

**A1. Actual Performance Review vis-à-vis target as indicated in DERC Regulations/Orders**

**A1. 1. Operational Review**

A snap shot of the Operation Review of the Petitioner is given below:

**i) Technical Improvements**

**A) Peak Demand**

**Table 1: Unrestricted Peak Demand (MW) for FY 16-17 to FY 20-21**

S. No.	Particular	FY 17	FY 18	FY 19	FY 20	FY 21
1	Unrestricted Peak Demand	1791	1852	1967	2069	1854

**ii) Transformer failure**

**Table 2: Transformer failure rate w.r.t to installed capacity for FY 16-17 to FY 20-21**

S. No.	Particular	FY 17	FY 18	FY 19	FY 20	FY 21
1	Transformer failure rate	0.84%	0.71%	1.09%	0.71%	1.02%

**iii) Augmentation / Maintenance of Network**

Comparative information in relation to Augmentation & Maintenance of Network is given below:

**Table 3: Augmentation & Maintenance details from FY 16-17 to FY 20-21**

S. No.	Particular	FY 17	FY 18	FY 19	FY 20	FY 21
1	No. of Power Transformer	188	201	203*	205	212
2	EHV Capacity (MVA)	4,178	4,545	4,729	4,747	4,916
3	Number of Distribution Transformer	29,526	29,906	30,502	30,775	31,171
4	DT(MVA)	5,203	5,369	5,507	5682.21	5828.6

\*Net of Addition and Removal of PTR

**iv) Reliability Index**

Month-wise reliability indices as per methodology approved by the Hon'ble Commission are tabulated as below:

**A) SAIFI (Nos./annum) : System Average Interruption Frequency Index is given below:**

Tata Power-DDL has been continuously improving the reliability of power supply by upgrading the network and deploying international best practices for maintenance. The effective network planning, construction & maintenance practices have resulted in drastic reduction of faults in the system thereby reducing the average interruptions experienced by a customer.

**Table 4: Month wise System Average Interruption frequency index (Nos./annum)**

S. No.	Particular	FY 17	FY 18	FY 19	FY 20	FY 21
1	April	0.164	0.197	0.164	0.252	0.140
2	May	0.359	0.263	0.149	0.233	0.251
3	June	0.282	0.289	0.176	0.330	0.167
4	July	0.308	0.220	0.193	0.239	0.149
5	August	0.338	0.241	0.189	0.253	0.206
6	September	0.190	0.188	0.168	0.196	0.131
7	October	0.137	0.131	0.087	0.164	0.115
8	November	0.134	0.121	0.084	0.098	0.105
9	December	0.143	0.155	0.084	0.119	0.134
10	January	0.164	0.140	0.127	0.127	0.146
11	February	0.136	0.122	0.101	0.097	0.131
12	March	0.187	0.157	0.104	0.159	0.162
	<b>For the year</b>	<b>2.541</b>	<b>2.22</b>	<b>1.626</b>	<b>2.27</b>	<b>1.837</b>

**B) SAIDI (Hours/annum): System Average Interruption Duration Index is given below:**

Tata Power-DDL has been continuously improving the reliability of power supply through state of the art operational technologies such as ADMS, GIS, DA, GSAS, process improvements and trainings.

The effective utilization of Operational Technologies has helped in reducing the time for restoration of power supply and thus improving the average duration of interruption experienced by a customer.

**Table 5: Month wise System Average Interruption Duration Index (Hours/annum)**

S. No.	Particular	FY 17	FY 18	FY 19	FY 20	FY 21
1	April	0.172	0.185	0.190	0.219	0.073
2	May	0.489	0.210	0.128	0.158	0.172
3	June	0.364	0.298	0.183	0.235	0.107
4	July	0.350	0.191	0.205	0.166	0.070
5	August	0.339	0.207	0.188	0.193	0.105
6	September	0.154	0.181	0.175	0.133	0.071
7	October	0.109	0.131	0.077	0.137	0.062
8	November	0.105	0.107	0.075	0.067	0.066
9	December	0.122	0.170	0.088	0.072	0.084
10	January	0.182	0.162	0.152	0.083	0.082
11	February	0.111	0.103	0.148	0.064	0.072
12	March	0.184	0.155	0.089	0.111	0.090
	<b>For the year</b>	<b>2.681</b>	<b>2.10</b>	<b>1.698</b>	<b>1.640</b>	<b>1.054</b>

