relationships that contribute to the long-term success of the organization and promotes trust, resilience, and responsible business practices across its operations.

To manage these relationships efficiently, NEEPCO has established a comprehensive and structured stakeholder engagement framework. This framework deploys a systematic engagement approach, consisting of four key steps as shown in the diagram below:

<sup>7</sup> GRI 2-29



As a Central PSU, NEEPCO has a diverse set of stakeholders covering internal and external spheres of operation and spanning economic, financial, social, legal, administrative, and legislative domains.

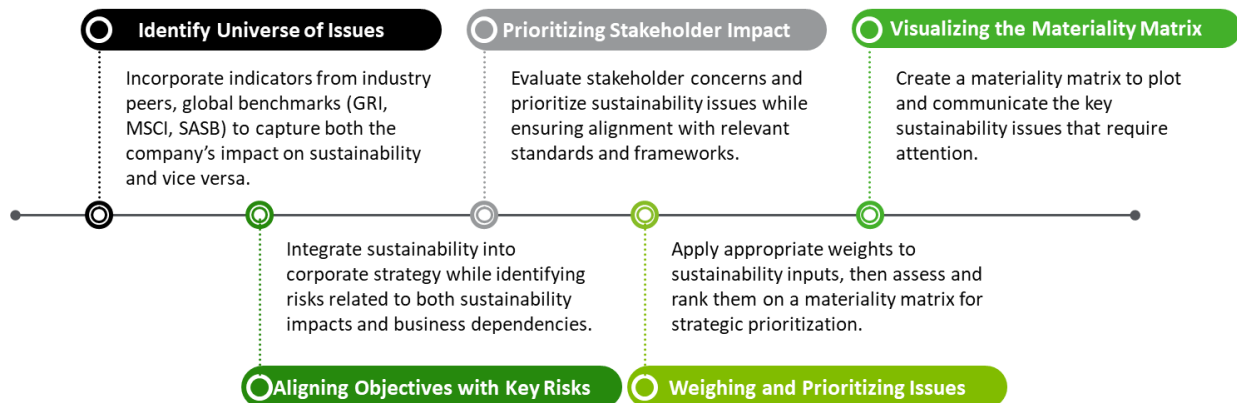
### NEEPCO's Stakeholders

S. No.	Stakeholder Group	Modes of Engagement	Frequency of Engagement	Key Areas of Engagement
1.	Government of India	Emails, Meetings, Portals Review Online	As and when required	Project clearances and approvals, progress reviews, Foreign loans, GOI schemes, Public policy, Social development initiatives
2.	NTPC	Emails, Meetings, Presentations, Website Visits	Annually, As and when required	Performance review, Approvals & clearances, Statutory requirements, Equity funding
3.	State Governments	Emails, Meetings, Portals Review Online	As and when required	Allotment of new projects, Land acquisition, Forest clearances, Sale of power/RR
4.	Employees	Participative Forums, Publication Magazines, Grievance Redressal Mechanism, Circulars and Office Orders, Communal Programs	As and when required	Professional growth, Work-life balance, Health, safety and security, Grievance redressal, Culture and values
5.	Customers	Email, surveys Feedback	As and when required	Resolving technical issues, Resolving commercial issues
6.	Suppliers and Contractors	Tender, Open Bid Discussions, Suppliers Meet, Email, Letters	As and when required	Transparent dealings, Timely payments/Pricing and negotiation, Project implementation, Sustainable supply chain, Procurement of materials

S. No.	Stakeholder Group	Modes of Engagement	Frequency of Engagement	Key Areas of Engagement
7.	Communities and NGO's	CSR Programs, Project-based Stakeholder Meetings, Grievance Redressal, Magazines, Pamphlets/Website, Public Information Centers	Annually, As and when required	Employment opportunities, Infrastructure development, CSR projects, Local community development, Land acquisition and R&R issues
8.	Other Stakeholders	Email, Letters, Meetings	As and when required	Trading of electricity, Transmission of power, Consultancy services
9.	Media	Press Briefings, Invitations to Events	As and when required	Information sharing, Increased transparency, Financial and operational performance, Public awareness
10.	Financial Institutions, Banks, Insurance Companies	Email, Meetings	As and when required	Loans, Deposits, Insurance

## Materiality Assessment <sup>8</sup>

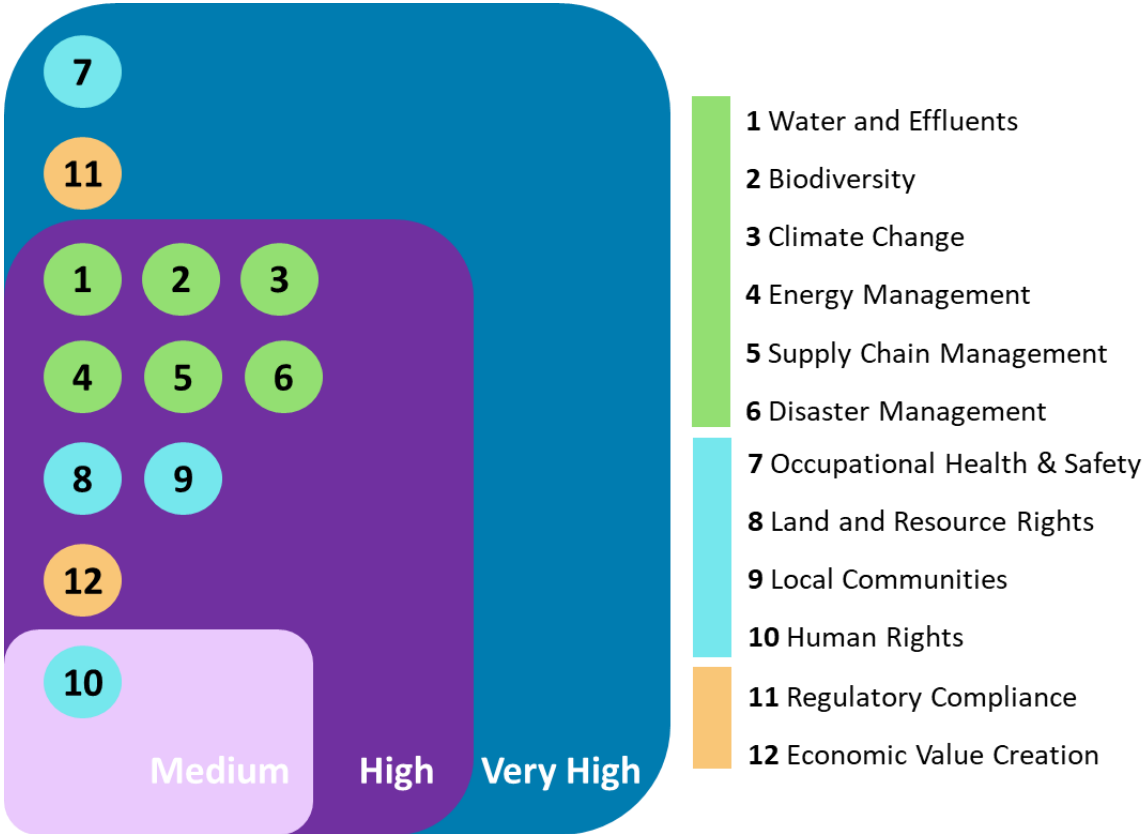
At NEEPCO, materiality assessment is integral to shaping Environmental, Social, and Governance (ESG) strategy and driving value creation.



The materiality assessment exercise is an exhaustive process that helps to set direction for The Company and determines near- to mid-term priorities for achieving optimal business value. By identifying the key material issues, NEEPCO focuses on what matters most to its stakeholders and the organization. This approach enhances their ability to manage risks effectively, seize opportunities for growth, and sustain long-term value creation.

<sup>8</sup> GRI 3-1, 3-2

Material Topics





## Our Leadership and Governance

NEEPCO is dedicated to ethical leadership, and prioritizes on integrity, responsibility, and accountability in its decision-making processes. To promote good governance, NEEPCO has established a comprehensive set of policies, codes, and Standard Operating Procedures (SOPs). The governance framework is designed to be robust and resilient, acting as a safeguard against legal and regulatory risks while ensuring compliance and fostering operational integrity. These strong foundations, coupled with adaptive market strategy, enable NEEPCO to effectively manage risks, capitalize on opportunities, and optimize value creation.

### Mapping with SDGs



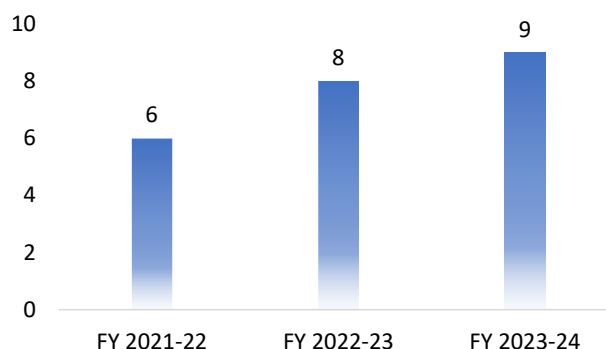
### Linkage with Material Topics

- Economic value creation
- Regulatory compliance
- Technology and innovation
- Business ethics and integrity
- Data privacy and cyber security
- Public policy

### Key figures

<b>5</b> Board Committees (Statutory Committees)	<b>100%</b> Average attendance across all meetings
<b>09</b> Board meetings Held	<b>100%</b> employees attended vigilance awareness programs

### Number of Board Meetings Held



## Board of Directors <sup>9</sup>

NEEPCO's Board of Directors, is composed of a diverse group of seasoned professionals, upholding the commitment to good governance. Their expertise, oversight, and dedication to ethical conduct ensure that strategic decisions are evidence backed and devoid of partisanship.

9

Board Members

The Board is actively involved in discussions on Sustainability & ESG matters, highlighting their importance within their organizational strategy. By integrating ESG considerations into the decision-making processes, the Board not only strengthens sustainability initiatives but also reinforces the organization's responsibility to stakeholders and the broader community.










### Board Structure






NEEPCO's organizational structure for 2023-24 is led by the Chairman and Managing Director (CMD), with key support from the Chief Vigilance Officer (CVO) and three Directors overseeing Finance, Personnel, and Technical operations. The departments include Finance, HR, Operations & Maintenance (O&M), Projects (Hydro) and Vigilance. Additionally, specialized units such as Law, Corporate Planning, Contracts & Procurement, Research & Development (R&D), Corporate Project Monitoring Group (CPMG), Project Acquisition & Business Development (PA&BD), Design & Engineering, and Commercial are integral to the organization. Other support functions include Medical & Health Services, Environment & Rehabilitation, CSR, IT, Security, and Material Management, ensuring comprehensive governance and operational oversight across NEEPCO's activities.



