

Annual Report 2021-22

The company has 16 manufacturing units (or plants), 2 repair units, 4 regional offices, 8 service centres, and 15 regional marketing centres. For plant names, Refer 'Pan India Presence'.

International locations : Damascus, Syria; Dhaka, Bangladesh; Kathmandu, Nepal.

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 (states), 8 (Union Territories)
International (No. of Countries)	88

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

Exports contribute 7.53% of total turnover.

c. A brief on types of customers

In domestic market, BHEL customer ranges from Government and private owned entities. While in International market, BHEL customers ranges from Government ministries or entities, Parastatal agencies, Independent Power Producers (IPP) and Private companies.

IV. Employees

Refer definitions of 'Employee' under Sec 2 (l) of the Industrial Relations Code, 2020 and 'worker' under Sec 2 (zr) of the Industrial Relations Code, 2020 as per the guidelines of BR&SR format. Also refer definition of 'permanent employee' and 'permanent worker' 2020 in the guidelines of BR&SR format.

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

SNo	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	30758	28925	94%	1833	6%
2.	Other than Permanent (E)	15324	13791	90%	1533	10%
3.	Total employees (D + E)	46082	42716	93%	3366	7%
Workers						
4.	Permanent (F)	15720	15305	97%	415	3%
5.	Other than Permanent (G)	15260	13728	90%	1532	10%
6.	Total workers (F + G)	30980	29033	94%	1947	6%

b. Differently abled Employees and workers:

SNo	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C / A)
Differently Abled Employees						
1.	Permanent (D)	842	816	97%	26	3%
2.	Other than Permanent (E)	50	36	72%	14	28%
3.	Total employees (D + E)	892	852	96%	40	4%
Differently Abled Workers						
4.	Permanent (F)	415	410	99%	5	1%
5.	Other than Permanent (G)	50	36	72%	14	28%
6.	Total workers (F + G)	465	446	96%	19	4%



19. Participation/ Inclusion/ Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	12	2	16.67%
Key Management Personnel	1	0	0%

* status as on March 31, 2022

20. Turnover rate for permanent employees and workers

	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employee	5.45%	3.77%	5.29%	4.13%	5.28%	5.17%	3.81%	6.26%	6.04%
Permanent worker	3.71%	6.51%	3.78%	6.71%	4.60%	4.65%	6.25%	4.73%	4.77%

Natural attrition has major contribution to employee turnover rate for BHEL.

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

Refer Annexure IX to the Board Report – Form AOC –I. These entities do not participate in Business Responsibility initiatives of BHEL.

VI. CSR Details

22. CSR details

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes, CSR is applicable for BHEL

(ii) Turnover: ₹ 20,153 crore

(iii) Net worth: ₹ 26,971 crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2021-22			FY 2020-21		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending	Remarks
Communities	Yes https://pgportal.gov.in	253	0	-	225	0	-
Investors (other than shareholders)	No	0	0	-	0	0	-
Shareholders	Yes The contact details provided at www.bhel.com	37	0	-	265	0	-
Employees and workers	Yes, (Internal system)	53	32	-	57	42	-
Customers*	Yes, (Internal system)	509	173	-	361	19	-
Value Chain Partners	Yes https://suidha.bhel.in/	68	11	-	63	11	-
Other (please specify)	-	-	-	-	-	-	-