**C) MAIFI : Month wise information in respect to Momentary Average Interruption Frequency Index is given below:**

**Table 6: Month wise information is given below:**

S. No.	Particular	FY 17	FY 18	FY 19	FY 20	FY 21
1	April	0.002	0.005	0.002	0.003	0.003
2	May	0.006	0.005	0.001	0.010	0.001
3	June	0.006	0.003	0.002	0.006	0.001
4	July	0.001	0.005	0.002	0.002	0.004
5	August	0.003	0.004	0.000	0.004	0.002
6	September	0.000	0.001	0.004	0.002	0.001
7	October	0.002	0.001	0.000	0.007	0.005
8	November	0.000	0.001	0.000	0.000	0.004
9	December	0.006	0.000	0.003	0.000	0.001
10	January	0.002	0.005	0.001	0.001	0.006
11	February	0.002	0.000	0.000	0.000	0.000
12	March	0.005	0.012	0.001	0.008	0.001
	<b>For the year</b>	<b>0.035</b>	<b>0.041</b>	<b>0.018</b>	<b>0.041</b>	<b>0.030</b>

**iv). Performance Parameters**

A snapshot of other performance parameters as per DERC Performance Standard Regulations, 2017

Performance Standard for FY 20-21						
S.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (%) (C)
				Within Specified Time	Beyond specified time	
1	Power Supply Failure					
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	At least 95% calls received should be rectified within prescribed time limits under Schedule-1	237793	237604	189	99.92
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		96417	95902	515	99.47
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		680	676	4	99.41
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System		84859	84711	148	99.83

Performance Standard for FY 20-21						
S.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (%) (C)
				Within Specified Time	Beyond specified time	
	(HVDS) and not covered under (i) & (ii) above					
(v)	Continuous scheduled power outages		9618	9480	138	98.57
(vi)	Replacement of burnt meter or stolen meter		10021	10019	2	99.98
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	8998	8995	3	99.97
	Restoration of supply by 6:00 PM		8998	8949	49	99.46
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	160878	160562	316	99.80
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.837			
	SAIDI		1.054			
	CAIDI		0.57			
5	Frequency variation	To maintain supply frequency within range as per IEGC	0	0	0	-
6	Voltage imbalance	Maximum of 3% at point of commencement of supply	0	0	0	-

Performance Standard for FY 20-21						
S .No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (%) (C)
				Within Specified Time	Beyond specified time	
7	Percentage billing mistakes	Shall not exceeding 0.2%	7950	7311	639	0.03



## **CARE FOR OUR COMMUNITY/ COMMUNITY RELATIONS**

### **CORPORATE SOCIAL RESPONSIBILITY**



The Tata Group is a value driven organization. One of the core values underpinning the way the business is carried, clearly demonstrate that “we must continue to be responsible and sensitive to the countries, communities and environments in which we work, always ensuring that what comes from the people goes back to the people many times over”. Community welfare is central to the core values of Tata Power-DDL and serves as one of the major purposes of our existence. The concern for bringing about a positive change in people’s lives drives us as a company.

Tata philosophy “to give back to the community manifold” and Tata power-DDL’s Mission Statement “Reach Out to communities we operate in” provides the necessary direction and the rationale to create an environment supporting these communities.

In this structure, the initiatives of Social Innovation Group have been clustered under the umbrella of the mother brand name SAATHI which is connected with four pillars that caters to various initiatives.

#### **Tata Power-DDL SAATHI**

CSR Mother Brand “SAATHI” a friend, a companion. The name has been taken by deriving inspiration from the brand promise “With you non-stop”. Tata Power-DDL Saathi will always be there to serve the community unconditionally, like a true friend and work vigorously for the betterment of society.



**Under this umbrella, all activities have been classified into 4 pillars:**

**UNNATI (Women and Youth Empowerment)**

UNNATI connotes understanding the need for women and youth empowerment, which requires persistent efforts to bring significant differences in socio-economic condition of women and youth residing in JJ clusters.

Initiatives under UNNATI includes Women Literacy Centers, developing Self-help Groups and Entrepreneurship development program, Vocational Training Centres and skill development training for adolescent girls in schools.



**SANJEEVANI (Better Health)**

SANJEEVANI seeks to promote and support good health in underserved communities through accessibility to health services at their doorstep. Initiatives under SANJEEVANI includes Mobile dispensaries residents of JJ Clusters, Eye Camps, Safe drinking water through RO Water Plant, Blood donation Camps etc.



**UJJWAL (Encouragement Program)**

UJJWAL seeks to promote education and provide platform to encourage students and youth to come choose a better career.

Initiatives under UJJWAL includes Affirmative Action program for students of schools and colleges, career counselling program for school students and Entrepreneurship development programs for youth with a focus on SC & ST Communities.



**CLUB ENERJI (Jiyo Power Se)**

A platform / club for school children focused on energy, water and climate conservation and sustainability causes of environment protection, societal values, safety, etc.