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<sup>9</sup> GRI 2-9, 2-10, 2-11, 2-18, 2-27

Our Board of Directors				
 <p><b>Shri Gurdeep Singh</b> Chairman and Managing Director</p>	 <p><b>Shri Baidyanath Maharana</b> Director (Finance)</p>	 <p><b>Shri Ranendra Sarma</b> Director (Technical)</p>	 <p><b>Major General Rajesh Kumar Jha, AVSM** (Retd)</b> Director (Personnel)</p>	
 <p><b>Shri Piyush Singh</b> Govt. of India Nominee Director</p>	 <p><b>Shri Shambhu Nath Tripathi</b> Nominee Director of NTPC</p>	 <p><b>Shri Jaikumar Srinivasan</b> Nominee Director of NTPC</p>	 <p><b>Shri Bimal Chand Oswal</b> Independent Director</p>	 <p><b>Dr. Viveka Nand Paswan</b> Independent Director</p>

Composition of Board-level Committees		
 Audit Committee	 Nomination and Remuneration Committee	 Stakeholders' Relationship Committee
 Risk Management Committee	 Corporate Social Responsibility Committee	

## Committees of the Board of Directors

Board committees, such as Audit, Nomination & Remuneration, Risk Management, and Stakeholders Relationship Committees, play a crucial role in overseeing specific functions within the organization. These committees ensure compliance, manage risks, handle stakeholder concerns, and guide executive appointments, aligning with the company's strategic objectives.

S No.	Name of the Committee	Responsibilities
1	Audit Committee	<ul style="list-style-type: none"> <li>Ensures integrity, accuracy, and compliance of financial statements and reporting.</li> <li>Reviews auditor qualifications, independence, performance, and recommends appointments, fees, and scope.</li> <li>Monitors internal controls, risk management, and internal audit performance.</li> <li>Investigates matters under Section 177 of the Companies Act, 2013, and other referred issues.</li> <li>Manages the vigil mechanism and ensures whistleblower protection.</li> <li>Coordinates between internal and statutory auditors, ensuring aligned audit efforts and follow-ups on significant findings.</li> <li>Evaluates financial policies, investments, and scrutinizes inter-corporate loans.</li> </ul>

S No.	Name of the Committee	Responsibilities
		<ul style="list-style-type: none"> <li>Oversees Budget Estimates, related-party transactions, and monitors deviations in fund usage.</li> <li>Secures external legal or professional advice and appoints registered valuers as needed.</li> <li>Ensures auditors and key personnel can address the committee directly during meetings.</li> </ul>
2	Nomination and Remuneration Committee	<ul style="list-style-type: none"> <li>Determines annual bonus/variable pay (PRP) and its distribution policy for executives and non-unionized supervisors within limits.</li> <li>Identifies and recommends senior management appointments and removals to the board.</li> <li>Approves new appointments made by the corporation.</li> </ul>
3	Stakeholders' Relationship Committee	<ul style="list-style-type: none"> <li>Resolves security holders' grievances, including issues related to share transfers, annual reports, dividends, and certificates.</li> <li>Reviews measures for effective shareholder voting rights.</li> <li>Monitors service standards of the Registrar &amp; Share Transfer Agent.</li> <li>Oversees initiatives to reduce unclaimed dividends and ensure timely delivery of dividends, reports, and notices.</li> </ul>
4	Risk Management Committee	<ul style="list-style-type: none"> <li>Develops and oversees a risk management policy covering financial, operational, ESG, and cybersecurity risks, along with mitigation measures and a business continuity plan.</li> <li>Monitors and evaluates business risks and ensures proper systems are in place.</li> <li>Reviews and updates the policy regularly, informing the board of key discussions and actions.</li> <li>Oversees the appointment and terms of the Chief Risk Officer and coordinates with other committees when necessary.</li> </ul>
5	Corporate Social Responsibility Committee	<ul style="list-style-type: none"> <li>Formulates the CSR policy and obtained approval of BoD.</li> <li>Finalise CSR proposals and recommends for approval of BoD.</li> <li>Monitors proper implementation of the schemes as per policy guidelines and legal compliance.</li> <li>Oversees CSR activities' alignment with the policy and adherence to the GOI stipulations.</li> <li>Reports on CSR activities and spending to the Board for appraisal/approval.</li> <li>Conducts other Board-mandated tasks.</li> </ul>

“All committees of the Board achieved 100% attendance in their meetings during FY 2023-24.”

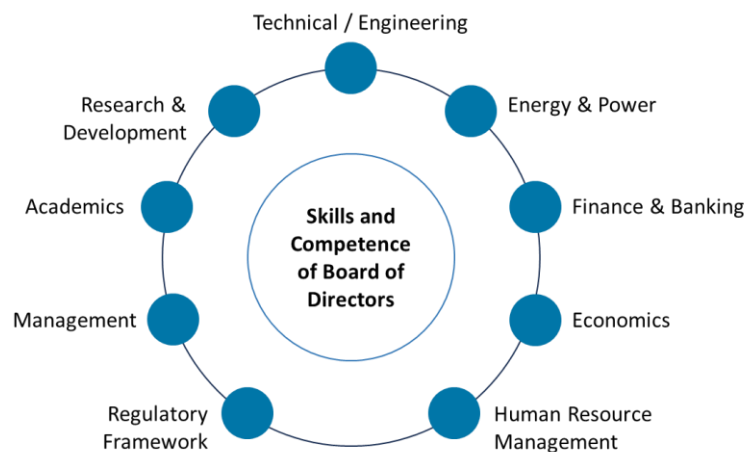
## Board Diversity

NEEPCO believes that diverse boards enhance decision-making, elevates governance standards, and contributes to long-term value creation. By embracing diversity in the boardroom, it is ensured that a broad range of perspectives that drive innovation, resilience, and sustainable growth. The board's composition reflects a balanced mix of skills and expertise.





Figure 1: Skills and expertise of Board Members



## Remuneration <sup>10</sup>

The Nomination and Remuneration Committee (NRC) has been constituted in line with the Department of Public Enterprises (DPE) guidelines on Pay Revision and as per the requirements of Section 178 of the Companies Act, 2013, applicable to Government Companies. The NRC's mandate includes critical responsibilities such as determining the annual bonus, variable pay pool (Performance Related Pay - PRP), and the policy for its distribution among executives (including Board-level executives) and non-unionized supervisors within prescribed limits for each financial year.

The Committee also plays a key role in identifying candidates for senior management positions, recommending their appointment or removal to the Board of Directors, and approving any new appointments within the Corporation.

In accordance with Regulation 19 of SEBI (LODR) Regulations, 2015, the NRC is tasked with formulating criteria for determining qualifications, positive attributes, and independence of Directors, as well as recommending a policy for the remuneration of Directors, Key Management Personnel (KMPs), and other employees. When considering candidates for independent Director positions, the Committee evaluates the balance of skills, knowledge, and experience on the Board and prepares a detailed description of the role and required capabilities. The Committee may leverage external

<sup>10</sup> GRI 2-19, 2-20

agencies, consider candidates from diverse backgrounds, and ensure that candidates' time commitments align with the role.

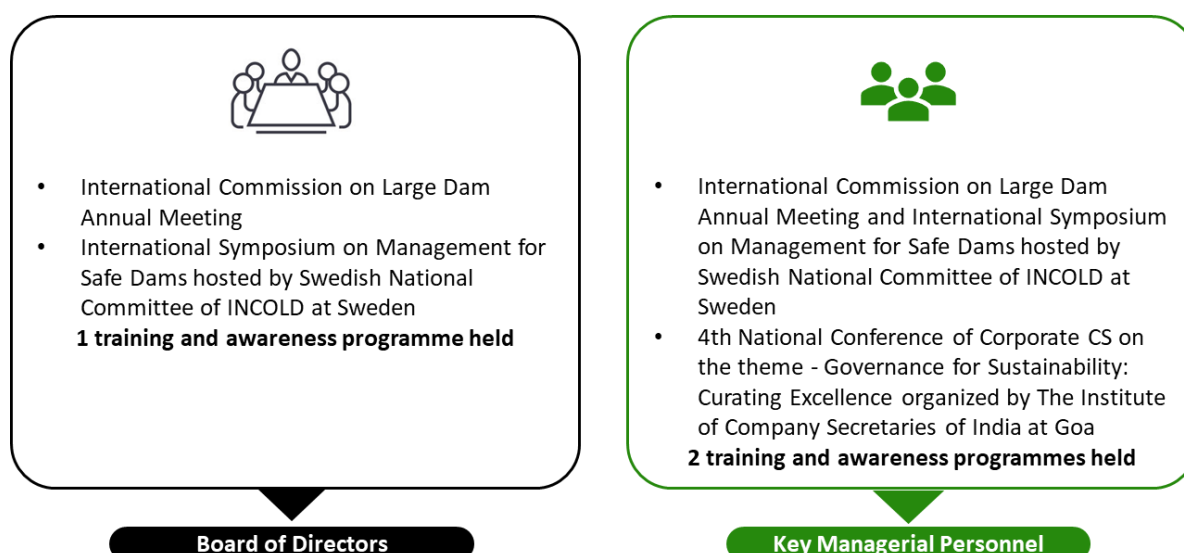
Additionally, the NRC devises policies on Board diversity, evaluates the performance of independent directors and the Board as a whole, and recommends whether to extend or continue the term of an independent Director based on performance evaluations. The Committee is also responsible for recommending all forms of remuneration for senior management.

Furthermore, following a decision made at the 272<sup>nd</sup> Board Meeting on August 10, 2022, all employee and HR-related matters with financial implications must first be reviewed by the NRC for thorough discussion before being presented to the Board for approval.

### Training of Board of Directors

To ensure Board members are well-versed in NEEPCO's procedures and practices, Board of Directors are provided with comprehensive documents, brochures, and internal policies. They are also encouraged to engage in specialized workshops and training programs. Moreover, site visits to projects and plant locations are organized to offer practical insights and enhance their understanding of operational realities. The Independent Directors attend the Orientation Programme conducted by the Department of Public Enterprises.

Independent Directors receive regular training to enhance their leadership, knowledge, and sector-focused skills, which help them in gaining a deeper understanding of the company and industry. New Directors are provided with presentations, Annual Reports, the Memorandum & Articles of Association, and Delegation of Powers. They also participate in plant and project site visits. More details on the familiarization program are available on the NEEPCO website at <https://neepco.co.in/>.



## Shareholding Pattern

Since its establishment, NEEPCO was a wholly owned enterprise of the Government of India, with the President of India and its nominees holding 100% its equity shares. However, following a decision by the Government of India, a Share Purchase Agreement was executed on March 25, 2020, between the President of India (the seller) and NTPC Limited (the buyer). As per this agreement, all shares of NEEPCO previously held by the President of India (i.e., the Government of India) and its nominee shareholders were transferred to NTPC Limited and its nominee shareholders on March 27, 2020. Currently, NTPC Limited, along with six other shareholders, holds 100% of NEEPCO's shares as of March 27, 2020.

## ESG Governance <sup>11</sup>

NEEPCO's core business ethics, as reflected in its Vision and Mission, are centered around ESG-related aspects. Adherence to these ethics is ensured across all projects and activities. Environmental Impact Assessment (EIA) and Environmental Management Plan (EMP) are integral to every project. Social aspects such as employee rights, workplace safety, labor practices, and protection of the rights of the local populace, value chain partners, and other stakeholders are duly ensured. CSR activities are undertaken both around project areas and in other locations to promote holistic development.

The governance aspects include transparency, adherence to various statutory compliances, and ethical policies. They also ensure accurate reporting, alignment of business strategy with national targets, and digitization through ERP, GeM, and other platforms. Department-wise roles and responsibilities have been defined, and the decision-making process has been decentralized through the Delegation of Power, which outlines the powers assigned at various levels—from DGM to CMD and the Board of Directors—across different aspects.

The CSR Committee and the Risk Management Committee, under the management of the Board, are the primary bodies overseeing ESG governance at NEEPCO. The CSR Committee is headed by the Director (Personnel), while the Risk Management Committee is headed by the Director (Technical).

NEEPCO has a suite of ESG-related policies that cover different aspects of Environmental, Social and Governance issues and their integration, working and monitoring as a part of daily operations. These policies reflect The Company's purpose of promoting transparency, inclusivity and accountability as key aspects of ESG like risk management, equal opportunities, ethical conduct, data privacy, social impact and environmental responsibility.

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<sup>11</sup> GRI 2-12, 2-13, 2-14, 2-16

Materiality of related party transactions	Equal Opportunity Policy	Transfer Policy	Risk Management Policy	Promotion Policy	Fraud and Whistleblower Policy
	E-Waste Management Policy	Water Conservation Policy	Corporate Social Responsibility Policy	Code of Conduct for Board Members	
Preservation of documents and archival policy	Citizen's Charter	Website Policy	Information Security	Safety Policy	Cyber Security Policy

## Business Ethics and Accountability <sup>12</sup>

NEEPCO is committed to maintaining the highest standards of business ethics and accountability and the comprehensive policies and detailed frameworks help in executing this. All relevant policies and procedures are rigorously followed to prevent unethical behavior and ensure compliance with legal and regulatory requirements.

### Code of Conduct<sup>13</sup>

The Code of Conduct builds a foundation of good governance as it lays down clear guidelines on what constitutes ethical and professional behavior. NEEPCO has established a Code of Conduct for Board Members and Senior Management Personnel to promote ethical and transparent management practices. This Code ensures adherence to the highest standards of business ethics in compliance with all relevant laws, rules, and regulations. The Code of Conduct<sup>1</sup> is accessible on the company's website.

NEEPCO also has stringent anti-corruption and anti-bribery guidelines set forth in NEEPCO's Fraud and Whistleblower Policy applicable to all employees, vendors, suppliers, and contractors. During the reporting period, no contributions were made to political parties, campaigns, or lobbying entities.

**"During the reporting year, there zero cases were / reported on bribery and corruption."**

To manage potential conflicts of interest, NEEPCO has established a process for Board members to disclose any changes in their interests and any actual or potential conflicts. All the Board of Directors have to be guided by these procedures outlined in Code of Conduct for Board Members, Materiality of Related Party Transactions Policy & on dealing with Related Party Transactions which are publicly available on NEEPCO's website.

### Anti-competitive Behavior

NEEPCO's steadfast commitment to preventing anti-competitive behavior involves instituting processes that assure that all business practices comply with relevant competition laws and regulations. It promotes fair competition by engaging ethically with industry peers and acquiring competitive information through legal and transparent means. Any form of anti-competitive conduct is strictly prohibited and addressed promptly.

<sup>12</sup> GRI 2-23, 2-24, 2-25, 2-26, 2-27, 205-1, 205-2

<sup>13</sup> GRI 2-15



No new cases of unfair trade practices or anti-competitive behavior were detected in FY 2023-24.

## Data Privacy and Cybersecurity <sup>14</sup>

In continuation of the efforts to institute internal systems that inculcate high standards of probity and integrity, NEEPCO has implemented a Cyber Security Policy, NCSP (NEEPCO Cyber Security Policy), and has achieved ISO 27001:2013 accreditation for Information Security Management Systems (ISMS) across 15 locations, including operational and maintenance sites, corporate headquarters, and other critical offices. This policy is available on Company's intranet accessible to all employees and internal stakeholders.

There have been no reported incidents related to advertising, essential services, cyber security, or customer data privacy during FY 2023-24.

## Risk Management <sup>15</sup>

NEEPCO's Risk Management Framework is designed to ensure a structured and disciplined approach to identifying, assessing, and managing business risks. First implemented in February 2016 and subsequently updated in May 2019 and May 2022, the Risk Management Policy (RMP)<sup>16</sup> incorporates best practices and regulatory requirements. NEEPCO's Risk Management Framework follows the process shown below:



This framework is overseen by the Board Level Risk Management Committee (RMC), which constitutes of the Director (Technical) as Chairperson, along with representatives from NTPC and NEEPCO. The committee monitors the implementation of the RMP, reviews risk management processes and recommends actions such as the preparation of a Business Continuity Plan (BCP) and the

<sup>14</sup> GRI 418-1

<sup>15</sup> GRI 2-16

<sup>16</sup> [https://neepco.co.in/sites/default/files/Risk\\_Mgmt.Policy\\_Amnd\\_May\\_2022.pdf](https://neepco.co.in/sites/default/files/Risk_Mgmt.Policy_Amnd_May_2022.pdf)

identification of Risk Owners across various functions. The RMC committee is composed of the following members:

S No.	Name of the Director	Chairman/ Member	Independent/ Executive/ Non-executive
1	Shri Ranendra Sarma	Chairman	Director (Technical)
2	Major General Rajesh Kumar Jha, AVSM** (Retd)	Member	Director (Personnel)
3	Shri Shambhu Nath Tripathi	Member	Non-Executive
4	Dr. Viveka Nand Paswan	Member	Independent Director

## Environment

NEEPCO's approach is centered on its commitment to environmental stewardship and sustainability. As a key energy provider in Northeast India, NEEPCO plays a vital role in addressing climate change by not only minimizing the environmental impact but also contributing to ecosystem preservation. Aligned with India's climate goals and NTPC's sustainability ambitions, sustainability is integrated into every facet of NEEPCO's operations.



### Material Topics

- GHG Emissions
- Water and Effluents
- Biodiversity
- Climate Change
- Energy Management
- Supply Chain Management
- Disaster Management

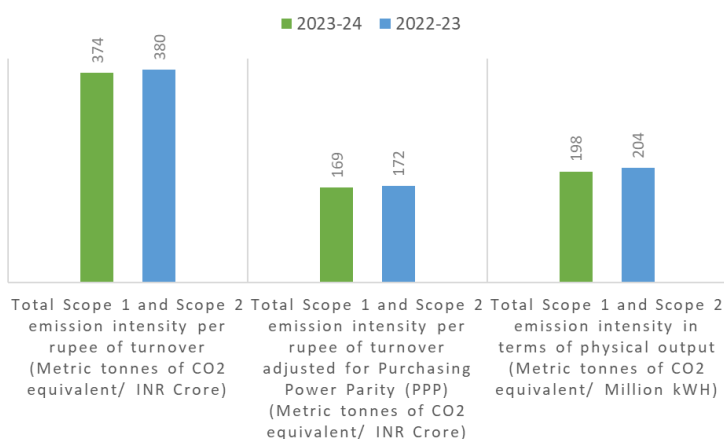
2.91 % reduction in energy intensity in terms of physical output

9.02 % reduction in water consumption

89.76% of waste recovered through recycling or reused

230 kWh electricity saved by installation of Smart Illumination Controller

### EMISSION INTENSITY



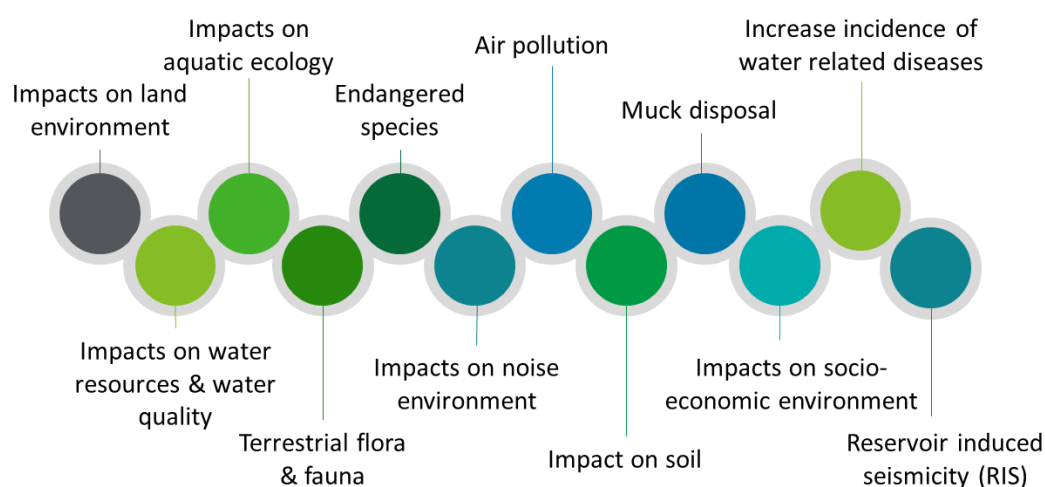
## Environmental Stewardship

The Northeastern region of India is abundant in natural resources, with rich biodiversity and fragile ecosystems. It is also home to indigenous populations, many of whom rely on the region's forests and ecosystems for their livelihoods. This makes sustainable development a critical priority to safeguard the region's unique ecology. NEEPCO acknowledges the environmental and ecological impacts of its operations and is committed to minimizing any adverse effects. This commitment is reflected in the following ways:

- Recognition of potential environmental impacts from large-scale projects.
- Implementation of mitigation strategies during project design, execution, and operation, especially during the construction stage where contractor activities and workforce pose risks.
- Strict adherence to national environmental laws and regulations, including the directives of the Ministry of Environment, Forest, and Climate Change (MoEF&CC) as well as the concerned State Environment & Forest Departments.

## Environment Impact Framework

Every project more or less significantly impacts the natural environment, destabilizing the existing ecosystems, including flora, fauna, and geological structures. To address these risks, projects of NEEPCO undergoes comprehensive **Environmental Impact Assessments (EIA)** to evaluate the potential environmental impacts before project initiation. The EIA covers critical aspects such as:



Based on these assessments, the **Environmental Management Plans (EMP)** are developed to address and mitigate any adverse effects during the construction and operation phases. Major thrust areas of the EMPs includes:

- **Compensatory Afforestation:** To offset the impact of deforestation, afforestation of degraded forest land is undertaken through the State Government, covering twice the area of the forest land diverted. In cases involving non-forest land, compensatory afforestation is conducted over an area equivalent to the affected forest land.
- **Greenbelt Development:** Greenbelts are established around the perimeters of project facilities and along select stretches near reservoirs to prevent soil erosion. These greenbelts are composed of fruit-bearing trees, ornamental species, shade trees, shrubs, climbers, and fast-growing plants.



- **Catchment Area Treatment (CAT):** Construction activities and human interventions often lead to soil erosion, causing landslides and reservoir siltation, which can reduce project efficiency. Therefore, preventive measures are undertaken for catchment area treatment.
- **Biodiversity Conservation:** Infrastructure development can threaten rare and endemic species, destabilizing local biodiversity. For projects located in biodiverse areas, biodiversity conservation plans are implemented to safeguard ecosystems.

Extra care is taken to integrate environmental provisions into plant design for gas-based thermal power projects. Some of the state-of-the-art pollution control systems / devices that are installed to control air and water pollution are:

Electrostatic Precipitators	Fuel Gas Stacks	Low-NOx burners	Neutralization pits
Oil Settling pits	DE&DS System Cooling Tower	Liquid waste treatment plants and management system	Sewage treatment plants

All EMPs undergo stringent evaluation to ensure thoroughness and address all potential risks. They are reviewed and recommended by the Expert Appraisal Committee (EAC) of the Ministry of Environment, Forest, and Climate Change (MoEF&CC) before Environmental Clearance is granted.