Initiatives under CLUB ENERJI includes Sensitization sessions at school, Sapling plantation and URJA Mela.

### **Tata Power – DDL Covid-19 Initiatives**

In the wake of the pandemic, Social Impact Group, the CSR department at TPDDL has taken a phase-wise approach. In **Phase 1**, efforts were aimed at providing immediate relief to the communities in the face of the outbreak of COVID and the ensuing lockdown. In **Phase 2**, initiatives were intended towards sensitization of the masses. And in **Phase 3**, CSR department steadily resumed the CSR activities/initiatives and adapted to the new normal.

Various new initiatives in addition to the existing programs have been undertaken to help combat this virus and support the communities we serve. Provision of cooked meals, dry ration and hygiene kits to families from low socio-economic background through collaboration & with the help of NGO partners was made available. Sponsored testing kits by Tata Sons through Tata Power-DDL and also distributed PPE kits and hand sanitizers to Delhi Police. Masks have been distributed in the communities by WLC coordinators, instructors, ABHAs. NGO partners created awareness on menstruation as well as hygiene. Distributed sanitary napkins to school going adolescent girls in the community. Provided support in getting e-ration cards to the underprivileged community members through NGO.

Under above mentioned initiatives, the following has been achieved:

Awareness, Sensitization & other support	Ration Distribution & Meals Provision	Others
<p>Mobile Dispensaries deployed for mask distribution (11600) &amp; sensitization (19550)</p> <p>Telemedicine by Mobile Dispensaries (senior doctors providing online consultation and medicines issues by pharmacist) – 98,034 benef.</p> <p>Sensitization on physical distancing, wearing masks, hand hygiene, Govt. schemes related to COVID-19 etc.: 49391 beneficiaries</p> <p>99812 masks distributed in the communities</p> <p>7590 beneficiaries made aware about Aarogya Setu App and facilitated for downloading the app</p>	<p>3 Lakh meals sponsored through Give Foundation</p> <p>4000 meals provided in 5 Government Hospitals with Taj Hotels</p> <p>Meals provided to 20,000 people in our operational area through Mini'Z Kitchen</p> <p>No. of families supported through Dry Ration &amp; Hygiene Kits distribution: 10000 (including distribution to differently abled families (VSS), collaboration with Tata Communication)</p> <p>1137 beneficiaries facilitated for E-Ration Cards</p>	<p>417 COVID-19 testing kits sponsored by Tata Sons through Tata Power-DDL</p> <p>Supported Tata Strive with 3 IR Thermometers for their VT Centers</p> <p>1000 PPE Kits and 1050 liters Hand Sanitizers/Hand rub sponsored and handed over to Delhi Police</p> <p>1361 given Hand Sanitizers &amp; 2670 face shields donated by TCS</p>

Various awards and recognitions have been bestowed on Tata Power-DDL in field of CSR during the year FY 20-21.

- Tata Power DDL has been **nominated for Jury Award for 3<sup>rd</sup> time** in FY 2020-21 after TAAP external assessment was carried out in the first week of March 2021.
- **Tata Volunteering 14 (TVW 14) Award on Highest Participation Award (Medium category)**
- Tata Power DDL has conferred **ICC Social Impact Award** under two Categories
- Promoting Women Empowerment and Gender Equality
- Promoting Education
- Runner up in **Arpan Awards 2020 in TPC** under Large Operation Category.

- **PLATINUM Award for the Empowerment Of Women Award and The Best Country Award for Overall CSR Excellence in India at the 12th Annual Global CSR Awards 2020**

Tata Power-DDL has been conferred the TAAP Jury Award 2020 for reaching the milestone Score band of 601 – 625 during the Tata Affirmative Action Program (TAAP) External Assessment. Around 10.58 lakhs people benefited under various CSR initiatives.

Tata Power-DDL as part of its CSR activities has been running women literacy programs, entrepreneurship development, vocational training programs, tutorial classes mobile dispensary, eye camps, providing potable drinking water at JJ clusters & Govt. schools, education support program for SC/ST students and wards of WLC and VT beneficiaries etc.

In FY 20-21 around 23,599 women are benefitted and empowered by the initiative of imparting education through 350 women literacy centres. More than 5,940 youths have been trained in various courses and 1,667 students get benefitted by tuition classes through 20 vocational training centres. More than 3,00,000 beneficiaries get potable water every day from 80 RO water plants installed at Govt. schools, JJ cluster and Delhi Metro station. More than 98,000 JJ cluster residents have benefitted from health services provided by 4 mobile dispensary vans.