“NEEPCO proudly holds the distinction of being the first Central Public Sector Enterprise (CPSE) under the Ministry of Power to achieve ISO 14001-1996 certification for Environmental Management Systems (EMS)”

Beyond compliance with MoEF&CC regulations, NEEPCO actively participates in the Government of India's Performance, Achieve and Trade (PAT) scheme, which promotes energy efficiency. Currently, the Assam Gas Based Power Station is being evaluated under this scheme.

Furthermore, NEEPCO's plant-specific environmental initiatives are continuously updated to adapt to evolving local environmental challenges. This holistic approach enables to balance development needs with environmental conservation, ensuring that the growth remains sustainable and aligned with national goals.

## Energy Management <sup>17</sup>

Energy management is an integral part of sustainability journey, as NEEPCO focuses on optimizing energy consumption, enhancing efficiency, and increasing the share of renewable energy in operations. NEEPCO strictly follows and adheres to all policies and guidelines of the Ministry of Power for energy management ensuring that the processes remain aligned with the nation's broader goals for efficient power generation.

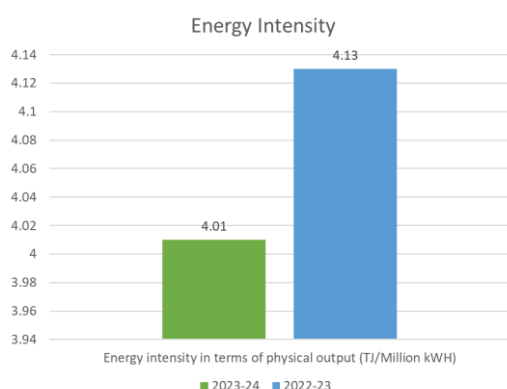
NEEPCO leverages **smart technologies** to support predictive maintenance and real-time load

**AI-Driven Solutions:** AI-driven predictive maintenance and smart illumination controllers are being used at the plant level to further optimize energy consumption.

<sup>17</sup> 302-1, 302-3, 302-4

distribution. The Corporation is utilizing smart grid technology in its power generation to enable real-time monitoring and control of power flows.

Additionally, NEEPCO's **digitalization strategy** includes deploying AI-powered tools to optimize hydropower generation and more effectively integrate renewable energy sources into the national grid.



Further, NEEPCO is actively pushing ahead the energy efficiency mandate through measures like installing solar streetlights, solar rooftop plants, and solar water heaters in the O&M plants. One of the plants, AGBPS Kathalguri in Assam, has already been accredited with ISO 50001 (Energy Management System).

In FY 2023-24, total energy consumed was 32,068 TJ, of which 85.92 TJ was electricity consumed in auxiliary consumption. In addition, 93% of total electricity consumed was from renewable sources. As a cumulative outcome of these measures, the energy intensity of its operations is steadily declining.

*The use of latest technologies has made it possible to create advanced hydro-dynamic models that can forecast flood levels at the hydropower plants, enhancing safety and operational efficiencies, and reducing risk. IoT solutions are also being used at these plants for remote monitoring and predictive maintenance and has significantly reduced downtime and improved efficiencies.*

## Emissions Management<sup>18</sup>

Focus on reducing carbon emissions is embedded in NEEPCO's operational practices. NEEPCO's direct emissions primarily result from the consumption of fossil fuels at its power plants. The core generation assets are hydroelectricity and thermal electricity, with the majority of generation coming from hydro power, which does not have any GHG emissions. NEEPCO's hydroelectric projects significantly reduce the average carbon intensity of its energy generation, relying on renewable water resources. During the FY 2023-24, NEEPCO's Scope 1 emissions totalled 15,82,864 MTCO<sub>2</sub>e, reflecting in 8.43% YoY reduction.

**8.43%**

Scope 1 emission  
reduction from  
previous year

NEEPCO actively monitors the Scope 1 emissions through advanced tracking systems and employ preventive maintenance strategies to ensure operational efficiencies. NEEPCO is also taking various measures to reduce pollution from its gas power stations, including SO<sub>x</sub>-NO<sub>x</sub> monitoring stations installed and operational in three gas-based stations, special enclosures for gas turbines to reduce noise pollution, neutralization pits and effluent treatment plants to clean effluent water, rainwater harvesting to compensate for water consumption, and development of green belts to offset polluting emissions.

**1,197** MTCO<sub>2</sub>e  
Scope 2 emissions

Scope 2 emissions originate from consumption of purchased electricity, which includes the electricity that is consumed from the grid at the facilities and used for the operation of the gas

<sup>18</sup> GRI 305-1, 305-2, 305-4

and hydro plants during non-operational periods. NEEPCO is committed to reducing these emissions through the integration of renewable energy sources into its operational processes such as using Variable Frequency Drives in power plants for reduction in electricity consumption.

The total Scope 1 and Scope 2 emission intensity in terms of physical output for the year 2023-24 is 198 MTCO<sub>2</sub>e/Million kWh leading to a 2.94% reduction from the previous year.

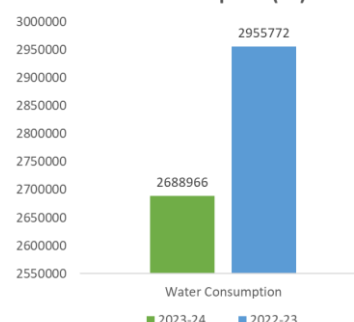
## Air Emissions <sup>19</sup>

The combustion operations in fossil fuel-based power plants generate harmful Nitrogen Oxides (NO<sub>x</sub>) that can have detrimental effects on air quality, contributing to acid rain and respiratory issues. In FY 2023-24, NEEPCO recorded 2,867.1 MT of Nitrogen Oxides (NO<sub>x</sub>) emissions, which is a substantial reduction from the 3,995.38 MT generated in the previous year. These emissions have been progressively minimised through the adoption of cleaner technologies, optimized operational practices, and stringent monitoring.

## Water Stewardship <sup>20</sup>

Water stewardship is central to NEEPCO's commitment for environmental sustainability. Recognizing the critical importance of water for both life and ecological balance, NEEPCO's Water Conservation Policy focuses on the responsible and sustainable management of this precious resource. The policy aims to ensure the availability of water for future generations through the adoption of the 3R principle—reduce, reuse, and recycle.

Water Consumption (KL)



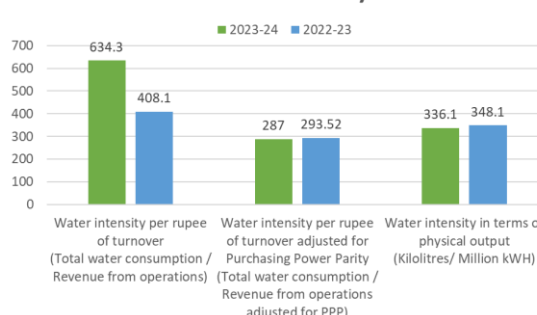
The water conservation initiatives revolve around the adoption of water-minimizing engineering practices and behavioral changes. These include the installation of water-efficient plumbing fixtures, rainwater harvesting systems, and the implementation of cooling water recirculation systems to minimize freshwater consumption across the facilities. Additionally, reuse and recycling of treated wastewater is emphasized for non-potable uses such as landscaping, thereby reducing reliance on freshwater sources.

22,14,100

Megalitres of water  
withdrawn

For industrial and commercial applications, NEEPCO has adopted water reuse and recycling measures, and its facilities are equipped with rainwater harvesting systems to recharge groundwater and mitigate water scarcity. For instance, Assam Gas Based Power Station is collecting surface water runoff, then diverting it with the help of pumps to its raw water reservoir and thereby reducing freshwater withdrawals from the nearby river Buridihing. The Tripura Gas Based

Water Intensity



<sup>19</sup> GRI 305-7

<sup>20</sup> 303-1, 303-2, 303-3, 303-4, 303-5

Power Station similarly collects rainwater from the open areas around its power plant, for reuse in its on-premise guesthouse, administrative building, hostel and even in some of its residential colonies. This stored runoff water is utilized for gardening, plantation of trees, civil construction works and also for emergency needs. This highlights the immense potential for water conservation through rainwater harvesting as the Northeastern region gets high volumes of rainfall which results in heavy runoff.

During FY 2023-24, NEEPCO discharged 22,11,411 megalitres of water through surface water and groundwater.

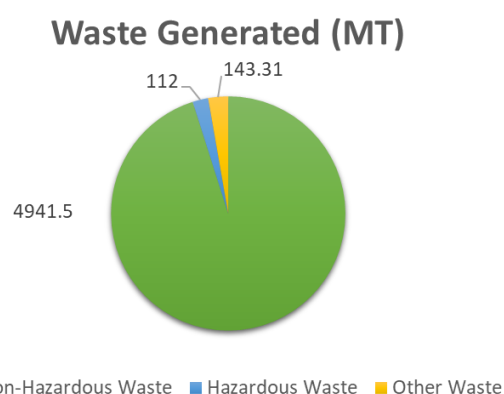
Education and training are essential components of NEEPCO's water stewardship approach. The Corporation actively engages employees and stakeholders in water conservation efforts through awareness programs, workshops, and campaigns. Monitoring and reporting systems ensure regular evaluation of water conservation progress, with each department and project required to submit periodic reports on their efforts.

Through comprehensive water management strategy, NEEPCO is committed to protecting water resources, reducing its environmental impact, and contributing to the sustainable development of the regions where it operates.

## Waste Management <sup>21</sup>

NEEPCO is committed to managing and disposing of all waste generated on the premises in an environmentally sound, socially responsible, and economically viable manner. The waste management practices adhere to the regulations and guidelines set by the Central Pollution Control Board (CPCB) and respective State Pollution Control Boards (SPCB), ensuring compliance and effective waste handling. Different practices are followed based on the waste categories, as detailed below:

- **Hazardous Waste:** Hazardous waste, such as used lubricating oil and transformer oil, are managed through specialized disposal methods in compliance with PCB guidelines. As a new initiative, NEEPCO has developed a dedicated Hazardous Waste Pit in one of its gas power stations to ensure safe containment and disposal of these materials.
- **Non-Hazardous Waste:** The majority of the waste produced is non-hazardous in nature. Non-hazardous dry waste, like office furnishings and domestic waste from the facilities, is segregated and placed in designated bins for collection by local municipal authorities. This waste is disposed of via various methods such as recycling, landfilling, and incineration. Additionally, construction and demolition waste is repurposed for infrastructure projects, such as pavement construction.
- **Biodegradable Waste:** Biodegradable waste is composted onsite. This process not only reduces the volume of waste sent to landfills but also contributes to the creation of compost that can be used for gardening and soil enrichment.
- **Electronic Waste:** E-waste, described loosely as discarded, surplus, obsolete, or broken electrical or electronic devices, is disposed as per the E-Waste



<sup>21</sup> GRI 306-1, 306-2, 306-3, 306-4, 306-5

Management Policy. All e-waste is handled by certified recyclers to minimize environmental impact and promote effective recycling practices according to the rules set by the Ministry of Environment and Forest.

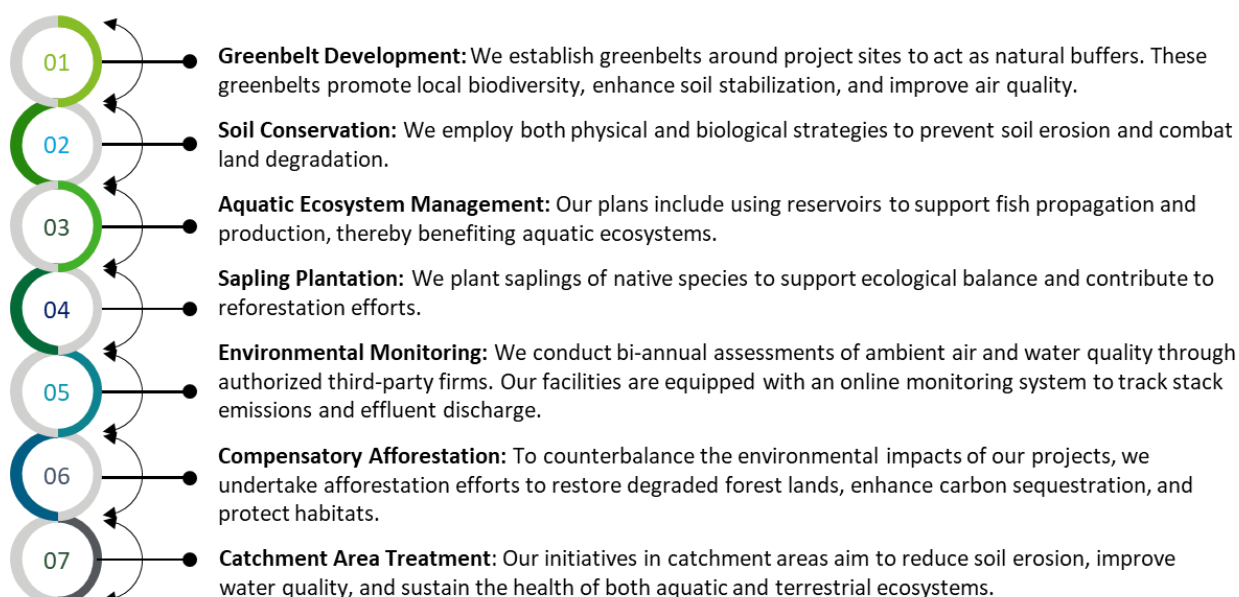
During FY 2023-24, out of the total waste generated, approximately **90%** of waste was disposed through recycling or reuse. The remaining waste was disposed through incineration, landfill and other disposal operations.

## Biodiversity Conservation

NEEPCO remains cognizant of the ecologically sensitive environment that it operates in the Northeastern states which are highly biodiverse, and home to rare species, forests, and wildlife sanctuaries. However, it may be mentioned here that none of the projects are in close proximity to any critical habitats like wildlife sanctuaries.

As a well-entrenched practice, every project undergoes a comprehensive Environmental Impact Assessment, which is accompanied by a project-specific Biodiversity Management Plan (BMP). The BMP is developed in accordance with the approved Terms of Reference of the Ministry of Environment, Forest, and Climate Change (MoEF&CC). This BMP then undergoes thorough review and approval by MoEF&CC, as part of the Environmental Clearance process.

In areas where the projects involve forest land, NEEPCO obtains the necessary Forest Clearances under the Forest Conservation Act, 1980, including provisions for compensatory afforestation. Its commitment to environmental stewardship is further demonstrated by adherence to the Environmental Impact Assessment Notification and rigorous compliance with all regulatory requirements. The repertoire of biodiversity conservation measures undertaken to safeguard, supplement, or compensate for any change or damage to existing habitats and ecosystems include the following:





### Preservation of Local Plant Species at Kopili Hydro Electric Plant's Plant Resource Centre (Botanical Garden)

During the construction of the Kopili HE Project, NEEPCO, with the support from the Botanical Survey of India, identified the plant diversity in the impact zone. A detailed inventory revealed 162 plant species that were potentially at risk due to construction activities. In response, a Botanical Garden of over 32,000 square meters was set up, which became operational in July 2008. This garden now serves as a sanctuary for the conservation, rapid multiplication, and rehabilitation of plant species, including rare, endangered, and threatened varieties. As of now, the garden houses 7,263 plants representing diverse species, including medicinal, economic, and horticultural varieties. The area is further enriched by orchids, water lilies, and the rare pitcher plant.

A picturesque lake, complete with a bridge, enhances the natural beauty of the garden, attracting migratory birds, while the presence of ducks in the water adds to the tranquility. The garden not only serves as a conservation site but also provides a practical learning environment for botany students and researchers. Its compact yet diverse collection allows for long-term botanical studies that would be difficult to conduct in the wild. This PRC stands as a living library, preserving the region's floral heritage and promoting awareness about the ecological importance of plants.



*Dracaena Angustifolia*  
A locally available ornamental plant



An insectivorous plant, insects are attracted and trapped in the pitcher.



A medicinal plant used for curing headache, earaches, rheumatic pains etc.

### Responsible Supply Chain<sup>22</sup>

NEEPCO's sustainable sourcing strategy is anchored by a rigorous vendor selection process facilitated through the GeM portal. Vendors are selected via an open tendering procedure that includes multiple checkpoints, such as compliance with labor laws, environmental criteria, and social considerations. Only those suppliers who meet NEEPCO's standards and requirements are onboarded. NEEPCO also selects suppliers based on stringent environmental and social standards, ensuring that vendors comply with ISO certifications like ISO 9001 (Quality Management), ISO 14001 (Environmental Management), and ISO 45001 (Occupational Health and Safety Management). This integration of sustainability into procurement processes is in line with the Government of India's Public Procurement guidelines.

100%

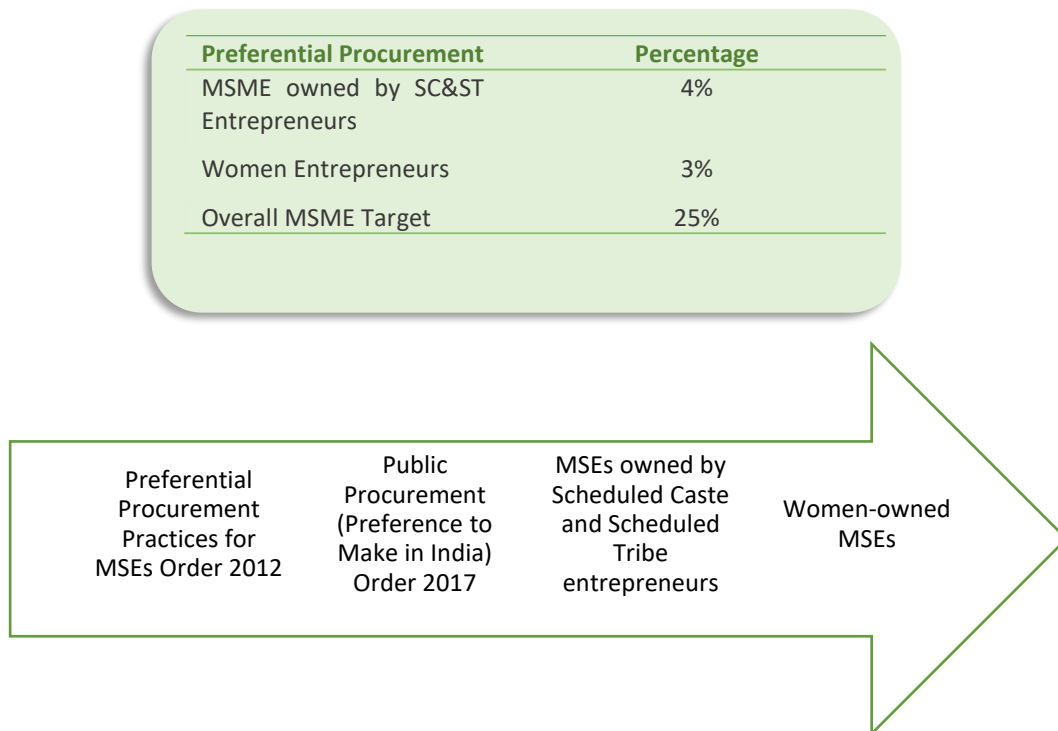
Sustainably  
Sourced Inputs

<sup>22</sup> GRI 2-8, 414-1

Input material (inputs to total inputs by value) sourced from suppliers:	FY 2023-24	FY 2022-23
<b>Directly sourced from MSMEs/ small producers</b>	28.79%	35.47%
<b>Directly from within India</b>	100%	100%

### Locally focused procurement practices<sup>23</sup>

An aspect of NEEPCO's contribution towards regional economic development in remote areas is its established practice of procuring primarily from local providers and small and medium scale enterprises. This is in alignment with Govt's policies, namely the Preferential Procurement Practices for MSEs Order 2012 and the Public Procurement (Preference to Make in India) Order 2017. Under these guidelines, NEEPCO targets procurement from Micro and Small Enterprises (MSEs) owned by Scheduled Caste and Scheduled Tribe entrepreneurs and women owned MSEs.



### Vendor Compliance and Taxation

NEEPCO enforces compliance with its tender documents, requiring all value chain partners to adhere to laws and ethical standards. This includes clauses related to child labour, forced labour, sexual harassment, and discrimination. Transparency is also ensured in financial dealings by collecting Tax Deducted at Source (TDS) from vendors to verify the submission of applicable taxes.

<sup>23</sup> GRI 204-1

## Social Value

NEEPCO is cognizant of the impact it has as the dominant energy provider of the Northeast on the region's social and economic progress. Seeking to maximize positive benefits for its stakeholders, the organization conducts multiple initiatives for its employees, communities, and vendor partners. NEEPCO fosters an inclusive and equitable workplace, equipping its people with skills, knowledge, and opportunities for growth. It actively engages with local communities to enhance livelihoods and promote education and well-being. The organization focuses on local sourcing to promote sustainable growth. Through such consistent efforts, NEEPCO aims to contribute to the Government of India's push towards economic empowerment and grassroots-level development.

### Mapping with SDGs



### Linkage with Material Topics

- Occupational Health & Safety
- Land and Resource Rights
- Local Communities
- Human Rights
- Labour practices
- Human capital management
- Diversity, Equity and Inclusion
- Stakeholder engagement

**7273**

Employee training man-days

**INR 7.62 crore**

CSR Investment

**100%**

Sustainably sourced inputs

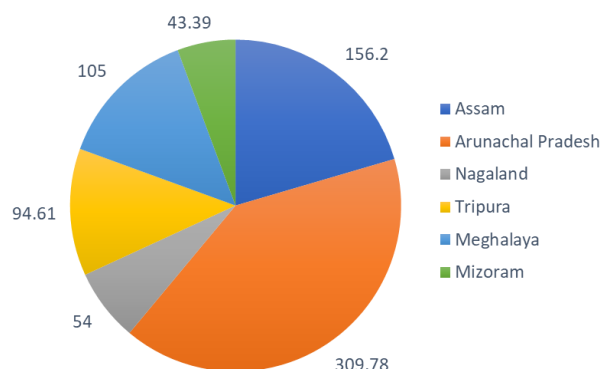
**100%**

Workforce covered under health & accident insurance

**100%**

Return to work rate from parental leave

State-wise CSR Expenditure FY 2023-24 (INR Lakh)



## Workforce <sup>24</sup>

At NEEPCO, the team is the foundation of the organization's success, driving forward its mission to harness the nation's energy potential while safeguarding the environment. NEEPCO is proud that its workforce consists of 639 employees, complemented by 798 permanent workers, all working together towards a common goal.