Tata Power- DDL journey in the realm of Affirmative Action began with the signing of the code for Affirmative Action on 3rd February 2007. The "Policy on Affirmative Action for Scheduled Caste & Scheduled Tribe Communities" was approved by the board of directors on 18th July 2007. The Company's Affirmative Action's aiming towards upliftment of Schedule castes and Schedule tribe communities are classified under 4Es, viz. Education, Employability, Employment and Entrepreneurship. 600 students got sponsorship from ITI, Polytechnic, Engg. and Graduation colleges of Delhi University have been supported during FY 20-21.

Further given below is the gist of area where Tata Power- DDL has contributed a lot to the benefit of society as a whole.

- Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care and sanitation including contribution to the Swach Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.
- Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.
- Promoting gender equality, empowering women, setting up homes and hostels for women and orphans; setting up old age homes, day care centres and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups.
- Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agroforestry, conservation of natural resources and maintaining quality of soil, air and water including contribution to the Clean Ganga Fund set-up by the Central Government for rejuvenation of river Ganga.

During the FY 20-21 Tata Power DDL has spent Rs.10.57 Crore in the various CSR activities as explained above in the overall interest of stakeholder.

Tata Power-DDL has developed a unique socio- economic business case for addressing needs and aspirations of key communities (weaker sections of society) which also are its consumers, thereby building a symbiotic relationship for the benefit of both, viz. members of such economically weaker sections as well as the Company. The Company proactively and responsibly conducts social activities and devises strategies to help build a self- sustainable developmental structure within the community, especially for those residing in JJ clusters and resettlement colonies.

Tata Power-DDL's innovative processes of integrating Corporate Social responsibility with its business goal is one of its kind in the industry and also recognized at various national/international levels. Tata Power-DDL's CSR Policy, supporting Tata Power-DDL's Values and AA frameworks for CSR, sets the overall direction for community initiatives that covers the entire workforce.

A brief snapshot of activity held in TPDDL areas in FY 20-21 is as below:

1. Women Literacy Program & ABHA
2. Soft skills development training to adolescent girls
3. Vocational training cum Tutorial program
4. Affirmative Action Program
5. Eye Camps
6. Mobile Dispensary Services
7. Blood Donation Camps
8. Safe drinking water provisions at Govt. schools & VT Centers
9. Entrepreneurship – Self Help Group Training Program
10. Support to disability center – Viklang Margdarshan Kendra
11. Club Energy – Energy conservation and sensitization session.
12. Tree Plantation
13. Promoting Consumer Awareness
14. Meri PathShala – Special Training Centre
15. CSR initiatives at various BD Locations

Tata Power-DDL looks forward for an enhanced and valuable contribution in the lives of communities by the company, create a win-win situation for all stakeholders and strives for achieving the milestones of sustainable development and inclusive growth.

**SA-8000-2014 Certification:** Tata Power-DDL is re-certified for SA-8000-2014 version, an international standard for social accountability. In order to address Social & Environmental challenges, Tata Power-DDL continues to strive to identify areas where it can make a difference.

**Customer Services:** At Tata Power – DDL, our customers are at the core of our business and we work tirelessly to ensure complete satisfaction for our customers. We understand that electricity is an integral part of our customer lives and enable all of us to do more in life, and accordingly we are committed to provide our customers with non-stop, reliable supply of power as well as a responsive and best in class customer service and experience. Tata Power-DDL has consistently implemented new technologies and process to improve its customer's satisfaction. The excellence journey started with the establishment of Customer Care centres (spread across 12 Districts) and with the introduction of a 24 \* 7 Call Centre (19124). Over the years, Tata Power – DDL has introduced many such customer conveniences viz. Responsive website with customer login section, SMS PULL service, Hotline Facility at Customer Care centres (after office hour usage) and mobile application – 'Tata Power-DDL Connect'.

To enhance its reach, enable and empower its customers, Tata Power – DDL has also marked its presence on new age social media platforms viz. Facebook, Twitter, Slide share and You Tube. With the introduction of Online Document Submission Facility (For New Connections  $\geq 11$  KW customers), Live Web Chat service (on limited time period basis), Tata Power – DDL is continuously working to digitally empower its customers.

In order to develop a close bond with its customers, Tata Power – DDL organizes customer interaction programs like, monthly meetings with RWAs, quarterly meeting with IWAs, Annual Customer Meets like Udhyam and Milap. Further, all customers who have a sanctioned load  $\geq 11$  KW are attached to dedicated Client Managers, who provide personalized service to such customers. From the perspective of Corporate Social Responsibility, a separate group looks after the service delivery aspect, for the lowest strata of society i.e. People living in slums / JJ Clusters, also identified as Key Community. Similarly, a separate and dedicated group looks after the needs of the Government & Industrial customers who have multiple connections within our distribution area.