The organization believes in creating an open and supportive work environment with adequate opportunities for personal and professional growth. It provides employees with avenues for continuous skill enhancement and leadership opportunities, enabling them to realize their full potential and contribute to organizational objectives. NEEPCO fosters a culture of collaboration and shared responsibility and extends the same respect and consideration to its partners and contractors as it does for its employees.

Particulars	Total	Male	Female
<b>Employees</b>			
Permanent	639	573	66
Other than permanent	4	4	0
<b>Total employees</b>	<b>643</b>	<b>577</b>	<b>66</b>
<b>Workers</b>			
Permanent	798	591	207
Other than permanent	813	736	77
<b>Total workers</b>	<b>1,611</b>	<b>1,327</b>	<b>284</b>



**42**

New hires



**7.14**

Women as a percentage of  
new hires

## Talent Management <sup>25</sup>

Talent management plays a crucial role in driving organizational growth and sustainability. At NEEPCO, the organization focuses on attracting diverse talent, including women, by building a strong brand image and recruiting from a wide range of backgrounds. NEEPCO's talent management approach aligns with its sustainability goals, fostering a resilient workforce ready to lead the energy transition.

Turnover Rate

9.86%

Permanent  
Employees

6.34%

Permanent  
Workers

<sup>24</sup> GRI 2-7, 2-8

<sup>25</sup> GRI 401-1

Upon recruitment, employees undergo a mandatory foundation course designed to enhance their leadership potential. After completing the course, they are placed under the mentorship of highly experienced senior professionals to facilitate their growth. The organization takes pride in its robust Promotion Policy, ensuring equal opportunities for career progression.

To support women's career growth, NEEPCO is working on offering flexible working hours. Regular monitoring of employee progress through performance target expectations and measurable evaluations ensures continuous development and guidance. The organization also focuses on succession planning, identifying critical roles and developing internal talent-ensuring women are included in leadership pipelines.

To enhance global expertise, NEEPCO provides overseas training to eligible employees, along with cross-functional rotations to broaden their skills and leadership readiness.



GM (HR) received the Top HR Leaders (North East India) award on behalf of Major General Rajesh Kumar Jha, AVSM\*\* (Retd), Director (Personnel). GM (HR) received the Top HR Leaders (Northeast India) award on behalf of Major General Rajesh Kumar Jha, AVSM\*\* (Retd), Director (Personnel).

### Initiatives for Women

- Special training programs on mental health and overall well-being are conducted, with a particular focus on women's health.
- Financial assistance is provided to Women's Associations to support their activities and initiatives.
- Full compliance with statutory Government of India guidelines, including maternity leave and child-care leave.

### Employee Training & Development <sup>26</sup>

In addition to technical and leadership development, NEEPCO emphasizes behavioral and management training. The training programs not only focus on enhancing professional competencies but also promotes the physical and mental well-being of its workforce, offering techniques and concepts that empower them to take charge of these aspects of their lives. This approach fosters a well-rounded and capable team, equipped to contribute effectively to the organization's success and long-term growth.

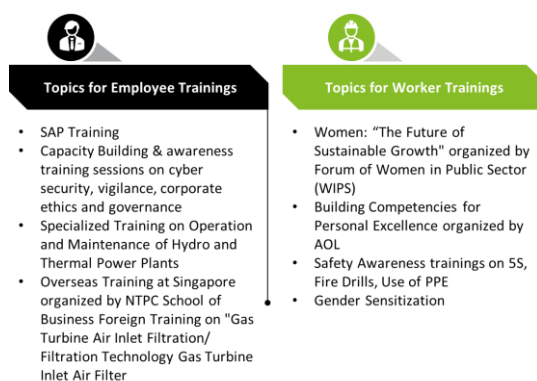
7,233

Training Man Days  
Achieved

“100% of employees and workers received performance and career development reviews”

<sup>26</sup> GRI 404-2, 404-3





**144** Number of trainings held for employees other than the Board of Directors and key management personnel

**52%** Share of employees covered

**24** Number of trainings held for workers

**34%** Share of workers covered

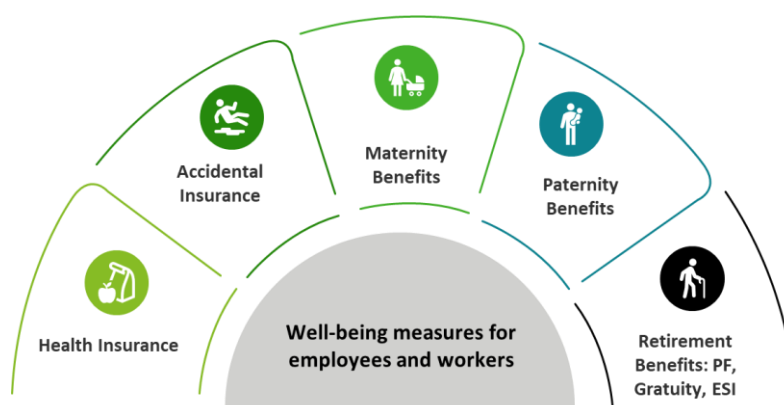


Constantly focused on augmenting its skill base, NEEPCO is exploring possibilities for strategic capacity-building initiatives. To this end, its Director (Personnel), Major General Rajesh Kumar Jha, AVSM\*\* (Retd), and other senior officials visited the National Power Training Institute (NPTI) campus at Faridabad, Haryana, in November 2023. They were hosted by Dr. Tripta Thakur, Director General of NPTI, and examined various training options, including the advanced Simulator System, to identify key areas for employee development.

## Employee Well-being <sup>27</sup>

A healthy, engaged and satisfied workforce is the key to high productivity and sustainable business value. NEEPCO provides comprehensive wellness programs to its employees, that include mental health support, regular health check-ups, and initiatives promoting work-life balance. It offers a host of employee benefits including superannuation benefits, retirement provisions, maternity and paternity benefits and insurance coverage.

**"100% of employees and workers covered for PF, Gratuity, ESI, paternity, and maternity benefits."**

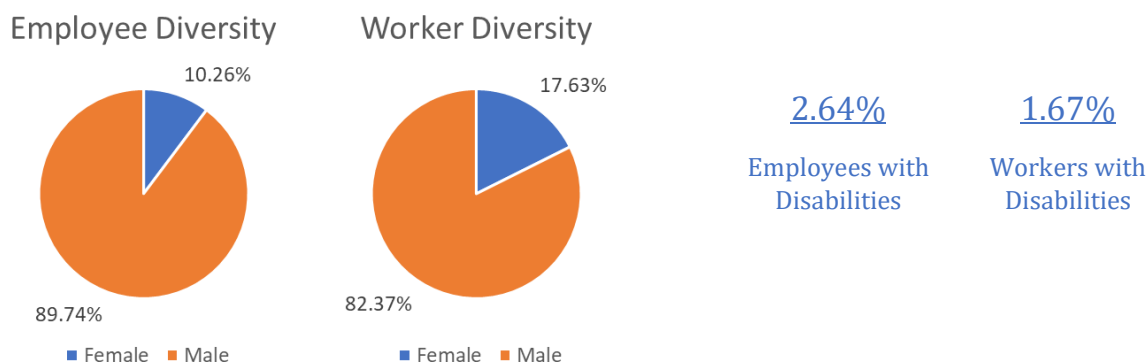


<sup>27</sup> GRI 401-3, 402-1

## Diversity & Inclusion <sup>28</sup>

As a Miniratna company and in consonance with NTPC's sustainability goals, the provision of equal career opportunities to women and support in their professional advancement has always been an aspect of NEEPCO's ethos.

The organization adheres to an Equal Opportunity Policy that prohibits discrimination on grounds of race, gender, nationality, age, caste, religion, physical abilities, sexual orientation etc. The recruitment policy aligns with the Rights of Persons with Disabilities Act, 2016 and all offices are equipped to meet Government of India accessibility standards for employees with disabilities.



## Occupational Health & Safety <sup>29</sup>

Ensuring the health and safety of the employees and contractors is of the greatest importance. NEEPCO strives to ensure a safe work environment by adhering to stringent safety protocols and by implementing proactive measures to prevent workplace hazards.

### Identifying and Managing Work-Related Hazards

NEEPCO systematically identifies work-related hazards through a comprehensive Hazards Identification & Risk Analysis (HIRA) study. A dedicated Safety Committee oversees work-related hazards and designs measures for their mitigation. The Committee actively promotes safety awareness amongst workers, carries out health and safety surveys, identifies causes of incidents and conducts safety inspection at all plants. Independent plant-level safety officers maintain detailed records of all hazardous incidents.

Onsite safety measures include advanced fire protection systems, mandatory use of personal protective equipment (PPE), safety training programs, and restricted access to power plant areas. Senior management are responsible and accountable for supervising and assessing these hazards. Additionally, job safety analysis across processes and regular safety audits are also carried out to proactively identify risks. This



Fatalities recorded onsite  
LTIFR (Per 200,000 hours worked)

**"100% Sites certified to Occupational Health & Safety Management System (ISO 45001:2018)."**

<sup>28</sup> GRI 405-1, 405-2

<sup>29</sup> GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

ensures a robust and responsible hazard and risk management process. NEEPCO also prioritizes employee health by offering free medical care and regular health checks through its onsite dispensaries for employees, workers, and nearby communities.

## Occupational Health & Safety Management System

NEEPCO is certified for Occupational Health and Safety (OHS) Management Systems and adheres to strict OHS standards across all its facilities. The Company prioritizes safety measures across all the operations and integrates a safe working environment for its employees and workers. NEEPCO has laid out a comprehensive safety policy which can be accessible at

[https://neepco.co.in/sites/default/files/NEEPCO\\_SafetyManual\\_15052023.pdf](https://neepco.co.in/sites/default/files/NEEPCO_SafetyManual_15052023.pdf).

NEEPCO has implemented several measures to ensure a safe and healthy workplace. These include the installation of fire safety systems such as fire hydrants, CO2 flooding systems, sprinklers, portable fire extinguishers, and fire tenders. Personal protective equipment (PPE) and adherence to safety protocols are mandatory, with regular safety training and fire drills conducted for employees.

Access to power plant areas is restricted to authorized personnel only, and safety requirements are periodically reviewed and updated. Health centers at NEEPCO plants are staffed by qualified medical professionals. Further, employees, along with their families, have access to cashless treatment at empanelled hospitals across the country.

ISO 9001:2015 (Quality Management System) & ISO 45001:2018 (Occupational Health and Safety Management System) certified.

## Human Rights <sup>30</sup>

NEEPCO is firmly committed to upholding human rights across all aspects of its operations. By adhering to stringent policies and standards, it fosters a workplace environment where dignity, fairness, and respect are paramount, reflecting its dedication to ethical conduct and social responsibility.

**100%**  
Plants and Offices assessed on Human Rights

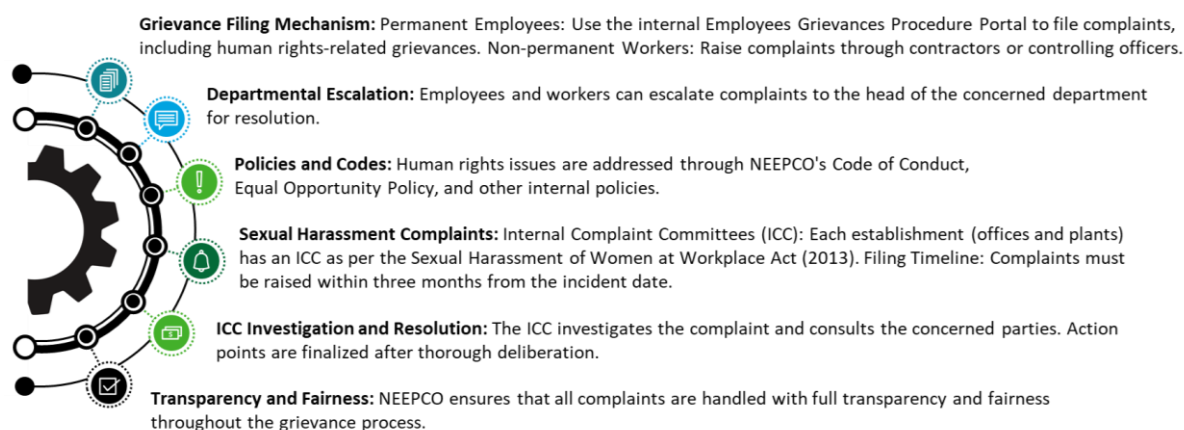
The Company integrates human rights clauses into all tender bid documents and business contracts, addressing critical issues such as child labor, forced labor, discrimination, workplace harassment (POSH), and fair wages. In this way, NEEPCO ensures, right at the start, that only vendors with high ethical standards, necessary industry compliances, and transparent processes are included as part of the selection process. NEEPCO's Human Rights policy also protects employees' collective bargaining rights by recognising and supporting labour unions across the operations. During FY 2023-24, there were no cases of human rights violations reported.

<sup>30</sup> GRI 406-1, 408-1, 409-1, 410-1, 411-1

## Grievance Redressal Mechanism

NEEPCO maintains a robust internal Grievances Procedure Portal for permanent employees and workers to submit their complaints. The Company has established a well-structured grievance redressal system, allowing employees to escalate unresolved issues to the Chairman and Managing Director, if needed. Non-permanent workers can raise concerns through their contractors or controlling officers.

“During the year, no complaints were reported related to working conditions or health and safety.”



## Community Development<sup>31</sup>

Given the nature of NEEPCO's operations, maintaining close relations with adjacent communities is critical for the organization's business success. NEEPCO's sites are often located in remote areas, with a significant presence of indigenous or tribal communities within rural settings. Maintaining cordial relations and remaining open to the issues and concerns these communities may have, is central to operational stability. In addition, NEEPCO considers it a responsibility to invest in and participate in the development of these communities. Given its presence in the North-East, the organization addresses a wide range of community needs, including healthcare, quality education, clean water, and sanitation.

### Engagement with Local Communities

Prior to the start of a project, NEEPCO conducts a comprehensive Environmental Impact Assessment (EIA) and develops a tailored Environmental Management Plan (EMP) to mitigate potential environmental impacts, including those from construction and contractor activities. This plan undergoes review and approval by the Expert Appraisal Committee (EAC) of the Ministry of Environment, Forest and Climate Change (MoEF&CC) before Environmental Clearance is granted.

As many of the communities in remote areas rely on forests and agriculture for livelihoods, the EMP and associated land and forest management scenario developments help to protect the interests of these dependent communities. As part of this assessment exercise, Project Affected Families (PAFs) are identified, and their

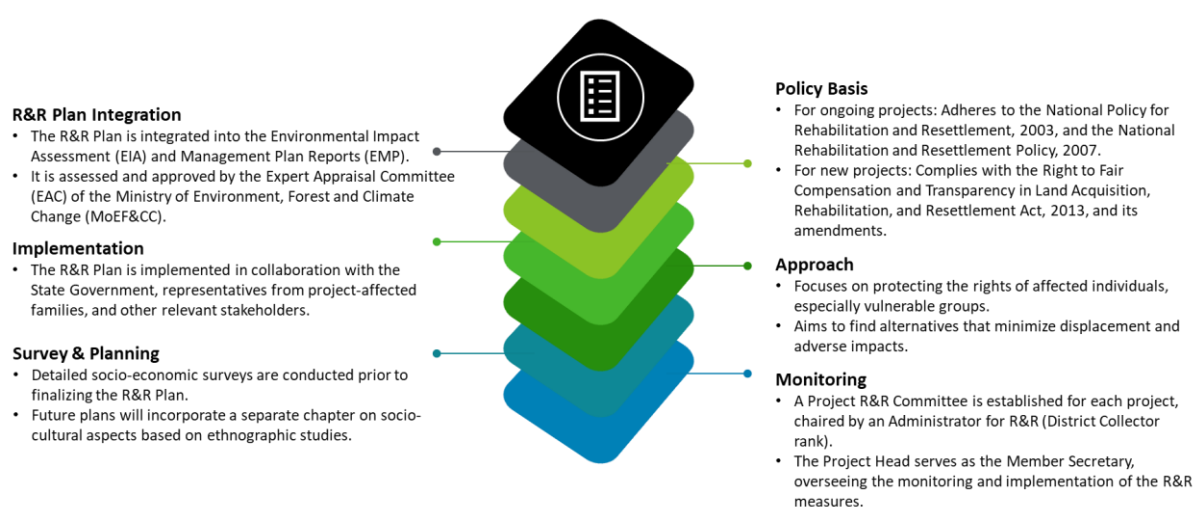
<sup>31</sup> GRI 203-1, 203-2, 413-1, 413-2

specific needs are recorded. In this way, NEEPCO supports sustainable development throughout the project's lifecycle.

Additionally, NEEPCO provides Resettlement and Rehabilitation (R&R) packages, contributes to the Local Area Development Fund (LADF), and offers free power to PAFs. As part of project development, infrastructure is provided for project-affected families, including schools, medical facilities, roads, and community halls, which contribute to improving local living standards and foster sustainable development.

## Resettlement and Rehabilitation (R&R) Framework

NEEPCO is committed in balancing progress with the well-being of affected communities through a comprehensive Resettlement and Rehabilitation (R&R) Plan. This framework ensures fair compensation and supports the restoration or improvement of livelihoods for those displaced by its projects.





### **Kameng HEP in Arunachal Pradesh transformed the lives of local communities**

The 600 MW Kameng Hydro Electric Project in Arunachal Pradesh has delivered substantial Rehabilitation and Resettlement (R&R) benefits to PAFs. Key initiatives include:

- **Housing and Infrastructure:** Construction of houses for 98 PAFs. Further, livelihood generation infrastructure like granaries, cattle/poultry sheds, and community land development, have also been provided.
- **Financial Support:** Transportation/displacement grants of INR 3,500 per PAF and rehabilitation grants of INR 2,500 per PAF for 12 months.
- **Training Programs:** Skill development in livestock care, weaving, handicrafts, and mushroom cultivation.
- **Basic Amenities:** Provision of essential infrastructure such as approach roads, drainage, water, electricity, medical facilities, community halls, sanitation, and educational and recreational facilities.
- **Employment:** Appointment of 88 local Scheduled Tribe individuals and affected persons.

These efforts reflect a comprehensive approach towards improving the quality of life and improving livelihood options for local communities.



*Model village at Kameng HEP, Arunachal Pradesh*

### **CSR Governance**

NEEPCO's CSR efforts are guided by the Companies (Corporate Social Responsibility Policy) Rules, 2014, formulated in compliance with the Companies Act, 2013, and the revised DPE guidelines. The Company's CSR policy integrates economic, environmental, and social considerations into decision-making processes, ensuring long-term value creation and sustainable growth.

**INR 7.62 Cr.**

CSR Spend

NEEPCO's CSR initiatives are managed through a two-tier administrative framework. At the top level, the Board Level Committee on CSR (Tier-I) provides strategic oversight and direction for the organization's CSR activities. At the subsidiary level,

the Below Board Level Committee on CSR (Tier-II) is responsible for the operational execution and management of these initiatives. This two-tier setup ensures both high-level guidance and effective implementation of NEEPCO's CSR efforts.

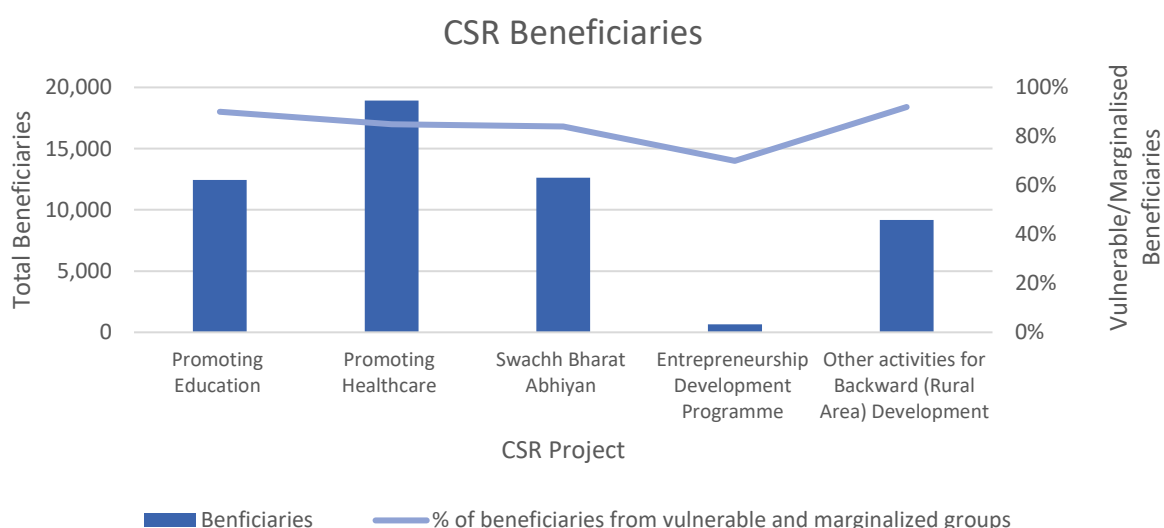
The organization's CSR priorities can be categorized as follows:

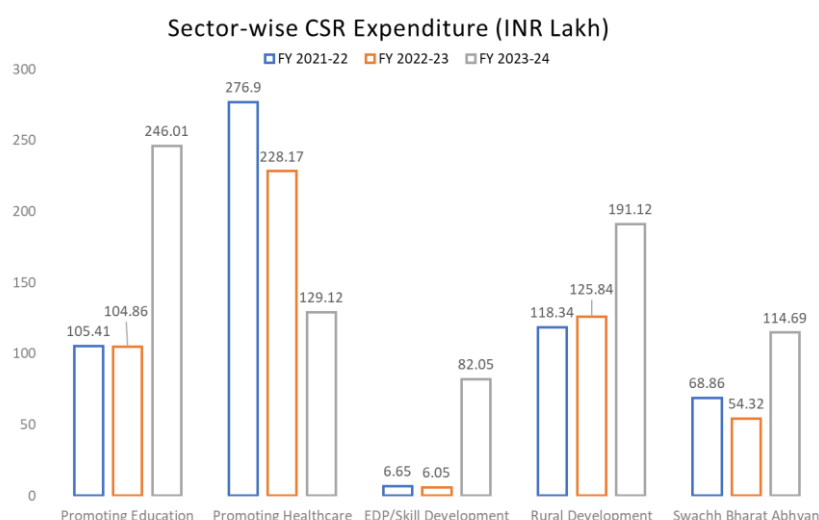


Through its CSR outreach and investments, NEEPCO ensures that it touches the maximum number of beneficiaries and creates a real difference in their lives, significantly improving their living conditions and means of livelihood. As the majority of the lives impacted are from backward communities and marginalized groups, the organization's efforts create multiplier socio-economic benefits and improve the region's economic condition, leading to bottoms-up development.