To provide accurate meter reading and billing to our customers, automatic meter reading facility is available to all customers  $\geq 11$  KW, while all other customers are billed on the basis of a mobile based reading recording system. Moving forward, Tata Power – DDL is also

working on SMART Meters that aim to provide real time and a two way communication between the utility and the customer.

To offer convenient payment services, Tata Power – DDL has made available multiple modes & avenues for making payment to its customer's viz. In person payment at company owned Cash Collection Centres & ATPMs, online payment facility (Credit-Debit card / Net banking), mobile wallet etc. Customers also have the option to make an advance payment and earn interest on the same (as per the defined regulations).

As part of the complaint management process, apart from being able to register their complaints at call centres, customers can also reach out to District customer care centres that are the primary touch points for any complaint registration and escalation. As part of the 3 Tier complaint escalation mechanism, the customer can meet our Customer Relation Executives, Customer Service Managers and the District Manager. If still dissatisfied, the matter can be escalated to Circle Head / Head of Customer Service. For any assistance during New Connection Process and for resolution of old billing disputes / arrears, separate hearing and counselling cells have also been established for the customers. Tata Power–DDL has an integrated complaint management process for logging and tracking customer request / complaints with an inbuilt auto escalation mechanism. Complaints are registered by providing a unique system generated request number and all the complaint processing information are updated against the corresponding number with which the customers can seek the status of their complaint/request from any touch point.



## **AWARDS AND RECOGNITIONS**

Various awards and recognitions have been bestowed on the company and its executives during the year FY 20-21.

Some of the awards and recognitions received by the company are as under:

- 1. ICAI Award** for Excellence in Financial Reporting for **2019-20**
- 2. Swachh Survekshan 2021 Award** in the "Govt. Office" Category
  - Corporate Office Building and Cencare Building- First Position
  - UP Samaj Building, Pitam Pura- Third Position
- 3. ISGF Smart Innovation Awards 2021:**
  - **Diamond Category Winner Award** for- Talk Back Seal for Energy Meters
  - **Certificate of Merit** for- Smart Prevention of Distribution Transformer Failure
  - **Certificate of Merit** for- Self-Sensing Auto Spiking Tool
- 4. People First HR Excellence Award 2020** for "Leading Practices in Employee Engagement"
- 5. Customer FEST Awards, 2021** for Best Digital Customer Experience Initiative
- 6. ICC Social Impact Awards 2021:**
  - **Winner** in the category '**Promoting Gender Equality and Women Empowerment**'
  - **First Runner-up** in the category '**Promoting Education**'
- 7. Safety Innovation Award- 2020**
- 8. Smart Grid Lab** recognised as '**In-House R&D Unit**' by Department of Scientific & Industrial Research (DSIR), Ministry of Science & Technology, Government of India
- 9. Golden Peacock Award** for Energy Efficiency – 2020

- 10.Asian Power Awards 2020** : 'Power Utility of the Year – India' and 'Smart Grid Project of the Year – India'
- 11.UN Women:** 1st Runner-up in the 'Community Engagement Category' and 2nd Runner-up in the Covid-19 Category'
- 12.Open Text Award:** 'Building a Resilient Organization' Category
- 13.Confederation of Indian Industry (CII) Industrial Innovation Awards 2020:** 'Top 25 Innovative Company' for development of BESS
- 14.CMO Asia:** 'Dream Companies to Work For' at Asia's Best Employer Brand Awards
- 15.Annual Facility & Property Management India Summit & Awards 2020** by Inventicon: Facility Management Excellence in Sustainability Award
- 16.CCQC 2020:** Quality Circle Forum of India: 26 Awards at National Convention on Quality Concepts (NCQC) 2020, Delhi Chapter
- 17.ICQCC 2020:** 10 PLATINUM Awards at International Convention on Quality Control Circles
- 18.Annual National HR Circle Competition- 2020** organized by Confederation of Indian Industry (CII): **Winner** under two categories, namely 'Business Continuity w.r.t People Management amidst COVID situation'; and 'Employee Relations and Employee Engagement' and **Runner-Up** in the category 'Innovation Leadership during crisis'
- 19.**Tata Power-DDL has been recognized at the **59th ABCI Annual Awards** for its in-house digital newsletter 'Surkhiyan' (2019-20) by Association of Business Communicators of India
- 20.**Tata Power-DDL has won the Facility Management Excellence in Sustainability Award at the **5th Annual Facility & Property Management India Summit & Awards 2020** by Inventicon