#### Catalysing extensive grass-roots level change

S No.	CSR project	No. of beneficiaries	% of beneficiaries from vulnerable and marginalized groups
1	Promoting Education	12,450	90%
2	Entrepreneurship Development Programme	650	70%
3	Promoting Health and Sanitation	18,935	85%
4	Rural Area Development	9,165	92%
5	Swachh Bharat Abhiyan	12,615	84%





Over the years, as NEEPCO's projects have matured and resettlement and infrastructure creation activities have stabilized, the organization has focused more on skill development, education, and livelihood generation initiatives to secure the future of its dependent communities.

*NEEPCO's community initiatives extended to Aspirational Districts, and Ri-Bhoi in Meghalaya in one such instance. Aspirational districts have been identified by the NITI Aayog as having low developmental indicators like health, nutrition, basic education, and high overall poverty levels. About 150-200 such districts have been identified in India that need focused interventions. For the Ri-Bhoi district, NEEPCO has allocated INR 6.89 crore for various community improvement projects. This large investment highlights NEEPCO's commitment towards investing in the socio-economic progress of marginalized communities in challenging terrains and contributing to the nation's economic and financial inclusion goals ensuring that no one is left out.*

*In recognition of such deep commitment, NEEPCO was awarded the prestigious National CSR award 2020 by the Ministry of Corporate Affairs, Government of India, for its outstanding contributions towards the development of the Aspirational District of Ri-Bhoi in Meghalaya.*

## Promoting Education

In the field of education, NEEPCO plays a crucial role in bridging the infrastructure gaps in local institutions. NEEPCO has upgraded several educational institutions, from primary schools to higher education institutes, by providing teaching aids such as computers, projectors, and other necessary equipment. Book grants are regularly given to universities across the Northeast, including those in Arunachal Pradesh, Nagaland, Mizoram, Manipur, Tripura, and Assam. To support students from economically disadvantaged backgrounds living near project sites, NEEPCO offers scholarships for pursuing higher and technical education. Additionally, The Company has adopted several Industrial Training Institutes (ITIs) and continues to provide financial support to medical colleges in the NE region by funding medical equipment.

NEEPCO ensures that schooling facilities are available at its project sites, benefiting the children of employees. In cases where local educational options are unavailable, these schools also welcome children from nearby villages and communities, extending educational opportunities to the wider community. Furthermore, the organization sponsors five Vivekananda Kendra Vidyalaya (VKV) schools, affiliated with the Central

Board of Secondary Education (CBSE), at five of its O&M plants, promoting quality education in operational regions.

Other activities include the construction of classrooms, a digital library, and a science laboratory; the installation of a Mini Science Centre; and the upgradation of the Asha Rehabilitation Centre at a school for differently-abled children. Additionally, these efforts encompass the distribution of computers, printers, desks, and benches, along with providing essential facilities such as electric fans, teaching aids, and science laboratory equipment.



*Construction of Classroom at Carmel Standard School, Dima Hasao district, Assam.*



*Desk & Benches donated to Govt. Saiphai High School, Saiphai, Kolasib district, Mizoram.*

### Entrepreneurship and Skill Development

NEEPCO recognizes the importance of developing entrepreneurial skills to empower society and promote inclusive, sustainable development.

During the reporting year, 25 unemployed youths from Tripura received training in plastic recycling machine operations in collaboration with the Central Institute of Petrochemicals Engineering & Technology (CIPET), with 21 securing jobs through campus recruitment. NEEPCO also conducted other initiatives, including distributing sewing machines, providing financial assistance to establish a Natural Fibre Extraction and Product Development Centre, and upgrading CTS Cosmetology Labs with modern equipment and tools.



*Skill Development Training Programme through CIPET for 20 unemployed youths of Old Agartala, Tripura.*



## Healthcare and Sanitation

At NEEPCO, 90% of the organization's CSR funds are focused on improving the quality of life in project-affected regions through healthcare, sanitation, and infrastructure development.

NEEPCO has set up hospitals and health centers across Assam, Nagaland, Arunachal Pradesh, Mizoram, and Tripura. In Umrangshu, Assam, the organization established a 30-bed hospital and controlled malaria through free lifesaving drugs. In Nagaland's Doyang project, free healthcare is offered to 26 villages. At the Panyor project in Arunachal Pradesh, hepatitis B vaccinations and cancer screenings were provided, while in Mizoram's Tuirial project, NEEPCO supplied medicines, lifesaving equipment, and ambulances. The health centers in Tripura serve local communities with free treatments and medical camps.

Additionally, the organization builds schools, healthcare centers, and provides clean drinking water and sanitation facilities in these regions, addressing critical public health needs.

## Rural Development

The primary aim of rural development is to enhance the economic well-being of people and promote social transformation. NEEPCO's CSR agenda for rural development focuses on reducing inequality and fostering community vitality.

During FY 2023-24, NEEPCO undertook several initiatives to develop rural and other backward areas. These included the installation of solar lighting, construction of buildings, permanent electrification works, construction of protective dams, cement concrete roads, public gathering sheds, community halls, CC pavements, and the provision of PVC water storage tanks, among other efforts.



*Construction of MHIP building at North Hlimen, Kolasib District, Mizoram*



*Construction of Public Gathering Shed at Doimara, West Kameng District, Arunachal Pradesh*

## Activities in support of Swachh Bharat Abhiyan

NEEPCO remains committed to supporting national initiatives like the Swachh Bharat Abhiyan, aimed at promoting cleanliness and environmental sustainability.

During FY 2023-24, NEEPCO undertook several activities under the Swachh Bharat Abhiyan. These included the construction of toilets in schools, public spaces, and religious places, as well as community toilets and bathrooms. The company also distributed dustbins for segregating dry and wet waste, provided water treatment plants, and repaired school toilets.



Additionally, NEEPCO organized cleaning drives and awareness programs at schools, hospitals, bus stands, railway stations, and religious sites. The mission emphasizes generating awareness to promote healthy sanitation practices, with the ultimate goal of achieving a "Clean India."



*Distribution of Dustbin for both dry and wet materials to All Dimasa Students' Union, Haflong, Dima Hasao, Assam and to Shiborlang Self Help Group, Saphai Village Elaka Raliang, Meghalaya.*



*Cleaning drive organised at ATMs within the vicinity of NEEPCO office complex, Guwahati, Assam.*

## Customer Relationship Management <sup>32</sup>

NEEPCO operates within a B2B model, meeting the energy needs of the residential, industrial, and institutional sectors. The organization maintains strong partnerships that enable it to deliver energy efficiently, thereby building long-term customer satisfaction and trust.

### Ensuring smooth distribution for customer ease

NEEPCO supplies power to DISCOMs through its hydropower stations, solar, and thermal plants. The organization coordinates generation schedules with the Northeastern Regional Load Dispatch Center (NERLDC) in advance and communicates any changes as per the Indian Electricity Grid Code (IEGC). NERLDC, in turn, ensures regional coordination, including communication regarding any power disruptions or discontinuation. NEEPCO always strives to minimize disruptions and provide stable and reliable energy supplies, ensuring that end customers can operate at optimal levels.

### Customer Feedback Grievance Redressal

NEEPCO ensures timely resolution of consumer complaints through various channels, including online portals, phone calls, social media, and letters. NEEPCO maintain close ties with state-owned distribution companies and complies with the Electricity Act 2003. Customer feedback is valued, and a structured process is in place to document, investigate, and resolve complaints efficiently.

0

Consumer  
Complaints

<sup>32</sup> GRI 418-1

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	303-3 Water withdrawal	Water Stewardship	33
	303-4 Water discharge	Water Stewardship	33
	303-5 Water consumption	Water Stewardship	33
<b>GRI 304: Biodiversity 2016</b>	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Biodiversity	35
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Emissions Management	32
	305-2 Energy indirect (Scope 2) GHG emissions	Emissions Management	32
	305-4 GHG emissions intensity	Emissions Management	32
	305-5 Reduction of GHG emissions	Emissions Management	32
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Emissions Management	32
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	Waste Management	34
	306-2 Management of significant waste-related impacts	Waste Management	34
	306-3 Waste generated	Waste Management	34
	306-4 Waste diverted from disposal	Waste Management	34
	306-5 Waste directed to disposal	Waste Management	34
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	Responsibly Supply Chain	36
	308-2 Negative environmental impacts in the supply chain and actions taken	Responsibly Supply Chain	36

GRI STANDARD	DISCLOSURE	SECTION	PAGE NO.
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	Workforce	39
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Workforce: Employee Well-being	41
	401-3 Parental leave	Workforce: Employee Well-being	41
<b>GRI 402: Labor/Management Relations 2016</b>	402-1 Minimum notice periods regarding operational changes	No such operational changes occurred in the reporting year	
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	Occupation Health & Safety	42
	403-2 Hazard identification, risk assessment, and incident investigation	Occupation Health & Safety	42
	403-3 Occupational health services	Occupation Health & Safety	42
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupation Health & Safety	42
	403-5 Worker training on occupational health and safety	Occupation Health & Safety	42
	403-6 Promotion of worker health	Occupation Health & Safety	42
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupation Health & Safety	42
	403-8 Workers covered by an occupational health and safety management system	Occupation Health & Safety	42
	403-9 Work-related injuries	Occupation Health & Safety	42
	403-10 Work-related ill health	Occupation Health & Safety	42
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	Workforce: Employee Training & Development	40
	404-2 Programmes for upgrading employee skills and transition assistance programmes	Workforce: Employee Training & Development	40
	404-3 Percentage of employees receiving regular performance and career development reviews	Workforce: Employee Training & Development	40



GRI STANDARD	DISCLOSURE	SECTION	PAGE NO.
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	Diversity & Inclusion	42
	405-2 Ratio of basic salary and remuneration of women to men	Refer to Annual report Page 120	
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	Human Rights	43
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	Human Rights	43
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Human Rights	43
<b>GRI 410: Security Practices 2016</b>	410-1 Security personnel trained in human rights policies or procedures	Human Rights	43
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programmes	Community Development	44
	413-2 Operations with significant actual and potential negative impacts on local communities	Community Development	44
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	Responsible Supply Chain	36
<b>GRI 415: Public Policy 2016</b>	415-1 Political contributions	Business Ethics and Accountability	26
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy and Cybersecurity, Customer Relationship Management	27, 52





RAIN WATER HARVESTING AT TRIPURA GAS BASED POWER STATION



ROAD SIDE PLANTATION AT ASSAM GAS BASED POWER STATION





## **NORTH EASTERN ELECTRIC POWER CORPORATION LIMITED**

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